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# Genesys Customer Experience Insights User's Guide

Task Detail Report

5/9/2025

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# Task Detail Report

This page describes how you can use the **(CX Insights for iWD folder) > Task Detail Report** to understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

## Understanding the Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Solution Name	Capture Point Name	Queue	Queue Type	Queue Target Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name
2021-05-03 0126PM	Itx003751	33850	ext003751	TBFT_SOLUTION	capture_point1	IWD_Queue	InteractionQueue	IWD_New	channel14	Unknown	110	Completed	1	0	Agent 3
2021-05-03 0251PM	Itx003764	33970	ext003764	TBFT_SOLUTION	capture_point2	IWD_Queue	InteractionQueue	IWD_New	channel14	Unknown	50	Completed	1	0	Agent 1
2021-05-03 0255PM	Itx003784	34157	ext003784	TBFT_SOLUTION	capture_point1	IWD_Queue	InteractionQueue	IWD_New	channel12	Unknown	70	Queued	0	0	
2021-05-03 0350PM	Itx003818	34477	ext003818	TBFT_SOLUTION	capture_point1	IWD_Queue	InteractionQueue	IWD_New	channel13	Unknown	60	Queued	0	0	
2021-05-03 0440PM	Itx003														
2021-05-03 0513PM	Itx003														
2021-05-03 0538PM	Itx003														
2021-05-03 0558PM	Itx003														
2021-05-03 0626PM	Itx003														
2021-05-03 0638PM	Itx003														
2021-05-03 0709PM	Itx003														
2021-05-03 0711PM	Itx003														
2021-05-03 0720PM	Itx003														
2021-05-03 0736PM	Itx003														
2021-05-03 0751PM	Itx003														
2021-05-03 0757PM	Itx003														
2021-05-03 0805PM	Itx004														
2021-05-03 0813PM	Itx003														
2021-05-03 0814PM	Itx003														
2021-05-03 0815PM	Itx003														
2021-05-03 0833PM	Itx003														
2021-05-03 0834PM	Itx004														
2021-05-03 0853PM	Itx003														
2021-05-03 0854PM	Itx004														
2021-05-03 0907PM	Itx003														
2021-05-03 0917PM	Itx004														
2021-05-03 0938PM	Itx003														
2021-05-03 1009PM	Itx003														
2021-05-03 1013PM	Itx003														
2021-05-03 1015AM	Itx003														
2021-05-03 1020PM	Itx003														
2021-05-03 1026PM	Itx004														
2021-05-03 1032PM	Itx004														
2021-05-03 1039PM	Itx004														
2021-05-03 1045PM	Itx004														
2021-05-03 1056PM	Itx003														

### Task Detail Report

Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time
3	Customer5	Bronze	Monitoring	Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1158PM
3	Customer4	Bronze	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0311PM

Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Accept Time (Pst)	Finished Time (Pst)	IWD Hold Time (Pst)	Handle Time (Pst)
2021-05-04 1231AM	2021-05-03 0126PM	2021-05-04 1232AM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0137AM	2021-05-03 0251PM	2021-05-04 0138AM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0320AM	2021-05-03 0255PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0406AM	2021-05-03 0350PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0725AM	2021-05-03 0440PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0709AM	2021-05-03 0513PM		Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0804AM	2021-05-03 0513PM	2021-05-04 0805AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0807AM	2021-05-03 0538PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0313AM	2021-05-03 0558PM	2021-05-04 0342AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0201AM	2021-05-03 0626PM	2021-05-04 0202AM	Department 1	Process 3	00:00:35	00:01:12	00:00:00	00:00:32
2021-05-04 0737AM	2021-05-03 0638PM	2021-05-04 0738AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0912AM	2021-05-03 0709PM	2021-05-04 0914AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0513AM	2021-05-03 0711PM	2021-05-04 0514AM	Department 3	Process 6	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0138AM	2021-05-03 0720PM	2021-05-04 0255AM	Department 2	Process 4	01:15:23	01:16:10	00:00:00	00:00:42
2021-05-04 0846AM	2021-05-03 0736PM	2021-05-04 0848AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0603AM	2021-05-03 0751PM	2021-05-04 0604AM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0814AM	2021-05-03 0757PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1046AM	2021-05-03 0805PM	2021-05-04 1123AM	Department 1	Process 3	00:36:26	00:37:10	00:00:00	00:00:39
2021-05-04 0830AM	2021-05-03 0813PM		Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1026AM	2021-05-03 0814AM	2021-05-04 1028AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0315AM	2021-05-03 0815PM	2021-05-04 0316AM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0822AM	2021-05-03 0833PM	2021-05-04 0824AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1113AM	2021-05-03 0834PM	2021-05-04 1114AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0855AM	2021-05-03 0853PM	2021-05-04 0857AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1107AM	2021-05-03 0854PM	2021-05-04 1119AM	Department 2	Process 4	00:11:12	00:11:55	00:00:00	00:00:38
2021-05-04 0923AM	2021-05-03 0907PM	2021-05-04 0927AM	Department 2	Process 5	00:03:33	00:04:16	00:00:00	00:00:38
2021-05-04 1118AM	2021-05-03 0917PM	2021-05-04 1119AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0233AM	2021-05-03 0938PM	2021-05-04 0234AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0619AM	2021-05-03 1009PM	2021-05-04 0623AM	Department 3	Process 6	00:03:07	00:03:53	00:00:00	00:00:41
2021-05-04 0352AM	2021-05-03 1013PM		Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1236AM	2021-05-03 1015AM	2021-05-04 1237AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0917AM	2021-05-03 1020PM	2021-05-04 0919AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1122AM	2021-05-03 1026PM	2021-05-04 1124AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1132AM	2021-05-03 1032PM	2021-05-04 1133AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1063AM	2021-05-03 1039PM	2021-05-04 1055AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1035AM	2021-05-03 1049PM	2021-05-04 1036AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0951AM	2021-05-03 1056PM	2021-05-04 0955AM	Department 3	Process 6	00:02:52	00:03:38	00:00:00	00:00:41

This is a detail report; because of the volume of data that this report could potentially generate,

Genesys recommends that you:

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report criteria. The default hour selections span one day.
- Refine other prompts to the minimum dataset that is required.

Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

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

[SampleTaskDetailReport.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 Task Detail Report

Prompt	Description
Pre-set Day 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.
Media Channel	Optionally, select a media channel on which to focus the report.
Source Tenant	Optionally select a source tenant on which to focus the report.
Last Agent Name (Modified in 9.0.017)	Optionally, select the name of the agent who was last assigned the task or work item on which to focus the report
Customer ID	Optionally, select a customer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
Interaction ID	Optionally, select a Interaction ID on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.
Interaction Type	Optionally, select one or more interaction types for

Prompt	Description
	which to gather data into the report.

## Attributes in the Task Detail Report

Attribute	Description	Data Mart Table.Column
Due Date & Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks are due as defined by either the source system or iWD rules.	EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.DUE_DATE_KEY, TASK_FACT.DUE_TIME_KEY)
Interaction ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.	TASK_FACT.INTERACTION_ID
Last Task Event ID	Enables data to be organized by the unique identifier for the last event that is associated with the task. Together with INTERACTION_ID, this field serves as the primary key of the H_TASK_FACT table.	TASK_FACT.LAST_TASK_EVENT_ID
Capture ID	Enables data to be organized by the ID of the task capture as issued by the originating source system.	TASK_FACT.CAPTURE_ID
Solution Name	Enables data to be organized by the descriptive name of the solution.	SOLUTION.SOLUTION_NAME by way of (TASK_FACT.SOLUTION_KEY)
Capture Point Name	Enables data to be organized by the descriptive name of the capture point.	CAPTURE_POINT.CAPTURE_POINT_NAME by way of (TASK_FACT.CAPTURE_POINT_KEY)
Queue	Enables data to be organized by the descriptive name of the Interaction queue or workbin.	QUEUE.QUEUE_TYPE by way of (TASK_FACT.CURRENT_QUEUE_KEY)
Queue Type	Enables data to be organized by the type of the distribution queue; one of the following values: <ul style="list-style-type: none"> <li>InteractionQueue</li> <li>AgentWorkbin</li> <li>AgentGroupWorkbin</li> <li>PlaceWorkbin</li> <li>PlaceGroupWorkbin</li> </ul>	QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_KEY)

Attribute	Description	Data Mart Table.Column
Queue Target Name	Enables data to be organized by the workbin name of the agent, agent group, place, place group, or by the name of the interaction queue.	QUEUE.QUEUE_NAME by way of (TASK_FACT.CURRENT_QUEUE_TARGET_KEY)
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.	MEDIA_CHANNEL.MEDIA_CHANNEL_NAME by way of (TASK_FACT.MEDIA_CHANNEL_KEY)
Category	Enables data to be organized by the descriptive name of the category.	CATEGORY.CATEGORY_NAME by way of (TASK_FACT.CATEGORY_KEY)
Priority	Enables data to be organized by the Priority assigned to the task.	TASK_FACT.CURRENT_PRIORITY_KEY by way of (TASK_FACT.CURRENT_PRIORITY_KEY)
Status Name	<p>Enables data to be organized by the name of the status of a task. One of the following values:</p> <ul style="list-style-type: none"> <li>new—Newly created task awaiting processing.</li> <li>rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department.</li> <li>newheld—This value is retained only for compatibility with older releases. iWD 8.0+ does not generate this value.</li> <li>captured—Task has been classified by iWD, but not yet prioritized.</li> <li>queued—Task has been processed and prioritized at least once.</li> <li>distributed—Task has been distributed to an agent.</li> <li>canceled—Task has been canceled.</li> <li>completed—Task has been completed.</li> <li>errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When iWD resumes, it attempts to process the task</li> </ul>	STATUS.STATUS_NAME by way of (TASK_FACT.CURRENT_STATUS_KEY)

Attribute	Description	Data Mart Table.Column
	<p>again.</p> <ul style="list-style-type: none"> <li>held—Task is in a held state (either by user action or the system) and will not be reprioritized until the task is resumed.</li> <li>assigned—Task has been assigned to an agent.</li> </ul>	
Is Final	<p>Enables data to be organized by whether the task is Final or Pending :</p> <ul style="list-style-type: none"> <li><b>0</b> indicates a task status other than Completed, Canceled, or Rejected.</li> <li><b>1</b> indicates a task status of Completed, Canceled, or Rejected.</li> </ul>	STATUS.IS_FINAL
Is Held	<p>Enables data to be organized by whether a task was Held or Not Held:</p> <ul style="list-style-type: none"> <li><b>0</b> indicates a task status other than NewHeld, ErrorHeld, or Held.</li> <li><b>1</b> indicates a task status of NewHeld, ErrorHeld, or Held.</li> </ul>	STATUS.IS_HELD
Last Agent Name (Modified in 9.0.017)	Enables data to be organized by name of the agent who was last assigned the task or work item	RESOURCE_GCXI.AGENT_NAME by way of (TASK_FACT.LAST_ASSIGNED_AGENT_KEY)
Result Code	Enables data to be organized by the descriptive name of the result code.	RESULT_CODE.RESULT_CODE_NAME by way of (TASK_FACT.LAST_RESULT_CODE_KEY)
Customer ID	Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns.	CUSTOMER.CUSTOMER_ID by way of (TASK_FACT.CUSTOMER_KEY)
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NAME by way of (TASK_FACT.CUSTOMER_SEGMENT_KEY)
Product	Enables data to be organized by the type of the product.	PRODUCT.PRODUCT_TYPE by way of (TASK_FACT.PRODUCT_KEY)
Product Subtype	Enables data to be organized by the subtype of the product.	PRODUCT.PRODUCT_SUBTYPE by way of

Attribute	Description	Data Mart Table.Column
		(TASK_FACT.PRODUCT_KEY)
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
Interaction Type	Enables data to be organized by interaction type.	MEDIA_TYPE.INTERACTION_TYPE_NAME
Interaction Subtype	Enables data to be organized by interaction subtype.	MEDIA_TYPE.INTERACTION_SUBTYPE_NAME
Source Tenant	Enables data to be organized by the name of the tenant from the source system.	SOURCE_TENANT.SOURCE_TENANT_NAME by way of (TASK_FACT.SOURCE_TENANT_KEY)
Source Process	Enables data to be organized by the name of the source-system process—for example, Order.	SOURCE_PROCESS.SOURCE_PROCESS_TYPE by way of (TASK_FACT.SOURCE_PROCESS_KEY)
Source Process Subtype	Subtype of the process—for example, Activation.	SOURCE_PROCESS.SOURCE_PROCESS_SUBTYPE
Skill ID	Enables data to be organized by the ID of the skill.	SKILL.SKILL_ID by way of (TASK_FACT.REQUESTED_SKILL_KEY)
Requested Agent Name (Modified in 9.0.017)	Enables data to be organized by the name of the agent as captured by the source system.	RESOURCE_GCXI.AGENT_NAME by way of (TASK_FACT.REQUESTED_AGENT_KEY)
Source Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which the second source system captured tasks in task-flow scenarios in which two systems are involved in the origination of tasks. (The second source system is the DTM [Driver Test Manager] that submitted the task to iWD.)	EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.SOURCE_CREATED_DATE_KEY, TASK_FACT.SOURCE_CREATED_TIME_KEY)
Create Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks were created.	EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.CREATED_DATE_KEY, TASK_FACT.CREATED_TIME_KEY)
Source Due Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, at which the task is due in the source system.	EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.SOURCE_DUE_DATE_KEY,TASK_FACT.
Finish Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks or work items were completed. EVENT_DATE_END is an alias for the EVENT_DATE iWD Data Mart table.	EVENT_DATE.EVENT_DATE_STR, EVENT_DATE.EVENT_TIME_12 by way of (TASK_FACT.COMPLETED_DATE_KEY, TASK_FACT.COMPLETED_TIME_KEY)



Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME by way of (PROCESS.DEPARTMENT_KEY on TASK_FACT.PROCESS_KEY=PROCESS.PROCESS_K
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 by way of (TASK_FACT.PROCESS_KEY)

## Metrics in the Task Detail Report

Metric	Description	Source (Table.Column) or Calculation
Accept Time (Fmt)	The amount of time that elapsed after this task was created in iWD before it was assigned to a resource.	TASK_FACT.ASSIGN_TIME_FROM_CREATED_SEC
Finished Time (Fmt)	The amount of time that it took to finish tasks, calculated as the difference from the moment that the task was created in the iWD system until the moment it was finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. Different from other Finish Time measures, this measure considers active as well as completed tasks in its computation.	TASK_FACT.COMPLETE_TIME_FROM_CREATED_SE
iWD Hold Time (Fmt)	The amount of time that a task was held in iWD. This value represents an iWD hold action through the Web Service Capture API or through the iWD Manager user interface—not a hold event from a soft phone or desktop application.	TASK_FACT.TOTAL_HELD_TIME_SEC
Handle Time (Fmt)	The amount of work time, calculated as the difference from the moment that a resource (for example, an agent) is assigned to a task until the moment that the task is finished. The act of a resource finishing a task within the iWD system does not, in and	TASK_FACT.TOTAL_WORK_TIME_SEC

Metric	Description	Source (Table.Column) or Calculation
	of itself, mark the task Completed—one of three states that indicate task finalization. A task might have multiple work items. This measure considers active as well as completed tasks in its computation.	