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Genesys Customer Experience Insights User's Guide

CX Insights for iWD reports

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CX Insights for iWD reports

This page describes reports in the **CX Insights for iWD** project, which is separate from the regular **CX Insights** project.

The **CX Insights for iWD** project **Shared Reports** folder contains just two folders: **Custom** and **CX Insights for iWD**, the latter of which contains reports you can use to learn more about contact center interactions involving Genesys Info Mart and intelligent Workload Distribution (iWD).

Reports in the **CX Insights for iWD** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About iWD reports

The screenshot displays the 'CX Insights for iWD > Shared Reports > CX Insights for iWD' interface. A left sidebar contains navigation links: Recents, Shared Reports, Custom, CX Insights for iWD, My Reports, My Objects, History List, My Subscriptions, and MicroStrategy Library. The main area shows a grid of 18 reports and dashboards, each with a title, owner, modification date, and a brief description.

| Report/Dashboard Name | Owner | Modified | Description |
|--|---------------|--------------------|--|
| Capture Point Business Value Report | Administrator | 3/20/20 6:12:21 PM | This report shows the distribution of tasks by process and point of entry into the iWD system. Each record displays the business value range into which the tasks fall as well as the average time it took to complete the tasks. For each capture point. |
| Capture Point Task Duration Report | Administrator | 3/20/20 6:12:21 PM | This report breaks down the overall average duration expended to complete tasks (from inception within the pre-source system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point. |
| Customer Segment Service Level Report | Administrator | 3/20/20 6:12:21 PM | This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on diff. |
| Intraday Process Dashboard | Administrator | 3/20/20 6:12:26 PM | Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents. |
| Queue Duration And Priority Dashboard | Administrator | 3/20/20 6:12:26 PM | This dashboard visualizes the breakdown in the average time spent to complete tasks (from inception within the pre-source system, through to completion within iWD) and insights into average task durations at defined milestones along a task's distribut. |
| Queue Task Duration Report | Administrator | 3/20/20 6:12:21 PM | This report provides average task durations for the specified processes and departments at various task-processing milestones from the perspective of the queues or workbins from which tasks were distributed. The Summary tab plots the average amount o |
| Resource Performance Dashboard | Administrator | 3/20/20 6:12:26 PM | The resource performance dashboard provides insights into the duration and effort resources are spending in resolving work items. Quickly identify which day of the month, department and process is consuming resources time. |
| Task Age Dashboard | Administrator | 3/20/20 6:12:26 PM | Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents. |
| Task Detail Report | Administrator | 3/20/20 6:12:21 PM | This report displays most of the record-level, raw details that are recorded by the TASK_FACT tables and views to describe each individual work item from the customer's perspective. Lots of filters are built in to this report to facilitate troubleshooting. |
| Capture Point Dashboard | Administrator | 3/20/20 6:12:26 PM | Combined capture Point dashboard provides insights into the business value driven through capture points and the volume of work that is being processed through the capture point. |
| Customer Segment Service Level Dashboard | Administrator | 3/20/20 6:12:26 PM | This dashboard provides insights into the percentage of tasks that were completed during the interval. Showing the volumes by customer segment and business process allowing you to compare achievements against your business objectives with a focus on |
| ETL Audit Dashboard | Administrator | 3/20/20 6:12:26 PM | Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents. |
| Intraday Process Report | Administrator | 3/20/20 6:12:21 PM | This report provides a count of the completed iWD tasks that were overdue and the counts, percentages, and averages of completed iWD tasks by business process and describes task backlogs, and to understand how often tasks become overdue. This tab al |
| Queue Priority Range Report | Administrator | 3/20/20 6:12:21 PM | This report breaks down the overall average duration expended to complete tasks (from inception within the pre-source system to termination within iWD) into average task durations at defined milestones along a task's routed path for each range of que |
| Queue Throughput Report | Administrator | 3/20/20 6:12:21 PM | The report provides a holistic view of tasks in queues (New, Cancel, Rejected, Completed, etc.). You can view them by processes within departments to analyze how tasks pass through business process steps associated with queues in a given time interval |
| Resource Performance Report | Administrator | 3/20/20 6:12:21 PM | This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted as well as the shortest, longest, and average amount of time that it took the resource t |
| Task Age Report | Administrator | 3/20/20 6:12:21 PM | |
| Task Work Detail Report | Administrator | 3/20/20 6:12:21 PM | This report enables business users to understand the employees who helped solve a task where the task involved more than one employee, the names of the queues that distributed the tasks to the employees and more. |

The following reports and dashboards are available in the **CX Insights for iWD** folder:

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Report
- Customer Segment Service Level Dashboard
- ETL Audit Dashboard

- [Intraday Process Dashboard](#)
- [Intraday Process Report](#)
- [Queue Throughput Report](#)
- [Queue Duration and Priority Dashboard](#)
- [Queue Priority Range Report](#)
- [Queue Task Duration Report](#)
- [Resource Performance Dashboard](#)
- [Resource Performance Report](#)
- [Task Age Dashboard](#)
- [Task Age Report](#)
- [Task Detail Report](#)
- [Task Work Detail Report](#)

Before using the iWD reports

The Genesys CX Insights reporting solution for iWD Data Mart uses an abstract model pre-built on Microstrategy server, which requires that underlying aggregate plug-in tables exist in the iWD Data Mart database schema.

Before you can use Genesys CX Insights for iWD reports, you must:

1. Enable five plugins: Classification, Capture, Queue, Age and Agent. For more information, see the following sections in the *intelligent Workload Distribution Data Mart Reference Guide*:
 - Release 9.0.0: [Activating iWD Aggregate Plugins](#)
 - Release 8.5.1: [Activating iWD Aggregate Plugins](#)
2. Restart the iWD Runtime Node. The appropriate database objects are automatically created.

General comments about the iWD reports

The information in this section can help you understand the CX Insights for iWD reports.

Averages

Averages in the reports that report 0 (zero) values indicate either 0 duration or 0 count. For example, an average hold time of 0 could signify either that interactions were placed on hold for 0 seconds, or that no interactions were placed on hold at all during the reporting interval. $\text{AverageHoldTime} = \text{Activity(HoldTime)} / \text{Activity(Hold)} = 0$

Definition of queue

When used for intelligent Workload Distribution (iWD), the term *queue* refers to the following mediation DN types:

- Interaction queue
- Workbin
 - Agent workbin
 - Agent group workbin
 - Place workbin
 - Place group workbin

Viewing the day's activities

The accuracy of the reports for viewing the current day's activities depends on when transformation and aggregation completes throughout a day and how soon you run the reports. Refer to [Optimal Time to Run Reports](#) for additional information about the timing of running reports.

Related Topics:

- Go back to the [complete list of available reports](#).
- Learn how to [understand and use reports](#).
- Learn how to [create or customize reports](#).