GENESYS™

Genesys Customer Experience Insights User's Guide

Capture Point Task Duration Report

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Capture Point Task Duration Report

This page describes how you (as a business user or technical business user) can use the (**CX Insights for iWD** folder) > **Capture Point Task Duration Report** to identify and plan remediation for bottlenecks in the system. The technical business user can then tune routing strategies and associated business rules in order to reduce bottlenecks and routing milestones. This is particularly useful if you base distribution strategies or business operations around the point (the capture point) through which tasks enter the iWD system.

Understanding the Capture Point Task Duration Report

Capture Point Task Duration Report

Tenant	Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
selenium	inx_server_1_jmscp	Email Marketing	Advertising	workitem	2020-07-31	16	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
					2020-08-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
					2020-08-02	0	16	00:02:48	48:00:40	48:03:05	00:00:00	00:00:00
					2020-08-03	0	16	00:02:48	48:00:40	72:00:17	00:00:00	00:00:00
				Total		16	32	00:02:48	48:00:40	60:01:41	00:00:00	00:00:00
			Newsletter	workitem	2020-07-31	17	17	00:02:30	07:00:16	07:02:46	00:00:00	00:00:00
					2020-08-01	0	17	00:02:30	07:00:16	24:00:09	00:00:00	00:00:00
				Total		17	34	00:02:30	07:00:16	15:31:28	00:00:00	00:00:00
			Promotion	workitem	2020-07-31	15	30	00:02:06	04:00:19	07:01:22	00:00:00	00:00:00
				Total		15	30	00:02:06	04:00:19	07:01:22	00:00:00	00:00:00
			Retention	workitem	2020-07-31	10	10	00:03:09	00:25:18	00:28:27	00:00:00	00:00:00
					2020-08-01	0	10	00:03:09	00:25:18	12:00:22	00:00:00	00:00:00
			Retention	Total		10	20	00:03:09	00:25:18	06:14:25	00:00:00	00:00:00
			Total			58	116	00:02:36	16:24:22	24:00:07	00:00:00	00:00:00
		Online Presence	Blogs / News Portals	workitem	2020-07-31	11	11	00:03:28	08:00:16	08:03:44	00:00:00	00:00:00
					2020-08-01	0	11	00:03:28	08:00:16	24:00:29	00:00:00	00:00:00
				Total		11	22	00:03:28	08:00:16	16:02:06	00:00:00	00:00:00
			Forums	workitem	2020-07-31	10	10	00:03:19	02:00:18	02:03:37	00:00:00	00:00:00
					2020-08-01	0	10	00:03:19	02:00:18	12:00:27	00:00:00	00:00:00
				Total		10	20	00:03:19	02:00:18	07:02:02	00:00:00	00:00:00
			Online Advertisements	workitem	2020-07-31	10	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
					2020-08-01	0	10	00:03:28	24:00:17	24:03:45	00:00:00	00:00:00
					2020-08-02	0	10	00:03:28	24:00:17	48:00:21	00:00:00	00:00:00
				Total		10	20	00:03:28	24:00:17	36:02:03	00:00:00	00:00:00
			Website	workitem	2020-07-31	11	11	00:03:02	04:00:18	04:03:20	00:00:00	00:00:00
					2020-08-01	0	11	00:03:02	04:00:18	16:00:23	00:00:00	00:00:00
				Total		11	22	00:03:02	04:00:18	10:01:52	00:00:00	00:00:00
			Total			42	84	00:03:19	09:20:17	17:04:52	00:00:00	00:00:00
		Total				100	200	00:02:54	13:26:15	21:05:42	00:00:00	00:00:00
	Total					100	200	00:02:54	13:26:15	21:05:42	00:00:00	00:00:00
Total						100				21:05:42	00:00:00	00:00:00

This report breaks down the overall average duration time that is spent to complete tasks (from inception within the presource system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point.

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

Attribute	Description	Data Mart Table.Column
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
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 Task Duration Report

Metric	Description	Source or Calculation
New	Number of new tasks that were submitted to iWD during the given time interval. Tasks are counted only after they have been classified.	TASK_CAPT_FACT.NEW_TASK_COUNT
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_T
Avg Handle Time (Fmt)	For tasks that entered the iWD system through this capture point, the average amount of time that resources worked on the tasks before completing them.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle 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 that entered the iWD system through this capture point, the average amount of time that elapsed before the tasks were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	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 • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Finish Time (Fmt)	For tasks that entered the iWD system through this capture point, the average amount of time that elapsed before the tasks 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

Metric	Description	Source or Calculation
Avg Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the preceding system before they were created within iWD.	Calculated based on the Source System Time and Finished metrics, where: • Source System 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 Pre-Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the presource system.	Calculated based on to the Pre Source System Time and Finished metrics, where: • Pre Source System 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