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Genesys Customer Experience Insights User's Guide

Survey Answer Report

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Survey Answer Report

This page describes how you can use the (**Designer** folder) Survey Answer Report to learn more about how customers answer post-call survey questions. The report allows you to see the number and percentage of times that each answer was selected by customers, for each agent, and allows you to further organize the results by application, agent group, question, or answer, over various time-periods.

This report requires that the RAA option enable-sdr-survey be enabled. For more information, see the [Genesys CX Insights Deployment Guide](#).

Understanding the Survey Answer Report

Survey Answer Report						
Day	Agent Name	Survey Question	Survey Answer	Multi - Agent	Responses	Avg Response Ratio
2017-09-11	, Agent1 (Agent1)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	5	12.82%
		Total			5	12.82%
	Total				5	12.82%
2017-09-13	, Agent1 (Agent1)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	4	10.26%
		Total			4	10.26%
	, Agent3 (Agent3)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	2	5.13%
		Total			2	5.13%
	Total				6	15.38%
		How likely you would recommend your new phone to friends in a scale of 1 to 5?	1	N	4	10.26%
		How would you like to rate the agent in a scale of 1 to 5?	3	N	4	10.26%

This report displays detailed information about the number and percentage of customers that selected each response while completing post-call surveys.

This report helps supervisors understand agent performance, as rated by customers who respond to post-call surveys.

It is important to note that some calls involve more than one agent; in these cases, the responses shown in the report pertain to the first agent who interacted with the customer, and only if that agent

was the first handling resource. If the first handling resource was not an agent (for instance, if it was an IVR), the Agent Name column contains no value. Customer responses might also reflect their experience in interacting with other agents who were involved in the call. If the **Multi-Agent** attribute contains a value of **Y / yes**, you can click the value to view information about all of the agents involved in the call.

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

[SampleSurveyAnswerReport.pdf](#)

Tip

Customization tips:

- To make reports easier to read, not all attributes that could usefully be applied appear in the report when you run it. Several additional attributes are listed in the table below; you can easily add these attributes to the report by dragging them from the Report Objects list into the Report view. For example, drag the **Application** attribute into position to the left of the first column in the table; the report automatically updates.
- You can simplify reports by removing objects. For example, drag the **Agents** attribute from the Report view to the Report Objects list — the report automatically updates to display all relevant survey responses, irrespective of which agents were involved.
- Customizing reports requires specific permissions. For more information, see [Customizing reports](#)

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 Survey Answer Report

Prompt	Description
Application	Select an application on which to report.
Pre-set Date Filter	From the list, choose a time period on which to report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent	Optionally, select one or more agents for which to gather data for the report.

Attributes used in Survey Answer Report

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Application Name	This attribute enables data to be organized by the application associated with the interaction.
Day	This attribute enables data to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Multi-Agent	This attribute enables data to be organized by whether more than one agent interacted with the customer. If this value is Y (Yes), the responses shown in the report pertain to the first agent who interacted with the customer. However, customer responses in such scenarios might also reflect the customer interaction with other agents who were involved in the call.
Survey Answer	This attribute enables data to be organized by survey answer.
Survey Question	This attribute enables data to be organized by survey question.

Metrics used in the Survey Answer Report

Metric	Description
Responses	The number of times that customers chose the indicated response for the indicated question. Click any value in the Responses column to open the Interaction Handling Attempt Report and view detailed information about the associated interactions.
Avg Response Ratio	Calculated as the total number of times that customers chose the indicated response when answering the question after interacting with the indicated agent, divided by the total number of responses received.