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Genesys Customer Experience Insights User's Guide

Intraday Process Report

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Intraday Process Report

This page describes how you (as a manager, business user, workforce planning user, or team leader) can use the **(CX Insights for iWD folder) > Intraday Process Report** to view information about the performance of historical and pending work items, to learn more about sources of backlog, about throughput, and to understand how often tasks become overdue before they are finished.

Understanding the Intraday Process Report

Tenant	Department	Process	Media Type	Day	Entered	Finished	% Finished	Finished Overdue	% Finished Overdue	Pending	Pending Overdue	Avg Finish Time (Fmt)	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)
selenium	Email Marketing	Advertising	workitem	2020-07-31	16	0	0.00%	0	0.00%	16	0	00:00:00	00:00:00	00:00:00
				2020-08-01	0	0	0.00%	0	0.00%	16	0	00:00:00	00:00:00	00:00:00
				2020-08-02	0	16	0.00%	0	0.00%	0	0	48:03:05	00:02:48	48:00:40
				2020-08-03	0	16	0.00%	0	0.00%	0	0	72:00:17	00:02:48	48:00:40
			Total		16	32	200.00%	0	0.00%	0	0	60:01:41	00:02:48	48:00:40
		Newsletter	workitem	2020-07-31	17	17	100.00%	0	0.00%	0	0	07:02:46	00:02:30	07:00:16
				2020-08-01	0	17	0.00%	17	100.00%	0	0	24:00:09	00:02:30	07:00:16
			Total		17	34	200.00%	17	50.00%	0	0	15:31:28	00:02:30	07:00:16
		Promotion	workitem	2020-07-31	15	30	200.00%	15	50.00%	0	0	07:01:22	00:02:06	04:00:19
					15	30	200.00%	15	50.00%	0	0	07:01:22	00:02:06	04:00:19
		Retention	workitem	2020-07-31	10	10	100.00%	0	0.00%	10	10	00:28:27	00:03:09	00:25:18
				2020-08-01	0	10	0.00%	10	100.00%	0	0	12:00:22	00:03:09	00:25:18
			Total		10	20	200.00%	10	50.00%	0	10	06:14:25	00:03:09	00:25:18
		Total			58	116	200.00%	42	36.21%	0	10	24:00:07	00:02:36	16:24:22
	Online Presence	Blogs / News Portals	workitem	2020-07-31	11	11	100.00%	0	0.00%	0	0	08:03:44	00:03:28	08:00:16
				2020-08-01	0	11	0.00%	11	100.00%	0	0	24:00:29	00:03:28	08:00:16
			Total		11	22	200.00%	11	50.00%	0	0	16:02:06	00:03:28	08:00:16
		Forums	workitem	2020-07-31	10	10	100.00%	0	0.00%	10	10	02:03:37	00:03:19	02:00:18
				2020-08-01	0	10	0.00%	10	100.00%	0	0	12:00:27	00:03:19	02:00:18
			Total		10	20	200.00%	10	50.00%	0	10	07:02:02	00:03:19	02:00:18
		Online Advertisements	workitem	2020-07-31	10	0	0.00%	0	0.00%	10	0	00:00:00	00:00:00	00:00:00
				2020-08-01	0	10	0.00%	0	0.00%	0	0	24:03:45	00:03:28	24:00:17
				2020-08-02	0	10	0.00%	10	100.00%	0	0	48:00:21	00:03:28	24:00:17
			Total		10	20	200.00%	10	50.00%	0	0	36:02:03	00:03:28	24:00:17
		Website	workitem	2020-07-31	11	11	100.00%	0	0.00%	0	0	04:03:20	00:03:02	04:00:18
				2020-08-01	0	11	0.00%	11	100.00%	0	0	16:00:23	00:03:02	04:00:18
			Total		11	22	200.00%	11	50.00%	0	0	10:01:52	00:03:02	04:00:18
		Total			42	84	200.00%	42	50.00%	0	10	17:04:52	00:03:19	09:20:17
	Total				100	200	200.00%	84	42.00%	0	20	21:05:42	00:02:54	13:26:15
					100					0	20	21:05:42	00:02:54	13:26:15

This report provides a count of the completed iWD tasks that were overdue and the counts, percentages, and averages of completed iWD tasks, and breaks down the average amount of time it took to complete tasks using three metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The report also provides a snapshot of the task backlog for a day or reporting interval, providing detailed information about how many tasks are currently pending, how many tasks are currently overdue, and how many of the completed tasks were overdue. Data is organized by day, tenant, department, and by business process.

To get a better idea of what this report looks like, view sample output from the report:
[SampleIntradayProcessReport.pdf](#)

Important

If you plan to customize this report, be sure to first read the important information in [Customizing attributes](#). Failure to do so can cause incorrect totals to appear in the report.

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 Intraday Process 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.
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 Intraday Process Report

Attribute	Description	Data Mart Table.Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME

Attribute	Description	Data Mart Table.Column
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 of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
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 Intraday Process Report

Metric	Description	Source or Calculation
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
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].CMPL
% 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
Finished Overdue	The total number of completed tasks of this classification that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
% Finished Overdue	The percentage of completed tasks of this classification that were overdue during the reporting interval.	Calculated based on the Finished Overdue and Finished metrics, where: Finished Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C

Metric	Description	Source or Calculation
		Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTAL
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the Service-Level Agreement (SLA) due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTAL
Avg Finish Time (Fmt)	The average amount of time that elapsed before agents completed tasks of this classification. This metric includes the time that tasks were backlogged, as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: - Finish Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C - Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Handle Time (Fmt)	The average amount of time that agents worked on tasks of this classification before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: - Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C - Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed within the iWD system before tasks of this classification were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: - Accept Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C - Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C

Customizing attributes

REPORT OBJECTS

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REPORT OBJECTS	Department	Process	Interaction Subtype	Date	New	Pending	Completed
Department				2021-09-01	20	100	0
Process				2021-09-01	10	100	0
Interaction Subtype				2021-09-01	0	175	0
Date				2021-09-01	0	100	0
New				2021-09-01	0	100	0
Pending				2021-09-01	10	100	0
Completed				2021-09-01	0	207	0
Department				2021-09-01	10	20	200
Process				2021-09-01	20	0	20
Interaction Subtype				2021-09-01	0	0	10
Date				2021-09-01	0	10	7
New				2021-09-01	0	0	0

It should be the same list of attributes

Ensure that the attributes in the grid match those in the REPORT OBJECTS list

If you customize this report, you must ensure that the attributes listed in "REPORT OBJECTS" matches the attributes used in the report grid, as shown in the figure *Ensure that the attributes in the grid match those in the REPORT OBJECTS list*.

This means that:

- To remove an attribute from the report, you must do so by clicking **Remove from Report**, (not **Remove from Grid**).
- To add a new attribute, you must add it both to the **REPORT OBJECTS** list, and to the report grid.

If you do not follow these steps, the totals for the Pending\Pending Overdue metrics may be displayed incorrectly.