

GENESYS

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Genesys Customer Experience Insights User's Guide

Self-Service Statistics Report

Contents

- 1 Self-Service Statistics Report
 - 1.1 Understanding the Self-Service Statistics Report
 - 1.2 Prompts for the Self-Service Statistics Report
 - 1.3 Attributes used in the Self-Service Statistics Report
 - 1.4 Metrics used in the Self-Service Statistics Report

Self-Service Statistics Report

Use the (**Designer** folder >) Self-Service Statistics Report to learn about the number and percentage of interactions that enter the Designer Application and conclude in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.

Understanding the Self-Service Statistics Report

Name	Self-Service Statistics Report							
Another Check 2017-09-14 0	Application Name	Day			Assisted			Routed to Agent
Total 0		2017-09-13	0	0	214	0	0	0
Chat Health Test 2017-09-12 0 0 30 0 0 Total 0 0 36 0 0 Cyara_BH_Result_true 70tal 1 0 0 36 0 0 Cyara_GustenService 70tal 1 0	Another Check	2017-09-14	0	0	19	0	0	0
Chara Health Test 2017-09-15 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Total	0	0	233	0	0	0
Total 0		2017-09-12	0	0	30	0	0	1
Cyara_BH_Result_true 2017-09-12 1 0 1 0 0 Cyara_CustomService Total 1 0 0 0 Cyara_CustomService Total 2 2 0 0 0 Total 2 2 0 0 0 0 Cyara_HTTPRest_S09Errorcode 2017-09-12 2 0 0 0 0 Cyara_HTTPRest_S09Errorcode 2017-09-12 2 0 0 0 0 Cyara_HTTPRest_S09Errorcode 7018 2 0 0 0 0 Cyara_HTTPRest_S09Errorcode 7018 2 0	Chat Health Test	2017-09-15	0	0	6	0	0	4
Cyara_BH_Result_true Total 1 0 1 0 0 Cyara_CustomService 2017-09-12 2 2 0 0 0 Cyara_HTTPRest_S09Errorcode 2017-09-12 2 0 2 1 0 Cyara_HTTPRest_JSONPayload 2017-09-12 2 0 0 0 0 Cyara_HTTPRest_KVPair 2017-09-12 2 2 0 0 0 0 Cyara_HTTPRest_Multipleresponseheaders_ASPhase 2017-09-12 1 0 1 0 <		Total	0	0	36	0	0	5
Total 1		2017-09-12	1	0	1	0	0	C
Cyara_CustomService Total 2 2 0 0 0 Cyara_HTTPRest_509Errorcode 2017-09-12 2 0 2 1 0 Cyara_HTTPRest_509Errorcode 70tal 2 0 0 0 0 Cyara_HTTPRest_JSONPayload 2017-09-12 2 2 0 0 0 0 Cyara_HTTPRest_KVPair 2017-09-12 2 2 0	Cyara_BH_Result_true	Total	1	0	1	0	0	C
Total 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		2017-09-12	2	2	0	0	0	C
Cyara_HTTPRest_509Errorcode Total 2 0 2 1 0 Cyara_HTTPRest_JSONPayload 2017-09-12 2 2 0 0 0 Total 2 2 0 0 0 0 Cyara_HTTPRest_KVPair Total 2 2 0 0 0 0 Cyara_HTTPRest_Multipleresponseheaders_ASPhase 2017-09-12 1 0 1 0 0 0 Cyara_HTTPRest_Multipleresponseheaders_ASPhase 2017-09-12 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_GET Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_POST Total 1 1 0 0 0 0 0 Cyara_HTTPREST_PUT 2017-09-12 1 1 0 0 0 0 0 Cyara_HTTPRest_DUT_PEtchAudio_SSPHase 2017-09-12 2 <t< td=""><td>Cyara_CustomService</td><td>Total</td><td>2</td><td>2</td><td>0</td><td>0</td><td>0</td><td>C</td></t<>	Cyara_CustomService	Total	2	2	0	0	0	C
Total 2 0 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		2017-09-12	2	0	2	1	0	C
Total 2 2 0 0 0 0 0 0 0 0	Cyara_HTTPRest_509Errorcode	Total	2	0	2	1	0	(
Total 2 2 2 0 0 0 0 0 C C C C C C C C C C C C		2017-09-12	2	2	0	0	0	C
Cyara_HTTPRest_Multipleresponseheaders_ASPhase Cyara_HTTPRest_Multipleresponseheaders_ASPhase Cyara_HTTPRest_Multipleresponseheaders_ASPhase Cyara_HTTPRest_Multipleresponseheaders_SSPhase Cyara_HTTPRest_Multipleresponseheaders_SSPhase Cyara_HTTPRest_OutputParams_GET Cyara_HTTPRest_OutputParams_POST Cyara	Cyara_HTTPRest_JSONPayload	Total	2	2	0	0	0	C
Total 2 2 0 0 0 0 C Cyara_HTTPRest_Multipleresponseheaders_ASPhase		2017-09-12	2	2	0	0	0	(
Cyara_HTTPRest_Multipleresponseheaders_ASPhase Total 1 0 1 0 0 Cyara_HTTPRest_Multipleresponseheaders_SSPhase 2017-09-12 1 1 0 0 0 Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_GET Total 1 1 0 0 0 Cyara_HTTPRest_OutputParams_POST 2017-09-12 1 1 0 0 0 Cyara_HTTPREST_PUT 2017-09-12 1 1 0 0 0 Total 1 1 0 0 0 0 Cyara_HTTPREST_PUT 2017-09-12 1 1 0 0 0 Cyara_HTTPRest_PUT_PetchAudio_SSPHase	Cyara_HTTPRest_KVPair	Total	2	2	0	0	0	(
Total 1 0 1 0 0 Cyara_HTTPRest_Multipleresponseheaders_SSPhase Total 1 1 0 0 0 0 Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_GET Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_POST Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_POST Total 1 1 0 0 0 0 Cyara_HTTPREST_OutputParams_POST Total 1 1 0 0 0 0 Cyara_HTTPREST_PUT Total 1 1 0 0 0 0 Cyara_HTTPREST_PUT 1 0 0 0 0 Cyara_HTTPREST_PUT 1 0 0 0 0 0 Cyara_HTTPREST_PUT 1 0 0 0 0 0		2017-09-12	1	0	1	0	0	
Cyara_HTTPRest_Multipleresponseheaders_SSPhase Total 1 1 0 0 0 Cyara_HTTPRest_OutputParams_GET 2017-09-12 1 1 0 0 0 Cyara_HTTPRest_OutputParams_POST 2017-09-12 1 1 0 0 0 Cyara_HTTPREST_PUT 7otal 1 1 0 0 0 Cyara_HTTPREST_PUT Total 1 1 0 0 0 Cyara_HTTPRest_PUT_PetchAudio_SSPHase	Cyara_HTTPRest_Multipleresponseheaders_ASPhase	Total	1	0	1	0	0	
Total 1 1 0 0 0 0 C Cyara_HTTPRest_OutputParams_GET		2017-09-12	1	1	0	0	0	(
Cyara_HTTPRest_OutputParams_GET Total 1 1 0 0 0 0 Cyara_HTTPRest_OutputParams_POST Total 1 1 0 0 0 0 Total 1 1 0 0 0 0 Cyara_HTTPRESt_OutputParams_POST Total 1 1 0 0 0 0 Cyara_HTTPREST_PUT Total 1 1 0 0 0 0 Cyara_HTTPREST_PUT 2017-09-12 1 1 0 0 0 0 Cyara_HTTPREST_PUT FetchAudio SSPHase	Cyara_HTTPRest_Multipleresponseheaders_SSPhase	Total	1	1	0	0	0	(
Total 1 1 0 0 0 0 C Cyara_HTTPRest_OutputParams_POST	Cyara_HTTPRest_OutputParams_GET	2017-09-12	1	1	0	0	0	(
Cyara_HTTPRest_OutputParams_POST Total 1 1 0 0 0 Cyara_HTTPREST_PUT 2017-09-12 1 1 1 0 0 0 Total 1 1 1 0 0 0 Cyara_HTTPRest_PUT_FetchAudio_SSPHase 2017-09-12 2 0 2 0 0		Total	1	1	0	0	0	
Total 1 1 0 0 0		2017-09-12	1	1	0	0	0	
2017-09-12	Cyara_HTTPRest_OutputParams_POST	Total	1		0	0	0	
Cyara_HTTPREST_PUT Total 1 1 0 0 0 Cyara_HTTPRest_PUT 2017-09-12 2 0 2 0 0	Cyara_HTTPREST_PUT	2017-09-12			0	0	0	
2017-09-12 2 0 2 0 Cyara HTTPRest PUT FetchAudio SSPHase								
Cyara HTTPRest PUT FetchAudio SSPHase	Cyara_HTTPRest_PUT_FetchAudio_SSPHase							
		Total	2	0	2	0	0	

This report provides detailed information about the disposition of interactions that enter the Designer application, including detailed information about the number and percentage of interactions that are completed in each phase (Self-Service and Assisted Service).

To get a better idea of what this report looks like, view sample output from the report:

SampleSelfServiceStatisticsReport.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 Self-Service Statistics 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.
Application	Choose the applications on which to 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 Self-Service Statistics Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Self-Service Statistics Report

Metric	Description	Source Table.Column or Calculation	
Entered in Self- Service	The total number of interactions that entered the Designer application in Self-Service.	AGT_SDR_SESSION_HOUR_*.SS_ENTERE	ED
Contained in Self- Service	The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.	AGT_SDR_SESSION_HOUR_*.AS_CONTAI	INED
Entered in Assisted Service	The total number of interactions	AGT_SDR_SESSION_HOUR_*.AS_ENTERE	ED

Metric	Description	Source Table.Column or Calculation	
	that entered the Designer application in Assisted-Service.		
Abandoned in Queue	The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.	AGT_SDR_SESSION_HOUR_*.QUEUE	:_ABANDONE
Routed to DN	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.	AGT_SDR_SESSION_HOUR_*.DN_RO	UTED
Routed to Agent	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.	AGT_SDR_SESSION_HOUR_*.AGENT	_ROUTED