

GENESYS

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Genesys Engage cloud Reporting Guide

Report Templates

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Report Templates

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Pulse includes templates for the most popular reports. You can use these templates to quickly add report widgets to your dashboard. Here is an overview of reports that may be included. You will also find links to statistic definitions for each report type.

Agent reports

See Agent statistic definitions.

Agent Login Agent KPI Agent Group Status This report provides a quick analysis Agents are provided logins or devices and Agents manage many transactions and indicating some kind of action and are assigned to media that match their states in addition or related to answered provides the primary view used to skills. With this report, the supervisor can calls. Viewing all the data in a single ensure the agents are logged in where report provides the supervisor with an determine if the contact center is they should be and managing the media meeting criteria or level of service that understanding of agent's performance as customers expect. for which they are responsible. a function of first call resolution. Objects: Agent. Objects: Agent, Agent Place, Agent Objects: Agent Groups, Place Groups. Groups, Place Groups. [+] Statistics [+] Statistics [+] Statistics Current · Login Id · On Hold · Logged In Answered Status Login Time Extension Inbound Readv Answered Time in Ready Position Outbound (last Hr) Status Time Not Ready Internal Current Abandoned · Login Time Break Not Ready Status KVP Ringing Time Ringing Continuous Lunch Service Calls Login Time · Break Time Logged Out Type Dropped Offline Reason Lunch Time · % Read Service Out ACW Employee Sub Type Offline % Not Internal Consult Id Time Ready Customer Held Dialing Place Segment Ringing % Inbound Time Transfers Switch Business

| | Dialing Time Handle Time In Time Out Time Hold Time ACW Time Consult Time Internal Time Offered | Made Consult Made Short Talk < 10s AHT Avg ACW Time Avg Hold Time Avg In Time Avg Out Time Avg Ring Time Agent Occupancy | Result |
|--|---|---|--------|
| IWD Agent Activity This report presents agent or agent group activity as it relates to the processing iWD work items type contacts. Objects: Agent Place, Agent, Agent Group, Place Group. [+] Statistics • Timed Out • Transfers Made • Rejected • Terminated • Processing Time • Avg Processing Time | IWD Queue AC This queue report procurrent or near real-tiassociated with the itobjects: Staging Are [+] Statistics • Entered • Stopped • Moved • Max Processed | ovides an overview of ime activity WD queues. | |

Campaign reports

See Campaign statistic definitions.

Campaign Activity This report allows you to monitor the activity associated with outbound campaigns. **Objects:** Calling List, Campaign. [+] Statistics Campaign Group Activity Campaign Callback Status This report allows you to monitor the This report presents information related Hit Ratio Attempts activity associated with outbound to campaign initiated callbacks. Campaign Groups. made Estimated Objects: Calling List, Campaign, Objects: Campaign Group. Campaign Calling List. Time DoNotCall [+] Statistics [+] Statistics Results Records Completed Dropped Completed Waiting Activated Results Dialed Agents Personal Missed Abandoned Deactivated Fax Modem Missed Waiting Results Scheduled Dialed Running Ports Personal Answering No Answer Personal Scheduled System Machine Waiting Result Completed Error Records Answers Wrong Party Attempt Result Busies SIT Attempts Detected Cancelled Campaign Group Status This report allows you to monitor the current state and duration associated with outbound campaign group activity. Allowed Objects: Campaign Group. [+] Statistics Current Waiting State Agents System Waiting Error Ports Waiting Dialing Mode Records

eServices reports

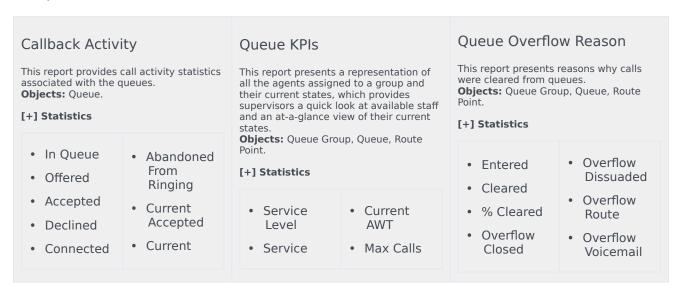
See eServices statistic definitions.

Chat Agent Activity This report presents agent or agent group activity as it relates to the processing of chat contacts. Objects: Agent, Agent Place, Agent Group, Place Group. **Email Agent Activity** [+] Statistics This report presents agent or agent group activity as it relates to the processing of · Login Time Short < Email type contacts. 30s Objects: Agent Place, Agent, Agent Ready Group, Place Group. Time Concurrent [+] Statistics Chats Not Ready Time Avg Chat Chat Queue Activity Duration Login Time Ringing Accepted This report allows you to monitor Chat Time Min Chat Ready Queue Group activity. Duration Time Accepted Objects: Queue Group, Queue. Handle (hr) Time Max Chat [+] Statistics Not Ready Rejected Duration Time AHT Chat • % Email Rejected Accepted % Service Duration (15m)Occupancy (hr) Occupancy Level Customer Abandoned Ringing Missed Requested Offered Avg Wait (15m)Time Missed (hr) Offered Accepted Customer Current Handle (15m) Done Max Wait Abandoned Wait Time • % Done (hr) Wait Time AHT Avg Requested Accepted Greeting (15m) % Done AWT Offered Time % Rejected % Trans Offered Max · % Missed Made (hr) Greeting Accepted Transfers Time • % Made Accepted Accepted Avg (15m)Response Unsolicited · % Rejected Time sent · Rejected · % Missed Max Rejected Response (15m)Time Missed Avq Message Missed Size (15m)

Agent Reply Total Number Agent • % Trans Reply Total Made Time Transfers Total Agent Made Message Size Total Agent Message Count eServices Agent Activity This report allows you to monitor agent group KPIs related to eServices (chat, email, SM) media and determine behavior problems that need to be addressed. **Objects:** Agent Place, Agent, Agent Group, Place Group. eServices Queue KPIs [+] Statistics This queue report presents an overview of current or near real-time activity for Chat In eServices channels. Allowed Objects: Staging Area. **Process Email Queue Activity** [+] Statistics Chat This queue report presents an overview Offered of current or near real-time activity in the Utilization Email Social Chat individual email queues. Waiting Waiting Objects: Staging Area. Accepted Login Time [+] Statistics Email In Social In Chat Email In Process Process Processed **Process** • Entered Max Email In Social In Chat Email Processed Queue Queue Process Offered Stopped Time Min Chat Work Item Email Moved Processed Waiting Waiting Social in Accepted **Process** Chat In Work Item Email **Process** In Process Social Processed Offered Chat In Work Item Email Queue In Queue Social **Process** Accepted Time Social Processed Social **Process**

Queue reports

See Queue statistic definitions.



| | Connected • Wait Time | Level (10s) Service Level (20s) Service Level (30s) Service Level (45s) Service Level (60s) Distinct Entered Entered | Min Calls Forwarded Oldest Call Waiting Max Answer Time ASA AHT | • Overflow | |
|------------------------|---|---|---|---|---|
| Answered Cancelled | Wait Time Answered Wait Time Declined Total Cleared | Abandoned Abandoned Ringing Cleared Answered Answered 10s Answered 10 and 20s Answered 30s Answered 60s Current Calls | AWA AWT % Abandoned % Cleared Wait Time Agents Logged In Agents Ready % Agents Ready | • Overflow Special Day • Overflow Emergency | Overflow Message Overflow Outsourced |