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Designer User's Guide

Application Details

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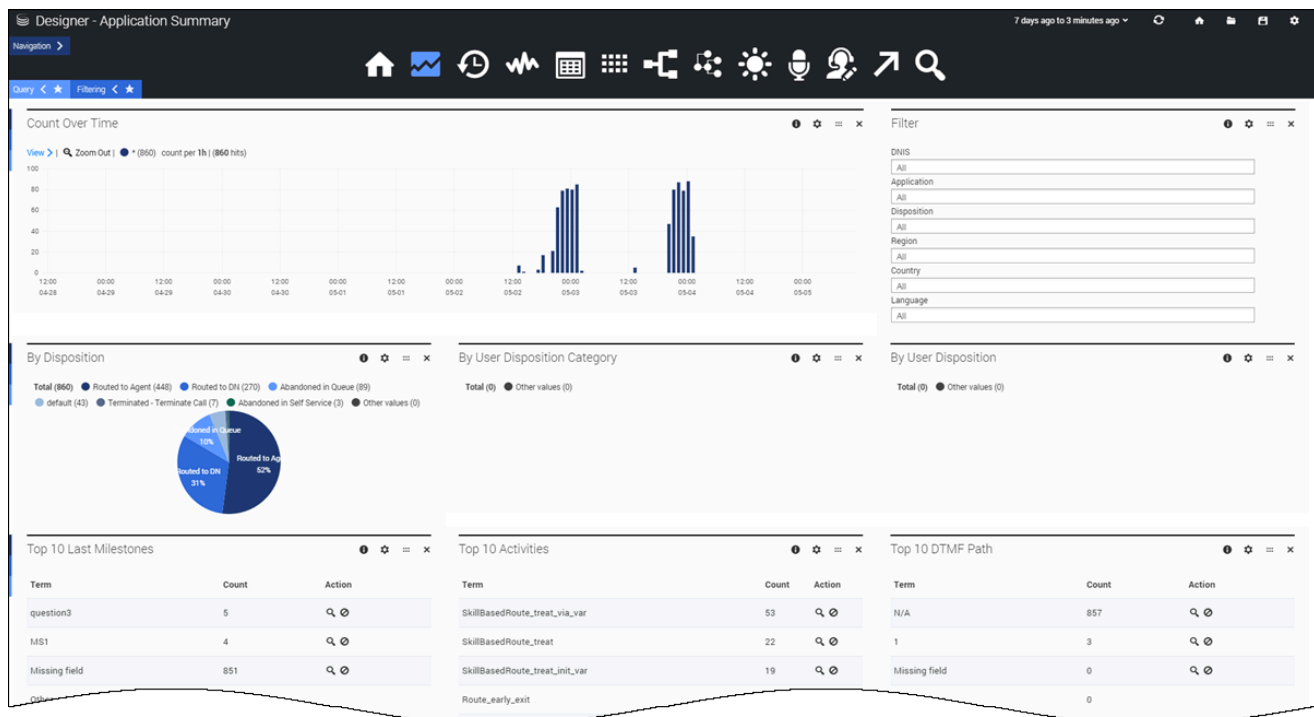
- Administrator

The Application Details dashboard provides details about how customers are moving through your application flows.

Related documentation:

-

The **Application Details** dashboard gives you a closer look at how callers are moving through the application flows.



Most of the reports on this dashboard are focused on the milestones reached, activities completed, and paths taken by callers as they move through the application flows. You can quickly see if there are any unexpected deviations (such as a sudden rise or drop in certain milestones) that might require further investigation.

Reports on this dashboard

Count Over Time

(See the Summary dashboard for a description of this report.)

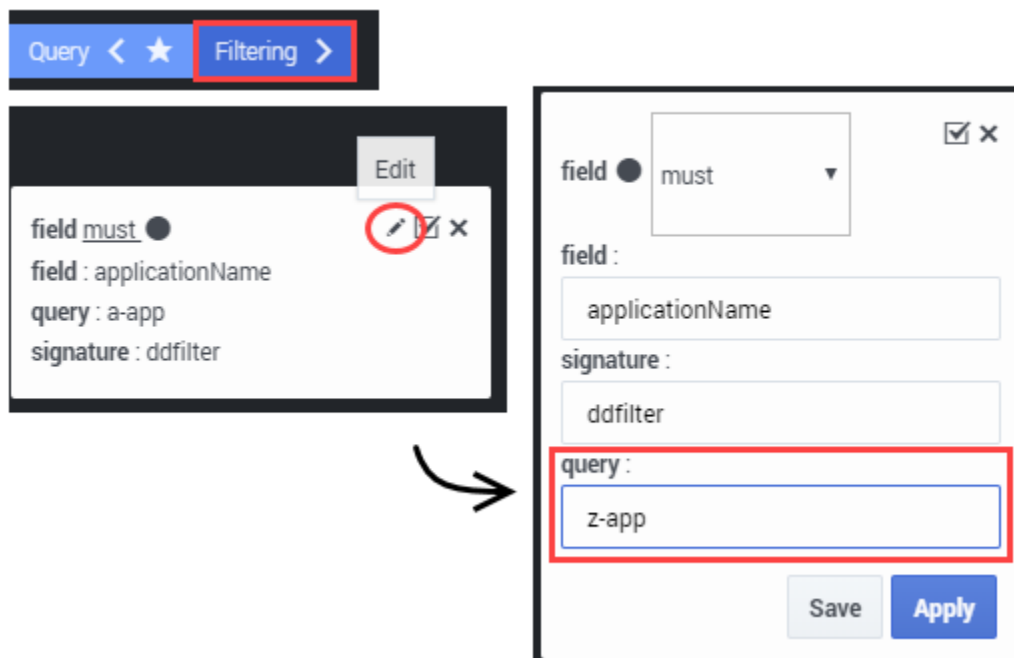
Filter

The **Filter** panel appears on many of the dashboards (notable exceptions include the **Session Detail Records** and **Summary** dashboards). Use it to select the specific values you want to filter for, such as **Application** or **Disposition**.

Important

Any filters you select are applied across *all* of the dashboards, not just the one you are viewing. You can toggle the Filtering tab to see the filters that are currently being applied to the dashboard.

The drop-downs on the **Filter** panel only list the top 100 values for each item. If the value you are looking for isn't in the list, you can toggle the Filtering tab to expose the filter queries that are currently being applied to the dashboard. You can then edit the filter query to change the value to the one you are looking for:



You can also toggle the Filtering tab to see any filters that are currently applied.

By Disposition

This report shows the distributions of **final dispositions** across all calls received. A *final disposition* is the status assigned to a call at the time it exited the call flow, such as whether it was routed to an agent, terminated due to it being a special day or outside of regular business hours, or the caller hung up. (Learn more about dispositions [here](#).)

By User Disposition Category

This report shows the distributions of final dispositions across all calls received, by the disposition category. The *disposition category* is the high-level status of the call when the caller exited the call flow, such as **Transfer** or **Abandoned**.

By User Disposition

This report shows the distributions of final dispositions across all calls received, by user disposition. The *user disposition* is the status assigned to a call when the caller exited the call flow. (Learn more about dispositions [here](#).)

Top 10 DTMF Path

Designer automatically tracks various DTMF paths (how callers are responding to things like menu options), so if the top paths here are not the ones you expect, it might indicate that callers are not following the intended flow.

Top 10 Last Milestones

This report tracks the last milestones that callers reached before the call ended. A *milestone* is a custom benchmark (or checkpoint) that you've defined in an application to indicate that a significant point in the application flow was reached. For example, you might set up a milestone to mark when callers have made a successful payment, and another for when they've agreed to certain terms and conditions.

There are also other milestone-related reports:

- **Top 10 Bailout Milestones** — when the caller requests an agent (for example, by pressing **0**)
- **Top 10 Self-Helped Milestones** — when the caller is able to complete their call in self-service
- **Top 10 Deflection Milestones** — when the caller is not able to complete their call in self-service and is sent elsewhere (for example, to an agent)

Top 10 Activities

An *activity* is a task that you've defined in an application as a series of steps with a starting point and stopping point. For example, you might set up an activity for making a payment that starts with the caller being asked for their credit card details and then ends with the system sending those details to a payment processor and receiving the approval.

Each activity has a *start* and *end* point, and can be complete or incomplete, with success or failure.

Top 10 Milestones

This report displays the top ten milestones that were successfully reached by callers.

Top 10 Deflection Messages

These messages are generated when a caller can't complete their call in self-service and is redirected elsewhere.

Performance by Activities

This report shows a breakdown of performance data for each activity over a given time period, grouped by Type (**user** or **system**). Note that activities with the same name are grouped together, even if they belong to different applications.

Clicking an activity will show (or hide) the call results for that activity. You can also export the results to a CSV file.