GENESYS™

Genesys Customer Experience Insights User's Guide

Capture Point Business Value Report

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Capture Point Business Value Report

This page describes how you (as a business user) can use the (**CX Insights for iWD** folder) **Capture Point Business Value Report** to understand the distribution of tasks by process and point of entry (capture point) into the iWD system. You can use this information to assess whether the time to complete tasks correlates with the desired business value and time to complete for a busy enterprise, which can help you to better tune priority schema and priority levels for processes, capture points and departments.

Understanding the Capture Point Business Value Report

									Capture Point Business Value Report	
Tenant	Capture Point	Department	Process	Media Type	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
			Advertising	workitem	401-500	2020-07-31	16	0	00:00:00	00:00:00
						2020-08-01	0	0	00:00:00	00:00:00
						2020-08-02	0	16	48:00:40	48:03:05
						2020-08-03	0	16	48:00:40	72:00:17
						Total	16	32	48:00:40	60:01:41
						Total	16	32	48:00:40	60:01:41
		Email Marketing	Newsletter	workitem	601-700	2020-07-31	17	17	07:00:16	07:02:46
						2020-08-01	0	17	07:00:16	24:00:09
						Total	17	34	07:00:16	15:31:28
						Total	17	34	07:00:16	15:31:28
			Promotion	workitem	401-500	2020-07-31	15	30	04:00:19	07:01:22
						Total	15	30	04:00:19	07:01:22
						Total	15	30	04:00:19	07:01:22
selenium	inx_server_1_jmscp		Retention	workitem	801-900	2020-07-31	10	10	00:25:18	00:28:27
						2020-08-01	0	10	00:25:18	12:00:22
						Total	10	20	00:25:18	06:14:25
						Total	10	20	00:25:18	06:14:25
			Total				58	116	16:24:22	24:00:07
		Online Presence	Blogs / News Portals	workitem	1501-1600	2020-07-31	11	11	08:00:16	08:03:44
						2020-08-01	0	11	08:00:16	24:00:29
						Total	11	22	08:00:16	16:02:06
						Total	11	22	08:00:16	16:02:06
			Forums	workitem	701-800	2020-07-31	10	10	02:00:18	02:03:37
						2020-08-01	0	10	02:00:18	12:00:27
						Total	10	20	02:00:18	07:02:02
						Total	10	20	02:00:18	07:02:02
			Online Advertisements	workitem	1101		10	0	00:00:00	00:00:00

For each record, the report displays the business value range into which the tasks fall as well as the average time that it took to complete the tasks. For each capture point, the report plots the total number of finished tasks against their assigned business value range.

Although this report is defined using the Business Value Range attribute, you can drill along this attribute to display larger ranges in which business value of the task capture falls.

To get a better idea of what this report looks like, view sample output from the report: SampleCapturePointBusinessValueReport.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 in the Capture Point Business Value Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Capture Point	Optionally, select a Capture Point on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.

Attributes in the Capture Point Business Value Report

Attribute	Description	Data Mart Table.Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Capture Point	Enables data to be organized by the name of the capture point that acquired tasks from the source system.	CAPTURE_POINT.CAPTURE_POINT_NAME

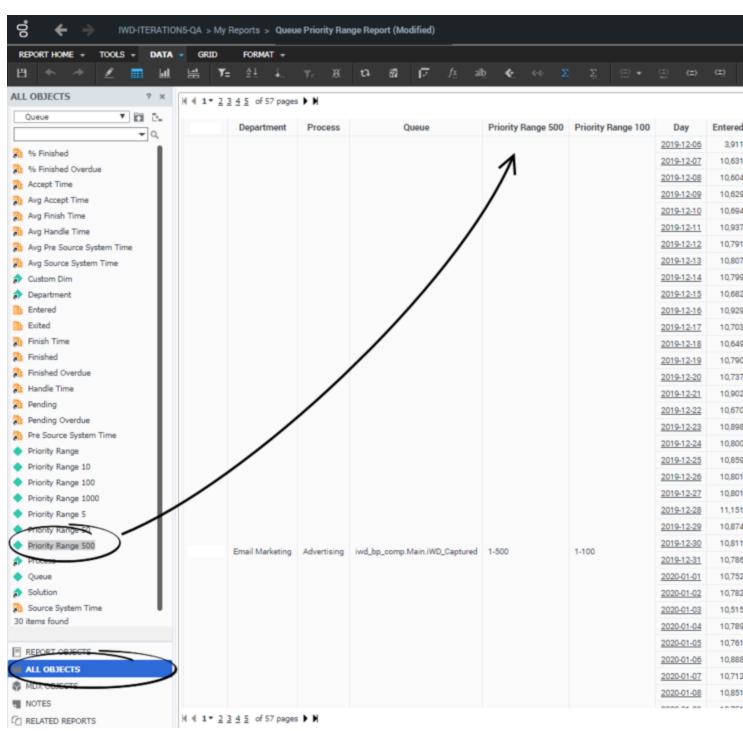| Attribute	Description	Data Mart Table.Column
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
Business Value Range 100	Enables data to be organized by the range in which the business value of the task capture falls. Ranges are character values that have a granularity of 100—for example: 1–100, 101–200, 201–300.	BUSINESS_VALUE.BUSINESS_VALUE_RANGE_100
Day	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.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Capture Point Business Value Report

Metric	Description	Source or Calculation
Entered	The total number of new tasks that entered the iWD system through this capture point during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].NEW_TA
Finished	The total number of tasks that entered the iWD system through this capture point and were completed during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMPL_TA
Avg Finish Time (Fmt)	The average amount of time that elapsed before tasks that entered the iWD system through this capture point were completed. This measure includes the time that tasks were backlogged as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed before tasks that entered the iWD system through this capture point were assigned to a resource for the first time. This	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Metric	Description	Source or Calculation
	metric reflects how long, on average, tasks were backlogged.	• Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Customizing the report

Some dashboards contain attributes representing different granularity of an attribute, such as Priority Range, or Business Value. You can change the granularity of the data shown in the report by replacing this attribute with another; this procedure uses Business Value Range in the Capture Point Business Value Report as an example.

Changing the granularity of the report data

Procedure: Changing the granularity of the report data

Purpose: Change the granularity range of an attribute. In this example, we change the Capture Point Business Value Report, which by default is configured to use the "Business Value Range 100" attribute.

Steps

1. Log in with an account having Administrator privileges.

2. Open and run the report. It's best to modify a copy of the report, rather than the original:

   1. Click **Report Home** > **Save As**.

   2. In the **Save As** editor:

      1. In the **Save in** list, choose one of the following paths:

         - **Shared Reports** > **Custom** — to make the modified report accessible to other users.

         - **My Reports** — to make the modified report accessible only to you.

      2. Enter a **Name** for the report, and optionally modify the **Description**.

      3. Click **OK**.

   3. In the **Report Saved** editor, click **Run newly saved report**, and answer the prompts to generate the report.

3. You can now modify the report:

   1. From the **Report Objects** menu, click **All Objects**.
      In the **All Objects** hierarchy, drag the new attribute (for example **Business Value Range 1000**) into the report,releasing the left mouse button when over the appropriate location in the report.

   2. Drag the unwanted attribute (for example **Business Value Range 100**) out of the report grid.

4. Click **Report Home** > **Save**. Rerun the report to verify the results.