GENESYS™

Genesys Customer Experience Insights User's Guide

Speed Of Accept (seconds) Report

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Contents

Speed Of Accept (seconds) Report

This page describes how you can use the (**Queues** folder) Speed Of Accept (seconds) Report to understand how long interactions waited in queue before being accepted.

Understanding the Speed Of Accept (seconds) Report

Speed of Accept

Tenant	Media Type	Time Range Key	Queue	Interaction Type	Day	Accepted Agent ST 1	Accepted Agent ST 2	Accepted Agent ST 3	Accepted Agent ST 4	Accepted Agent ST 5	Accepted Agent ST 6	Accepted Agent ST 7
			Chat inbound queue	Inbound	2018-10-24	0	2	0	1	0	0	0
					2018-12-05	0	1	0	0	0	0	0
					2018-12-06	1	1	0	0	0	0	

Accept (seconds) Report

Accepted Agent ST 7	Accepted Agent ST 8	Accepted Agent ST 9	Accepted Agent ST 10	% Accepted Agent ST 1	% Accepted Agent ST 2	% Accepted Agent ST 3	% Accepted Agent ST 4	% Accepted Agent ST 5	% Accepted Agent ST 6	% Accepted Agent ST 7	% Accepted Agent ST 8	% Accepted Agent ST 9	% Accepted Agent ST 10
0	0	0	0	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	48.15%	40.74%	11.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	71.43%	28.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	83.33%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	16.67%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	30.00%	50.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	71.43%	28.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

This report provides summarized performance information about the delays that are associated with long-lasting interactions that were accepted or pulled from the specified queue, providing both percentages and numbers of interactions that were accepted or pulled by service time interval. This report is most useful for media types for which contact center responses are expected to be fast, such as voice and chat.

The report shows the number of interactions that were accepted within each of 10 time buckets, and the percentages of interactions that were accepted in these buckets relative to the total number of interactions that were accepted from the queue. The 10th bucket is defined by a report variable (Accepted Agent ST1 - ST10) that amalgamates the first through 10th service time intervals. The Accepted Agent STI variable amalgamates all service time intervals.

This report reflects distribution from the selected mediation DNs only. The report does not reflect:

- the customer's overall wait time

- the durations that interactions spent queued at other unselected queue resources that the interactions may have passed through before being distributed from the mediation DN(s) provided in this report.

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

The following tables explain the prompts you can select when you generate the report, and the metrics that are represented in the report:

Prompts for the Speed Of Accept (seconds) 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 report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction type	Optionally, select an interaction type on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Speed Of Accept (seconds) Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Time Range Key	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD

Attribute	Description
	queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
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.

Metrics used in the Speed Of Accept (seconds) Report

Metric	Description
Accepted Agent ST1	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time interval threshold. If the first service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
Accepted Agent ST2 … Accepted Agent ST10	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the two indicated service time thresholds. If the lower service time threshold is not defined, this metric returns 0. If the upper service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. For example, Accepted Agent *ST2* is the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the *first* and *second* service time thresholds. In this example, if the *first* service time threshold is not defined, this metric returns 0. If the *second* service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
% Accepted Agent ST1	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the first service time interval threshold, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.

Metric	Description
% Accepted Agent ST2 ... % Accepted Agent ST10	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the indicated service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents. For example, % Accepted Agent *ST10* is the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the *ninth* and *tenth* service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.

Tip

Speed-of-accept thresholds are defined within the agg-gim-thld-QUEUE-ACC section. To modify them, use Configuration Manager (or GAX, depending on your environment), find the agg-gim-thld-QUEUE-ACC section of GIM application options, and change or add appropriate values for desired thresholds.

To learn more about the metrics and attributes used in the reports, and about additional metrics and attributes that can be used to customize reports, see the *Genesys CX Insights Projects Reference Guide*.