GENESYS™

Genesys Customer Experience Insights User's Guide

Self-Service Statistics Report

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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

Self-Service Statistics Report							
Application Name	Day	Entered in Self-Service	Contained in Self-Service	Entered in Assisted Service	Abandoned in Queue	Routed to DN	Routed to Agent
Another Check	2017-09-13	0	0	214	0	0	0
	2017-09-14	0	0	19	0	0	0
	Total	0	0	233	0	0	0
Chat Health Test	2017-09-12	0	0	30	0	0	1
	2017-09-15	0	0	6	0	0	4
	Total	0	0	36	0	0	5
Cyara_BH_Result_true	2017-09-12	1	0	1	0	0	0
	Total	1	0	1	0	0	0
Cyara_CustomService	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_509Errorcode	2017-09-12	2	0	2	1	0	0
	Total	2	0	2	1	0	0
Cyara_HTTPRest_JSONPayload	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_KVPair	2017-09-12	2	2	0	0	0	0
	Total	2	2	0	0	0	0
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	2017-09-12	1	0	1	0	0	0
	Total	1	0	1	0	0	0
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_OutputParams_GET	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_OutputParams_POST	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPREST_PUT	2017-09-12	1	1	0	0	0	0
	Total	1	1	0	0	0	0
Cyara_HTTPRest_PUT_FetchAudio_SSPHase	2017-09-12	2	0	2	0	0	0
	Total	2	0	2	0	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_ENTERED
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_CONTAINED
Entered in Assisted Service	The total number of interactions	AGT_SDR_SESSION_HOUR_*.AS_ENTERED

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_ABANDONED
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_ROUTED
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