Genesys Customer Experience Insights User's Guide

Queue Task Duration Report

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Queue Task Duration Report

This page describes how you (as a business user, manager, team leader, or technical business analyst) can use the (**CX Insights for iWD** folder) > **Queue Task Duration Report** to gain insight into the movement of tasks through the iWD system, thereby troubleshooting business rules and routing strategies.

Understanding the Queue Task Duration Report

				Queue Task Duration Report					
Tenant	Department	Process	Queue	Day	Avg Handle Time	Avg Accept Time	Avg Finish Time	Avg Source System Time	Avg Pre Source System Time
selenium	selenium_dep_1	selenium_proc_1	iWD_Captured	2018-12-14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-26	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2018-12-28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			iWD_Completed	2018-12-14	00:39:20	00:00:10	00:39:33	71:44:20	00:00:00
				2018-12-17	00:26:34	00:22:31	00:49:08	144:09:07	00:00:00
				2018-12-18	00:38:01	00:09:38	00:47:43	168:11:05	00:00:00
				2018-12-19	00:17:17	00:21:01	00:38:22	192:22:18	00:00:00
				2018-12-20	00:37:32	00:00:12	00:37:46	05:33:30	00:00:00
				2018-12-21	00:21:38	00:32:50	00:54:31	22:20:14	00:00:00
				2018-12-24	00:30:26	00:21:40	00:52:08	00:25:29	00:00:00

This report provides average task durations for the specified processes and departments at various task processing milestones from the perspective of the queues or workbins from which tasks were distributed.

To get a better idea of what this report looks like, view sample output from the report: SampleQueueTaskDurationReport.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 Task Duration 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.
Queue	Optionally, select a queue on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.

Attributes in the Queue Task Duration 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 of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Queue	Enables data to be organized by the name of the interaction queue, agent workbin, agent group workbin, place workbin, or place group workbin into which tasks or work items entered.	QUEUE.QUEUE_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 Queue Task Duration Report

Metric	Description	Source or Calculation
Avg Handle Time (Fmt)	The average amount of time that agents worked on tasks that were distributed from this queue before they were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM • Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM
Avg Accept Time (Fmt)	For completed tasks that were distributed from this queue, the average amount of time that elapsed within the iWD system before the tasks 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_QUEUE_[Y,Q,M,W,D,H,15].CM • Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM
Avg Finish Time (Fmt)	The average amount of time that elapsed before agents completed tasks that were distributed from this queue. 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_QUEUE_[Y,Q,M,W,D,H,15].CM • Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM
Avg Source System Time (Fmt)	For completed tasks that were distributed from this queue, the average amount of time the tasks spent in the preceding system before they were created within iWD.	Calculated based on the Source System Time and Finished metrics, where: • Source System Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM
Avg Pre-Source System Time (Fmt)	For completed tasks that were distributed from this queue, the average amount of time the tasks spent in the presource system.	Calculated based on to the Pre Source System Time and Finished metrics, where: • Pre Source System Time is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM • Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM