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Genesys Customer Experience Insights Project Guide

Chat folder

12/16/2025

Chat folder

The Chat folder contains numerous objects that you can use to build chat-related reports. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Chat folder and subfolders

This folder contains the following root folder and subfolders.

- Chat
- Chat > Async
- Chat > Agent
- Chat > Thread

Folder: Chat

Introduced: 9.0.007.03

Description: The root Chat folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of chat interactions. Other objects in this folder are organized into subfolders.

Metrics:

- | | | |
|---------------------------------------|------------------------------|---|
| • % Agent Terminated | • % Session Transferred | • Avg Bots per Session with Bot |
| • % Customer Terminated | • % Session with Bot | • Avg Characters per Session typed by Agent |
| • % Interactions Parked | • Agent | • Avg First Response Agent Time |
| • % Interactions with Less Queue Time | • Agent Response Time | • Avg Messages Sent By Agent |
| • % Interactions with Long Queue Time | • Agent Responses | • Avg Messages Sent By Customer |
| • % Session Inactive | • Agent Terminated | • Avg Session Time |
| • % Session Missed | • Agent Wait | • Bot Session |
| • % Session Only with Bots | • Agent Wait Time | • Customer Response Time |
| | • Avg Bots per Media Session | |

<ul style="list-style-type: none"> • Customer Responses • Customer Terminated • Customer Wait • Customer Wait Time • Disconnected • First Agent Wait Time • First Bot Wait Time • First Response Agent Time • First Response Wait Time • First Touch Resolution • Handle Interval • Handle Time • Idle (Agent Present) • Idle Time (Agent Present) 	<ul style="list-style-type: none"> • Interactions Parked • Interactions with Less Queue Time • Interactions with Long Queue Time • Max Agent Response Time • Max Agent Wait Time • Max Customer Response Time • Max Customer Wait Time • Max First Response Agent Time • Max Wait-time in Queue • Media Session • Messages From Agent • Messages From Agent Size 	<ul style="list-style-type: none"> • Messages From Bot • Messages From Bot Size • Messages From Customer • Messages From Customer Size • Parking Queue Duration • Session Ended Normally • Session Inactive • Session Missed • Session Only with Bot • Session Time • Session Transferred • Session with Bot • Terminated Due to Other Reasons
Attributes: <ul style="list-style-type: none"> • End Reason • Ended By 		
<ul style="list-style-type: none"> • Language Name • Media Origin 	<ul style="list-style-type: none"> • Mode 	

Folder: Chat > Agent

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Chat data based on agent activity.

Metrics:

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • % Interactions Less Time to Accept • % Interactions Long Time to Accept • Abandoned Waiting Time • Acceptance Rate • Accepted • Accepted Unique • Alert Duration • Avg Duration for Accepting Interactions • Avg Focus Time • Consult Received Engage Time | <ul style="list-style-type: none"> • Consult Received Engage Warm Time • Consult Received Hold Time • Consult Received Time • Consult Received Warm Hold Time • Consult Received Warm Time • Consult Received Warm Wrap • Consult Received Warm Wrap Time • Consult Received Wrap • Consult Received Wrap Time • Engage Time | <ul style="list-style-type: none"> • Engagement Handle Time • Focus Interval • Focus Time • Hold Time • Interactions Less Time to Accept • Interactions Long Time to Accept • Max Duration for Accepting Interactions • Offered • Rejected • Wrap Time |
|---|--|--|

Attributes:

- Agent Group
- Agent Name

Folder: Chat > Async

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of data describing advanced chat sessions.

Metrics:

- Dormant Interval
- Dormant Time
- Idle (No Agent)
- Idle Time (No Agent)

Attributes:

- There are no attributes in this folder

Folder: Chat > Thread

Introduced: 9.0.010

Description: Objects in this folder enable the organization and measurement of data describing chat threads.

Metrics:

- Average Thread Handle Time
- Average Thread Response Time
- Thread Agent Messages
- Thread Agent Messages Size
- Thread Customer Messages
- Thread Customer Messages Size
- Thread Engagements
- Thread Handle Time
- Thread Response Time
- Thread Sessions
- Threads

Attributes:

- Media Origin

Reports built primarily from the objects in the Chat folder and subfolders

- Asynchronous Chat Dashboard
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report
- Chat Termination Report
- Interactions Acceptance Report
- Interactions Acceptance Dashboard
- Pre-Agent Termination Report

For more information about Chat reports, see the [Genesys CX Insights 9.0 User's Guide](#).