Genesys Customer Experience Insights User's Guide

Queue Throughput Report

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Queue Throughput Report

Use the (**CX Insights for iWD** folder >) Queue Throughput Report to analyze how tasks pass through business process steps associated with queues in a given time interval, organized by processes within departments. The report provides a holistic view of tasks in queues (including New, Cancel, Rejected, and Completed).

Understanding the Queue Throughput Report

				Queue Throughput Report						
Tenant	Department	Process	Day	Tasks on New Queue	Tasks on Captured Queue	Tasks on Queued Queue	Tasks on Completed Queue	Tasks on Cancel Queue	Tasks on Rejected Queue	Tasks on Error Held Queue
selenium	Email Marketing	Advertising	2020-03-06	1,190	0	0	0	0	0	0
			2020-03-07	0	0	0	0	0	0	0
			2020-03-08	0	0	0	0	0	0	0
			2020-03-09	21	0	0	0	0	0	0
			2020-03-10	3,920	0	0	0	0	0	0
		Newsletter	2020-03-06	1,251	0	0	0	0	0	0
			2020-03-07	0	0	0	0	0	0	0
			2020-03-08	0	0	0	0	0	0	0
			2020-03-09	36	0	0	0	0	0	0
			2020-03-10	3,877	0	0	0	0	0	0
		Promotion	2020-03-06	1,230	0	0	0	0	0	0
			2020-03-07	0	0	0	0	0	0	0
			2020-03-08	0	0	0	0	0	0	0
			2020-03-09	30	0	0	0	0	0	0
			2020-03-10	4,017	0	0	0	0	0	0
		Retention	2020-03-06	1,247	0	0	0	0	0	0
			2020-03-07	0	0	0	0	0	0	0
			2020-03-08	0	0	0	0	0	0	0
			2020-03-09	32	0	0	0	0	0	0
			2020-03-10	4,008	0	0	0	0	0	0
				20,850				0	0	

To get a better idea of what this report looks like, view sample output from the report: SampleQueueThroughputReport .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 Queue Throughput Report

Prompt	Description
Pre-set Date Filter	Choose a Date Range from the list of preset

Prompt	Description
	options. This prompt overrides the Start Date and End Date values.
Start Date	Choose the first day from which to collect report data.
End Date	Choose the last day from which to collect report data.
Department	Optionally, select one or more departments from which to gather data for the report.
Process	Optionally, select one or more processes from which to gather data for the report.
Tenant	Optionally, select one or more tenants for which to gather data into the report.

Attributes in the Queue Throughput 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 department in which the interaction was handled.	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
Time\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.DATE_TIME_DAY_KEY, DATE_TIME.LABEL_YYYY_MM_DD, DATE_TIME.CAL_DATE

Metrics in the Queue Throughput Report

> **Tip**
>
> Not all of the metrics described here appear in the report, by default. However, you can easily modify the report to show different metrics, as described in Customizing Reports.

Metric	Description	Source or Calculation
Tasks on Submitted Queue	The number of tasks on Submitted Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on New Queue	The number of tasks on New Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Captured Queue	The number of tasks on Captured Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Queued Queue	The number of tasks on Queued Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Completed Queue	The number of tasks on Completed Queue.	IWD_AGG_TASK_QUEUE.CMPL_TASK_COUNT
Tasks on Cancel Queue	The number of tasks on Cancel Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Rejected Queue	The number of tasks on Rejected Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Error Held Queue	The number of tasks on Error Held Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Hold Queue	The number of tasks on Hold Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Post Processing Queue	The number of tasks on Post Processing Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Non Routable Queue	The number of tasks on Non Routable Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Delivery Attempt Hold Queue	The number of tasks on Delivery Attempt Hold Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Force Route Hold Queue	The number of tasks on Force Route Hold Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Force Route Queued Queue	The number of tasks on Force Route Queued Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Delivery Window Hold Queue	The number of tasks on Delivery Window Hold Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Restricted Delivery Queue	The number of tasks on Restricted Delivery Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT
Tasks on Transfer Queue	The number of tasks on Transfer Queue.	IWD_AGG_TASK_QUEUE.EXITED_TASK_COUNT