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Genesys Customer Experience Insights Project Guide

Chat Bot Metrics

Chat Bot Metrics

The Chat Bot folder contains numerous metrics that you can use to build Chat Bot-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see [Project terminology and concepts](#).

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.

The following Metrics are available in this folder and are described on this page.

Chat Bot

- [% Failed](#)
- [Avg Messages Received](#)
- [Avg Messages Sent](#)
- [Avg Session Time](#)
- [Customer Terminated](#)
- [Failed](#)
- [Initiated](#)
- [Messages Received](#)
- [Messages Sent](#)
- [Rejected](#)
- [Session Time](#)
- [Started](#)

Folder: Chat Bot

Metric name: % Failed		Folder: Chat Bot
Description: The percentage of BGS sessions that were interrupted during execution, due to technical issues.		
Source or Calculation: Calculated based on the value of the Chat Bot > Failed metric.		Used in: This metric is not used in any reports.
Media type:		
Data type:		

Metric type: Disposition		
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Metric name: Avg Messages Received		Folder: Chat Bot
Description: The average number of messages received by bots during BGS sessions.		
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Received metric.		Used in: <ul style="list-style-type: none">• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Avg Messages Sent		Folder: Chat Bot
Description: The average number of messages sent by bots during BGS sessions.		
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Sent metric.		Used in: <ul style="list-style-type: none">• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Avg Session Time		Folder: Chat Bot
Description: The average duration of bot sessions within the reporting period.		
Source or Calculation: Calculated based on the value of the Chat Bot > Session Time metric.		Used in: <ul style="list-style-type: none">• Bot Dashboard• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Customer Terminated		Folder: Chat Bot
Description: The total number of bot sessions interrupted by the client (for example, because the chat session had no human participants). (ENDED_BY = 'Client').		
Source or Calculation: AG2_BGS_SESSION_*.CUSTOMER_TERMINATED		Used in:

Media type: Data type: Metric type: Disposition		<ul style="list-style-type: none"> • Bot Dashboard • Bot Sessions Overall
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Metric name: Failed		Folder: Chat Bot
Description: The total number of failed bot sessions that were interrupted during execution, due to technical issues, after the sessions started. (ENDED_ABNORMALLY = 1).		
Source or Calculation: AG2_BGS_SESSION_*.FAILED		Used in:
Media type: Data type: Metric type: Disposition		<ul style="list-style-type: none"> • Bot Dashboard • Bot Sessions Overall
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Metric name: Initiated		Folder: Chat Bot
Description: The total number of initiated BGS sessions. Includes all sessions where an initial request was sent from Ixn/workflow to BGS.		
Source or Calculation: AG2_BGS_SESSION_*.INITIATED		Used in:
Media type: Data type: Metric type: Disposition		<ul style="list-style-type: none"> • Bot Dashboard • Bot Sessions Overall
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Metric name: Messages Received		Folder: Chat Bot
Description: The total number of messages received by bots during BGS sessions.		
Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED		Used in:
Media type: Data type: Metric type: Disposition		<ul style="list-style-type: none"> • Bot Dashboard • Bot Sessions Overall
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Metric name: Messages Sent		Folder: Chat Bot
Description: The total number of messages sent by bots during BGS sessions.		

Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_SENT		Used in: <ul style="list-style-type: none">• Bot Dashboard• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Rejected		Folder: Chat Bot
Description: The total number of times that attempts to initiate BGS sessions ended in failure without the session starting.		
Source or Calculation: AG2_BGS_SESSION_*.REJECTED		Used in: <ul style="list-style-type: none">• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Session Time		Folder: Chat Bot
Description: The total duration of bot sessions within the reporting period.		
Source or Calculation: AG2_BGS_SESSION_*.SESSION_TIME		Used in: <ul style="list-style-type: none">• Bot Dashboard• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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Metric name: Started		Folder: Chat Bot
Description: The total number of bot sessions that started.		
Source or Calculation: Calculated as the difference between the values of the Chat Bot > Initiated and Chat Bot > Rejected metrics.		Used in: <ul style="list-style-type: none">• Bot Dashboard• Bot Sessions Overall
Media type:		
Data type: Metric type: Disposition		
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