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# Genesys Customer Experience Insights User's Guide

Task Work Detail Report

5/10/2025

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This page describes how you can use the **(CX Insights for iWD folder) > Task Work Detail Report** to learn more about tasks that involved more than one employee, the names of the queues that distributed the tasks to the employees, and more.

Task Work Detail Report																		
Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Queue					
2021-05-04	0101AM	IT	Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	1WD_Queue					
	0102PM	IT	Access Request	capture_point1	Department 1	Process 3	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	1WD_Queue					
	0105AM	IT	Access Request	capture_point3	Department 2	Process 5	Unknown	email	Outbound	OutboundACK	Service	Recalculation	1WD_Queue					
	0106AM	IT	Support Request	capture_point2	Department 2	Process 5	Unknown	workitem	Outbound		Service	Recalculation	1WD_Queue					
	0112PM	IT	Request															
	0116AM	Fraud	Account Ch		Queue Type	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Est)	
	0120PM	IT	Request		InteractionQueue	channel1	Agent 3	2021-05-04 0102AM	BROWN	Customer1	3	150	1tx003754	ext003754	33891	33892	00:00:39	
	0120PM	Fraud	Ban Request		InteractionQueue	channel13	Agent 6	2021-05-04 0102PM	BROWN	Customer4	3	60	1tx004102	ext004102	37158	37159	00:00:42	
	0138AM	Fraud	Ban Request		InteractionQueue	channel12	Agent 3	2021-05-04 0106AM	SILVER	Customer3	3	110	1tx003758	ext003758	33908	33909	00:00:41	
	0138AM	IT	Access Request		InteractionQueue	channel1	Agent 1	2021-05-04 0107AM	SILVER	Customer1	3	70	1tx003753	33911	33912	00:00:42		
	0141PM	Finance	Credit		InteractionQueue	channel14	Agent 6	2021-05-04 0112PM	GOLD	Customer5	3	80	1tx004105	ext004105	37148	37149	00:00:43	
	0150AM	Fraud	Ban Request		InteractionQueue	channel14	Agent 4	2021-05-04 0117AM	GOLD	Customer4	3	50	1tx003762	ext003762	33948	33949	00:00:48	
	0152AM	Fraud	Ban Request		InteractionQueue	channel15	Agent 6	2021-05-04 0117AM	SILVER	Customer3	3	50	1tx003761	ext003761	33938	33939	00:00:43	
	0153PM	IT	Request		InteractionQueue	channel14	Agent 4	2021-05-04 0120PM	SILVER	Customer5	3	90	1tx004110	ext004110	37188	37189	00:00:45	
	0159AM	IT	Support Request		InteractionQueue	channel13	Agent 3	2021-05-04 0131PM	SILVER	Customer5	3	60	1tx004001	ext004001	37198	37199	00:00:45	
	0200PM	IT	Support Request		InteractionQueue	channel12	Agent 5	2021-05-04 0139AM	BROWN	Customer2	3	120	1tx003765	ext003765	33978	33979	00:00:46	
	0202AM	IT	Support Request		InteractionQueue	channel14	Agent 1	2021-05-04 0138AM	GOLD	Customer4	3	50	1tx003764	33968	33969	00:00:38		
	0202PM	IT	Support Request		InteractionQueue	channel12	Agent 6	2021-05-04 0142PM	BROWN	Customer1	3	80	1tx004113	ext004113	37208	37209	00:00:43	
	0210PM	IT	Access Request		InteractionQueue	channel13	Agent 4	2021-05-04 0151AM	SILVER	Customer4	3	80	1tx003768	ext003768	34008	34009	00:00:44	
	0214AM	IT	Support Request		InteractionQueue	channel12	Agent 2	2021-05-04 0152AM	SILVER	Customer4	3	70	1tx003767	ext003767	33998	33999	00:00:38	
	0217AM	IT	Support Request		InteractionQueue	channel13	Agent 1	2021-05-04 0154PM	GOLD	Customer5	3	90	1tx004114	ext004114	37218	37219	00:00:37	
	0222PM	IT	Support Request		InteractionQueue	channel12	Agent 3	2021-05-04 0200AM	GOLD	Customer5	3	120	1tx003766	ext003766	33988	33989	00:00:39	
	0223AM	Fraud	Account Ch		InteractionQueue	channel14	Agent 6	2021-05-04 0201PM	SILVER	Customer1	3	140	1tx004028	ext004028	37238	37239	00:00:40	
	0225PM	Finance	Credit		InteractionQueue	channel12	Agent 3	2021-05-04 0202AM	BROWN	Customer4	3	120	1tx003771	ext003771	34038	34039	00:00:32	
	0232AM	IT	Request		InteractionQueue	channel11	Agent 2	2021-05-04 0203PM	GOLD	Customer5	3	70	1tx004118	ext004118	37248	37249	00:00:47	
	0233AM	Fraud	Duplicate		InteractionQueue	channel14	Agent 4	2021-05-04 0211PM	GOLD	Customer2	3	70	1tx004119	ext004119	37258	37259	00:00:43	
	0236PM	IT	Access Request		InteractionQueue	channel12	Agent 3	2021-05-04 0214AM	SILVER	Customer5	3	100	1tx0037					

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report

criteria. The default hour selections span one day.

- Refine other prompts to the minimum dataset that is required.

Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

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

[SampleTaskWorkDetailReport.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 Task Work Detail Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	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.
Media Channel	Optionally, select a media channel on which to focus the report.
Source Tenant	Optionally, select a source tenant on which to focus the report.
Agent Name (Modified in 9.0.017)	Optionally, select the name of the agent on which to focus the report.
Customer ID	Optionally, select a customer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
Interaction ID	Optionally, select an Interaction ID on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.
Interaction Type	Optionally, select one or more interaction types for which to gather data into the report.

## Attributes in the Task Work Detail Report

Attribute	Description	Data Mart Table.Column
Assign Date	Enables data to be organized by the date, in YYYY-MM-DD, on which a task was assigned to the agent.	TASK_WORK_FACT.ASSIGN_DATE_KEY
Day of Year	Enables data to be organized by the day of the year when the work started.	TASK_WORK_FACT.START_DATE_TIME_KEY
Source Process	Enables data to be organized by the name of the source-system process—for example, Order.	SOURCE_PROCESS.SOURCE_PROCESS_TYPE by way of (TASK_FACT.SOURCE_PROCESS_KEY)
Source Process Subtype	Subtype of the process—for example, Activation.	SOURCE_PROCESS.SOURCE_PROCESS_SUBTYPE
Start Date Time	Enables data to be organized by the 15-minute interval during which this record was created.	TASK_WORK_FACT.START_DATE_TIME_KEY
Assign Time	Enables data to be organized by the time of day at which the task was assigned to the agent.	TASK_WORK_FACT.ASSIGN_TIME_KEY
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME by way of (PROCESS.DEPARTMENT_KEY on TASK_FACT.PROCESS_KEY=PROCESS.PROCESS_K
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.	PROCESS.PROCESS_NAME by way of (TASK_FACT.PROCESS_KEY)
Category	Enables data to be organized by the descriptive name of the category.	CATEGORY.CATEGORY_NAME by way of (TASK_FACT.CATEGORY_KEY)
Product	Enables data to be organized by the type of the product.	PRODUCT.PRODUCT_TYPE by way of (TASK_FACT.PRODUCT_KEY)
Product Subtype	Enables data to be organized by the subtype of the product.	PRODUCT.PRODUCT_SUBTYPE by way of (TASK_FACT.PRODUCT_KEY)
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
Interaction Type	Enables data to be organized by interaction type.	MEDIA_TYPE.INTERACTION_TYPE_NAME
Interaction Subtype	Enables data to be organized by interaction subtype.	MEDIA_TYPE.INTERACTION_SUBTYPE_NAME
Queue	Enables data to be organized by the descriptive name of the interaction queue or workbin.	QUEUE.QUEUE_TYPE by way of (TASK_FACT.CURRENT_QUEUE_KEY)

Attribute	Description	Data Mart Table.Column
Queue Type	<p>Enables data to be organized by the type of the distribution queue, which is one of the following values:</p> <ul style="list-style-type: none"> <li>• InteractionQueue</li> <li>• AgentWorkbin</li> <li>• AgentGroupWorkbin</li> <li>• PlaceWorkbin</li> <li>• PlaceGroupWorkbin</li> </ul>	QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_KEY)
Queue Target Name	Enables data to be organized by the workbin name of the agent, agent group, place, place group, or by the name of the interaction queue.	QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_TARGET_KEY)
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.	MEDIA_CHANNEL.MEDIA_CHANNEL_NAME by way of (TASK_FACT.MEDIA_CHANNEL_KEY)
Agent Name (Modified in 9.0.017)	Enables data to be organized by the name of the agent.	RESOURCE_GCXI.AGENT_NAME by way of (TASK_WORK_FACT.ASSIGNED_AGENT_KEY)
Assign Date Time	Enables data to be organized by the date and time when the task was assigned to the agent.	TASK_WORK_FACT.ASSIGN_DATE_KEY, TASK_WORK_FACT.ASSIGN_DATE_KEY
Finish Date Time	Enables data to be organized by the date and time when the task was finished by the agent.	TASK_WORK_FACT.FINISH_DATE_KEY, TASK_WORK_FACT.FINISH_TIME_KEY
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NAME by way of (TASK_FACT.CUSTOMER_SEGMENT_KEY)
Customer ID	Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns.	CUSTOMER.CUSTOMER_ID by way of (TASK_FACT.CUSTOMER_KEY)
Result Code	Enables data to be organized by the descriptive name of the result code.	RESULT_CODE.RESULT_CODE_NAME by way of (TASK_FACT.LAST_RESULT_CODE_KEY)
Priority	Enables data to be organized by the priority assigned to the task.	TASK_FACT.CURRENT_PRIORITY_KEY by way of (TASK_FACT.CURRENT_PRIORITY_KEY)
Interaction ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.	TASK_FACT.INTERACTION_ID
Capture ID	Enables data to be organized by	TASK_FACT.CAPTURE_ID

Attribute	Description	Data Mart Table.Column
	the ID of the task capture as issued by the originating source system.	
Assign Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which the task was assigned to an agent.	TASK_WORK_FACT.ASSIGN_TASK_EVENT_ID
Finish Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which an agent finished working on the task.	TASK_WORK_FACT.FINISH_TASK_EVENT_ID
Solution Name	Enables data to be organized by the descriptive name of the solution.	SOLUTION.SOLUTION_NAME by way of (TASK_FACT.SOLUTION_KEY)
Is Abandon	Enables data to be organized by whether a task was abandoned: 0 indicates that the task was not abandoned (status finished). 1 indicates that the task was abandoned.	TASK_WORK_FACT.IS_ABANDON
Source Tenant	Enables data to be organized by the name of the tenant from the source system.	SOURCE_TENANT.SOURCE_TENANT_NAME by way of (TASK_FACT.SOURCE_TENANT_KEY)
Tenant	Enables data to be organized by the name of the tenant.	TENANT.TENANT_NAME
Process Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.	PROCESS.CUSTOM_DIM_KEY
Department Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.	DEPARTMENT.CUSTOM_DIM_KEY
Tenant Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.	TENANT.CUSTOM_DIM_KEY

## Metrics in the Task Work Detail Report

Metric	Description	Source (Table.Column) or Calculation
Work Time	The total amount of time that elapsed between the moment when the agent was assigned a task and the moment when the	TASK_WORK_FACT.WORK_TIME_SEC

Metric	Description	Source (Table.Column) or Calculation
	agent completed the task.	