GENESYS™

Genesys Customer Experience Insights User's Guide

Application Summary Report

12/19/2025

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Application Summary Report

This page describes how you can use the (**IVR** folder) Application Summary Report to learn more about the disposition of Interactive Voice Response (IVR) sessions.

Understanding the Application Summary Report

Application Summary Report			
Final Disposition	**Application Name**	**Day**	**Session**
Abandoned in Queue	GimReporting	2017-03-10	18
		2017-03-14	18
		Total	**36**
	Total		**36**
Abandoned in Queue	Cyara_ExitQueue_Treatmentactivity	2017-03-07	1
		2017-03-13	1
		Total	**2**
	Total		**2**
Abandoned in Self Service	GimReporting	2017-03-10	4
		2017-03-14	4
		Total	**8**
	id	2017-03-08	3
		Total	**3**
	Total		**11**

This report provides detailed information about the origin of calls that traverse IVR applications, and the user-defined disposition of the calls. The report allows you view these results separately for each

application, for time ranges that you specify.

To get a better idea of what this report looks like, view sample output from the report:
SampleApplicationSummaryReport.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 for the Application Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
User Disposition	Filter the interactions included in the report based on whether the status when the caller exited the call flow was set by the agent (User Disposition) or by the system (Final Disposition).
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Application Summary Report

Attribute	Description
Application Name	This attribute enables data to be organized by the name of the self-service and/or assisted-service application (created using Designer).
Day	This attribute 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.
Final Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow (such as Abandoned in Self-service, Abandoned in Queue, Routed to Agent, System Error, Terminated, or Other). This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.
User Disposition	This attribute enables data to be organized by the

Attribute	Description
	status assigned to a call when the caller exited the call flow. This status is set by the agent. The report includes either Final Disposition or User Disposition, or neither, but not both.

Metrics used in the Application Summary Report

Metric	Description
Session	The total number of sessions attributed to User Disposition or Final Disposition.