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Genesys Predictive Engagement Administrator's Guide

Monitor an Architect flow action's performance

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Monitor an action map that uses an Architect flow action to evaluate how well it's working.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud CX:
 - **Journey > Report > View**
 - **Journey > Action Map > View** (to see action maps in the report)

Monitor an Architect flow action's performance

Use the Action Map reports to monitor your Architect flow action's performance. When you create an action map that uses an Architect flow action, the metric names have different meanings.

Metric	Description
Web Actions Qualified	Number of visitors who matched a segment, activity, or outcome score that triggered the action.
Web Actions Offered	Not applicable.
Web Actions Accepted	Number of times that the Architect flow connected with the third-party product.
Web Actions Started	Not applicable.
Web Actions Engaged	Not applicable.
Web Actions Rejected	Number of times that Genesys Cloud CX rejected the Architect flow's request because the request was invalid. <ul style="list-style-type: none">• Architect flow no longer exists.• Data required to launch the Architect flow wasn't provided.• Action map is firing intensively and exceeding the Genesys Cloud CX rate limits (more than the configured threshold).
Web Actions Errored	Number of times the web action request resulted in an error.
Web Actions Timed out	Not applicable.