Genesys Customer Experience Insights User's Guide

Customer Segment Service Level Report

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Customer Segment Service Level Report

This page describes how you (as a team leader or business user) can use the (**CX Insights for iWD** folder) > **Customer Segment Service Level Report** to learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process.

Understanding the Customer Segment Service Level Report

Customer Segment Service Level Report

Tenant	Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
selenium	Email Marketing	Advertising	workitem	Existing users	Hard Drive (HDD)	2020-07-31	3	0	0.00%
					Hard Drive (HDD)	2020-08-01	0	0	0.00%
					Hard Drive (HDD)	2020-08-02	0	3	0.00%
					Hard Drive (HDD)	2020-08-03	0	3	0.00%
					Motherboard	2020-07-31	1	0	0.00%
					Motherboard	2020-08-01	0	0	0.00%
					Motherboard	2020-08-02	0	1	0.00%
					Motherboard	2020-08-03	0	1	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-07-31	2	0	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-01	0	0	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-02	0	2	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-03	0	2	0.00%
					Solid-State Drive (SSD)	2020-07-31	3	0	0.00%
					Solid-State Drive (SSD)	2020-08-01	0	0	0.00%
					Solid-State Drive (SSD)	2020-08-02	0	3	0.00%
					Solid-State Drive (SSD)	2020-08-03	0	3	0.00%
					Total		9	18	200.00%
				New users	Central Processing Unit (CPU)	2020-07-31	2	0	0.00%
					Central Processing Unit (CPU)	2020-08-01	0	0	0.00%
					Central Processing Unit (CPU)	2020-08-02	0	2	0.00%
					Central Processing Unit (CPU)	2020-08-03	0	2	0.00%
					Hard Drive (HDD)	2020-07-31	1	0	0.00%
					Hard Drive (HDD)	2020-08-01	0	0	0.00%
					Hard Drive (HDD)	2020-08-02	0	1	0.00%
					Hard Drive (HDD)	2020-08-03	0	1	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-07-31	1	0	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-01	0	0	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-02	0	1	0.00%
					Optical Drive (e.g., BD/DVD/CD drive)	2020-08-03	0	1	0.00%
					Random Access Memory (RAM)	2020-07-31	2	0	0.00%
					Random Access Memory (RAM)	2020-08-01	0	0	0.00%
					Random Access Memory (RAM)	2020-08-02	0	2	0.00%
					Random Access Memory (RAM)	2020-08-03	0	2	0.00%
					Solid-State Drive (SSD)	2020-07-31	1	0	0.00%
					Solid-State Drive (SSD)	2020-08-01	0	0	0.00%
					Solid-State Drive (SSD)	2020-08-02	0	1	0.00%

This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on different customer segments.

To get a better idea of what this report looks like, view sample output from the report: SampleCustomerSegmentServiceLevelReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Customer Segment Service Level Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day and time from which to gather report data.
End Date	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Customer Segment	Optionally, select a Customer Segment on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.

Attributes in the Customer Segment Service Level Report

Attribute	Description	Data Mart Table.Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute	PROCESS.PROCESS_NAME

Attribute	Description	Data Mart Table.Column
	of tasks and work items that define strategies for how to route them.	
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NA
Product	Enables data to be organized by the type of product.	PRODUCT.PRODUCT_TYPE
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Customer Segment Service Level Report

Metric	Description	Source or Calculation
New	Number of new tasks that were submitted to iWD during the given time interval. Tasks are counted only after they have been classified.	TASK_CLASSIF_FACT.NEW_TASK_COUNT
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
% Finished	The percentage of tasks of this classification that were completed during the reporting interval.	Calculated based on the Finished and Pending metrics, where: • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Pending is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T