

Genesys Predictive Engagement Administrator's Guide

Visitor Activity

10/15/2021

Contents

- [1 About the Visitor Activity report](#)
- [2 View the Visitor Activity report](#)
- [3 Configure the Visitor Activity report](#)
- [4 Filter by segments and outcomes](#)
- [5 Filter by device category](#)
- [6 Filter by device type](#)
- [7 View report details](#)
- [8 Export the Visitor Activity report](#)
 - [8.1 About time values in exported reports](#)

Learn how to view usage data for your website.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud:
 - **Journey > Report > View**

About the Visitor Activity report

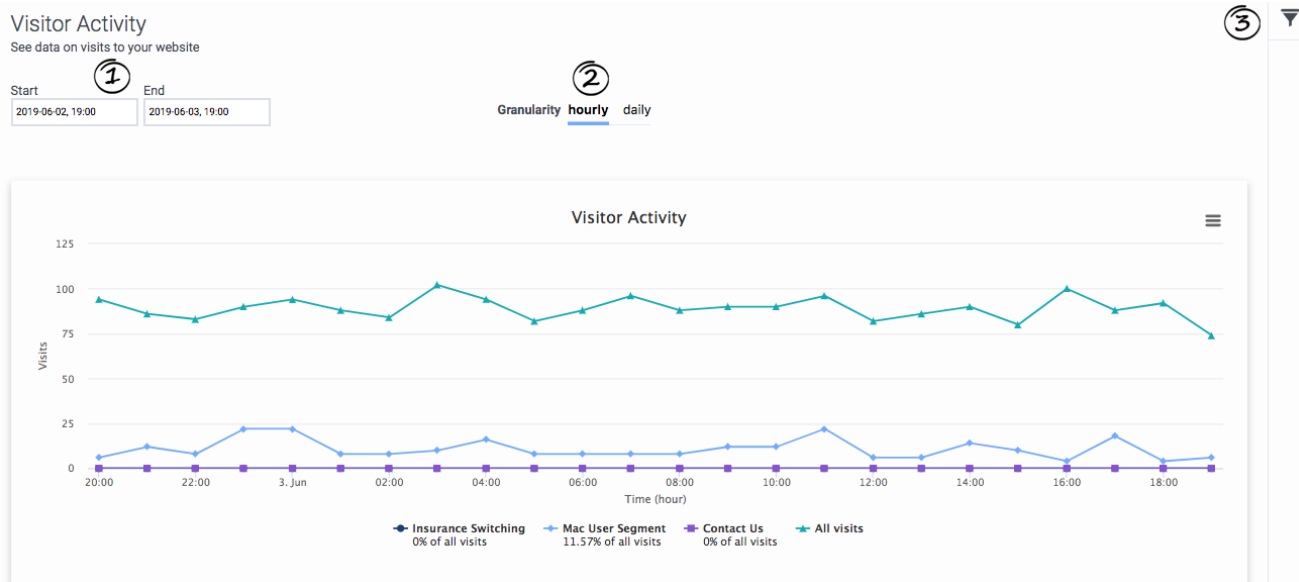
The Visitor Activity report shows the number of visitors on your website during a given time period. It allows you to track usage trends and to see the number of visitors at specific times. You can filter results by segments and outcomes. For more information about the availability of data in this report, see About analytics data.

View the Visitor Activity report



In Admin in Genesys Cloud, open the **Visitor Activity Report**.

Configure the Visitor Activity report



1. Select the date range for the report.
2. Specify whether you want to see hourly or daily results. For more information, see Granularity.

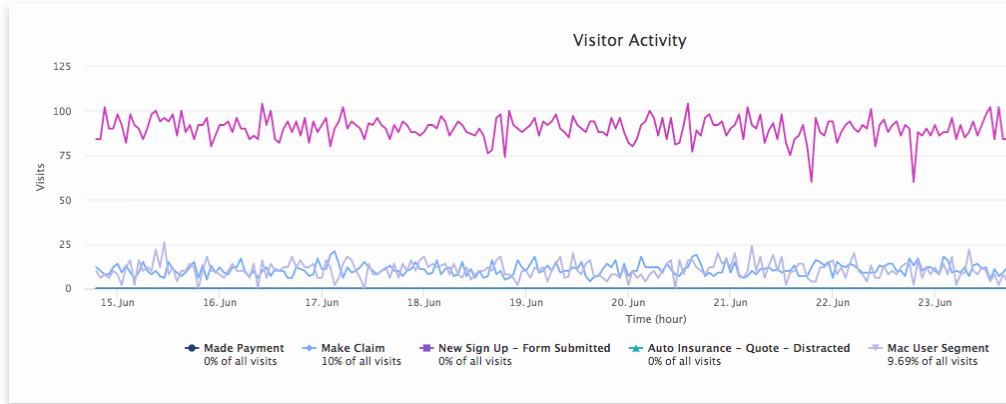
Filter by segments and outcomes

Visitor Activity

See data on visits to your website

Start End

Granularity **hourly** daily



Filters

Filter visitor activity by:

Segments

A maximum of 5 options can be selected

- Auto Insurance - Quote - Distre
- Mac User Segment

Outcomes

A maximum of 5 options can be selected

- Made Payment
- Make Claim
- New Sign Up - Form Submittec

Feature coming soon: Customer segments

You can filter by any combination of *session* segments and outcomes. You cannot filter *customer* segments.

1. Search for segments and outcomes by their names.
2. Select up to five session segments and five outcomes to filter.
3. To remove an item, click its X.

Important

You can select active segments that display to agents. For more information about configuring these options, see [Manage segments](#).

Filter by device category

Visitor Activity

See data on sessions on your website

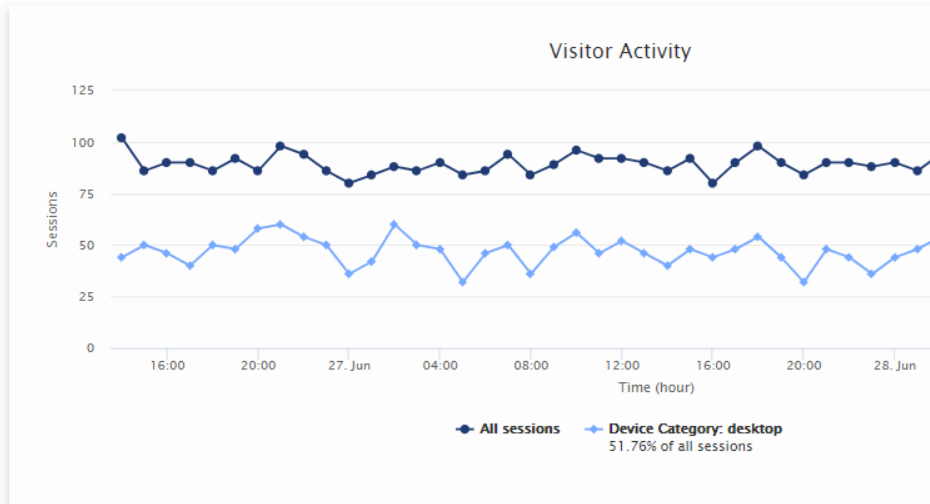
Start

2019-06-26, 14:00

End

2019-06-28, 14:00

Granularity hourly daily



Filters

Filter visitor activity by:

Segments

Outcomes

Session Parameters

Device

Category

Desktop

You can filter the report by device categories.

1. Select "Device," "Category," and the device category to filter.
2. Filter the report .

Filter by device type

Visitor Activity

See data on sessions on your website

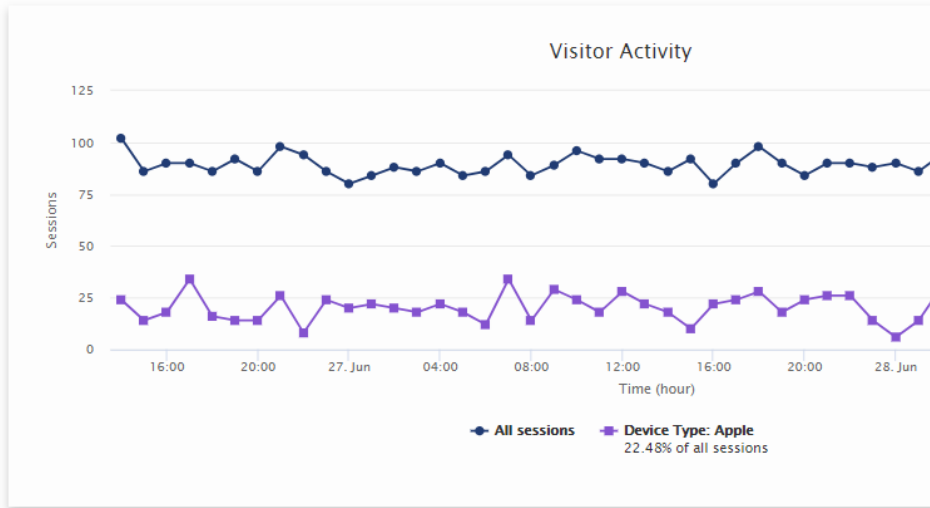
Start

2019-06-26, 14:00

End

2019-06-28, 14:00

Granularity hourly daily



Filters

Filter visitor activity by:

Segments



Outcomes



Session Parameters



Device



Type



Apple



i Enter a value if option not present in the above list

Enter value

Filter

You can filter the report by device type.

1. Select "Device" and "Type."
2. Select the device type to filter:
 - If the device type is in the list, click it.
 - To search for the device type, type the first few letters of its name (not case-sensitive) and then click it.
 - To specify a device type not in the list, select "Other" and then type the device type (case-sensitive) in the box. For examples of device types, see Types of visitor attributes.
3. Filter the report.

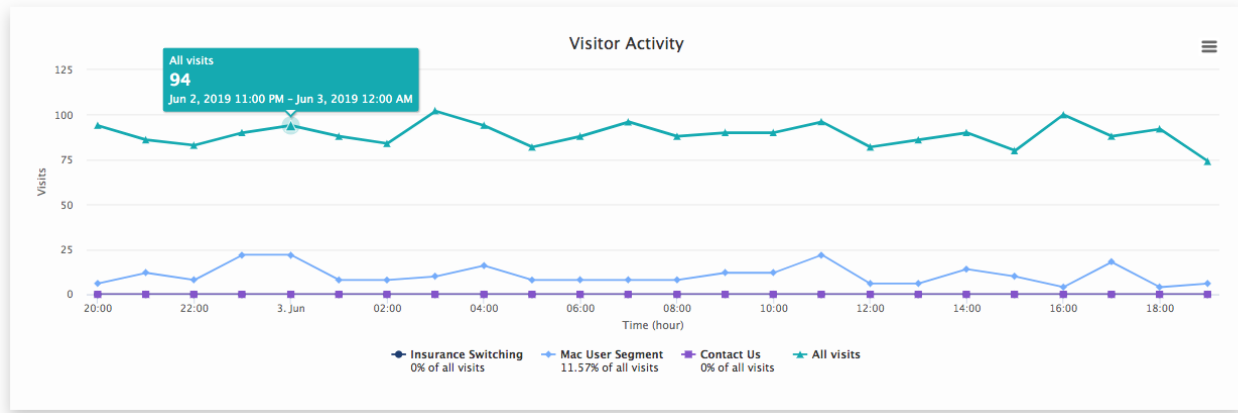
View report details

Visitor Activity

See data on visits to your website

Start: 2019-06-02, 19:00 End: 2019-06-03, 19:00

Granularity: hourly daily



To view details, rest your mouse on a point on the report.

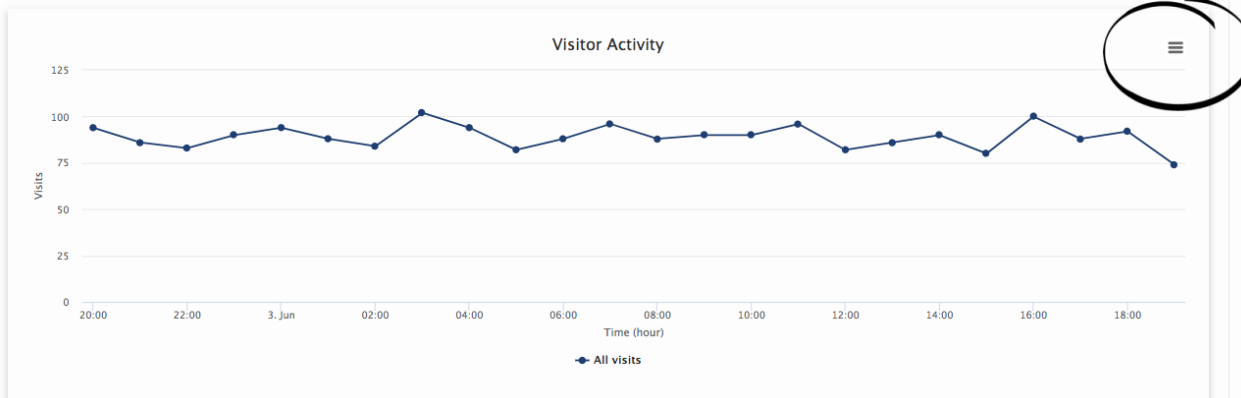
Export the Visitor Activity report

Visitor Activity

See data on visits to your website

Start: 2019-06-02, 19:00 End: 2019-06-03, 19:00

Granularity: hourly daily



You can export details of the Visitor Activity report to a CSV (comma-separated value) file.

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1. Configure the report so that it displays the data that you want.
 2. Download the report. The system downloads the report to your local Downloads folder.

About time values in exported reports

When you export a Visitor Activity report, the name of the exported file includes from- and to- timestamps in the standard ISO-8601 format (mmhhddmmyyyy).

If you import the CSV file into Excel, use the following formula to convert the ISO-8601 time formatted-cell to the Date type:

=DATEVALUE(MID(A1,1,10))+TIMEVALUE(MID(A1,12,8))"

(A1 represents the cell location of the first ISO-8601 time formatted cell in the Excel worksheet.)