Genesys Customer Experience Insights User's Guide

Bot Dashboard

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Bot Dashboard

Bot Dashboard — Bot Sessions

The Bot Dashboard provides a dashboard-style summary that you can use to evaluate the impact of Chat Bot, including visualizations of session and message volumes, and breaks down sessions based on whether bots, agents, or both, were involved. The dashboard report organizes data on the following tabs:

- The Bot Sessions tab provides an overall view of bot sessions, including information about:

    - Session durations

    - How many sessions were initiated, started, interrupted, or failed

    - Information about the number of messages sent and received by bots.

- The Media Sessions tab focuses on media sessions, contrasting the number of media sessions with the number (and percentage) of sessions with bots, and with the number of sessions (and percentage) with bots only.

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.
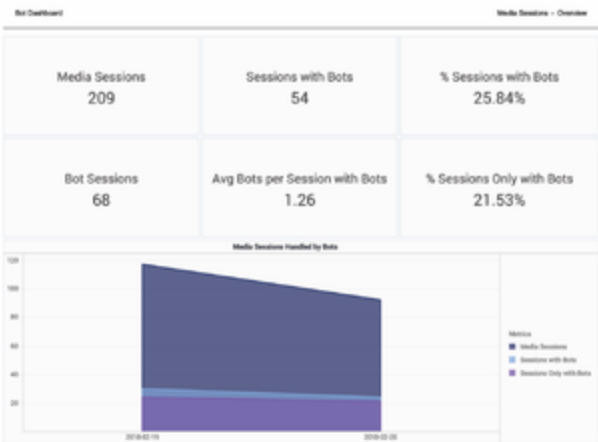
Bot Dashboard — Media Sessions

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Bot Dashboard.pdf

The following table explains the prompts you can select when you generate the Bot Dashboard:

Prompts on the Bot Dashboard

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.
Start Date	Choose the first date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
Bot Category	Select one or more generic bot categories to include in the report.
Media Type	Select one or more media types for which to gather data into the report.
Tenant	Select one or more tenants to include in the report.

Bot Sessions tab

The Bot Sessions tab provides an overall view of bot sessions, including information about session durations, about how many sessions were initiated, started, interrupted, or failed, as well as information about the number of messages sent and received by bots.

The following table explains the metrics used on the Bot Sessions tab:

Metrics on the Bot Dashboard / Bot Sessions tab

Metric	Description
Sessions Initiated	The total number of initiated BGS sessions. Includes all sessions where an initial request was sent from Ixn/workflow to BGS.
Sessions Started	The total number of BGS sessions where a connection was established between Bot and Chat Session.
Sessions Interrupted	The total number of bot sessions interrupted by the client (for example, because the chat session had no human participants). • In deployments with RAA release 9.0.001.10 or later, this metric is defined as: ENDED_BY = 'CBP' and ENDED_REASON = 'ALL_CLIENTS_LEFT'. • In deployments with RAA release 9.0.001.07 or earlier, it was defined as: ENDED_BY = 'Client'.
Sessions Failed	The total number of failed bot sessions that were interrupted during execution, due to technical issues. (ENDED_ABNORMALLY = 1).
Messages Sent	The total number of messages sent by bots during BGS sessions.
Messages Received	The total number of messages received by bots during BGS sessions.
Sessions' Time	The total duration of bot sessions within the reporting period.
Avg Session Time	The average duration of bot sessions.

Media Sessions tab

The Media Sessions tab focuses on media sessions, contrasting the number of media sessions with the number (and percentage) of sessions with bots, and with the number of sessions (and percentage) with bots only.

The following table explains the metrics used on the Media Sessions tab:

Metrics on the Bot Dashboard / Media Sessions tab

Metric	Description
Media Sessions	The total number of media sessions.
Bot Sessions	The total number of bot sessions.
Sessions with Bots	The total number of media sessions in which bots participated.
Avg Bots per Session with Bots	Avg Number of Bot Gateway Server (BGS) sessions

	per Media session in which bots participated.
% Sessions with Bots	The percentage of media sessions in which bots participated.
% Sessions Only with Bots	The percentage of media sessions handled by bots, without agent involvement.