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# Genesys CX Insights Multicloud Projects Reference Guide

Chat folder

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Objects that you can use to organize and filter chat-related data from Genesys Info Mart.

**Related documentation:**

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**RSS:**

- [For private edition](#)

## Chat folder and subfolders

### Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

The Chat folder contains numerous objects that you can use to build chat-related reports. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

### Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

This folder contains the following root folder and subfolders.

- Chat
- Chat > Agent
- Chat > Async
- Chat > Thread

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## Folder: Chat

**Introduced:** 9.0.007.03

**Description:** The root Chat folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of chat interactions. Other objects in this folder are organized into subfolders.

### Metrics:

- |   |                                     |                                   |
|---|-------------------------------------|-----------------------------------|
| • % Agent Terminated                        | • Avg Messages Sent By Customer     | • Max Agent Response Time         |
| • % Customer Terminated                     | • Avg Session Time                  | • Max Agent Wait Time             |
| • % Interactions Parked                     | • Bot Session                       | • Max Customer Response Time      |
| • % Interactions with Less Queue Time       | • Customer Response Time            | • Max Customer Wait Time          |
| • % Interactions with Long Queue Time       | • Customer Responses                | • Max First Response Agent Time   |
| • % Session Inactive                        | • Customer Terminated               | • Max Wait-time in Queue          |
| • % Session Missed                          | • Customer Wait                     | • Media Session                   |
| • % Session Only with Bots                  | • Customer Wait Time                | • Messages From Agent             |
| • % Session Transferred                     | • Disconnected                      | • Messages From Agent Size        |
| • % Session with Bot                        | • First Agent Wait Time             | • Messages From Bot               |
| • Agent                                     | • First Bot Wait Time               | • Messages From Bot Size          |
| • Agent Response Time                       | • First Response Agent Time         | • Messages From Customer          |
| • Agent Responses                           | • First Response Wait Time          | • Messages From Customer Size     |
| • Agent Terminated                          | • First Touch Resolution            | • Parking Queue Duration          |
| • Agent Wait                                | • Handle Interval                   | • Session Ended Normally          |
| • Agent Wait Time                           | • Handle Time                       | • Session Inactive                |
| • Avg Bots per Media Session                | • Idle (Agent Present)              | • Session Missed                  |
| • Avg Bots per Session with Bot             | • Idle Time (Agent Present)         | • Session Only with Bot           |
| • Avg Characters per Session typed by Agent | • Interactions Parked               | • Session Time                    |
| • Avg First Response Agent Time             | • Interactions with Less Queue Time | • Session Transferred             |
| • Avg Messages Sent By Agent                | • Interactions with Long Queue Time | • Session with Bot                |
|   |                                     | • Terminated Due to Other Reasons |

### Attributes:

- |              |                 |        |
|--------------|-----------------|--------|
| • End Reason | • Language Name | • Mode |
| • Ended By   | • Media Origin  |        |

## Folder: Chat > Agent

**Introduced:** 9.0.007.03

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**Description:** Objects in this folder enable the organization and measurement of Chat data based on agent activity.

**Metrics:**

- |   |                                     |   |
|---|-------------------------------------|---|
| • % Interactions Less Time to Accept      | • Consult Received Engage Warm Time | • Engagement Handle Time                  |
| • % Interactions Long Time to Accept      | • Consult Received Hold Time        | • Focus Interval                          |
| • Abandoned Waiting Time                  | • Consult Received Time             | • Focus Time                              |
| • Acceptance Rate                         | • Consult Received Warm Hold Time   | • Hold Time                               |
| • Accepted                                | • Consult Received Warm Time        | • Interactions Less Time to Accept        |
| • Accepted Unique                         | • Consult Received Warm Wrap        | • Interactions Long Time to Accept        |
| • Alert Duration                          | • Consult Received Warm Wrap Time   | • Max Duration for Accepting Interactions |
| • Avg Duration for Accepting Interactions | • Consult Received Wrap             | • Offered                                 |
| • Avg Focus Time                          | • Consult Received Wrap Time        | • Rejected                                |
| • Consult Received Engage Time            | • Engage Time                       | • Wrap Time                               |

**Attributes:**

- |               |              |
|---------------|--------------|
| • Agent Group | • Agent Name |
|---------------|--------------|

## Folder: Chat > Async

**Introduced:** 9.0.007.03

**Description:** Objects in this folder enable the organization and measurement of data describing advanced chat sessions.

**Metrics:**

- |                    |                        |
|--------------------|------------------------|
| • Dormant Interval | • Idle (No Agent)      |
| • Dormant Time     | • Idle Time (No Agent) |

**Attributes:**

- |                                   |         |
|-----------------------------------|---------|
| • There are no attributes in this | folder. |
|-----------------------------------|---------|

## Folder: Chat > Thread

**Introduced:** 9.0.010

**Description:** Objects in this folder enable the organization and measurement of data describing chat threads.

**Metrics:**

- |                                |                                 |                        |
|--------------------------------|---------------------------------|------------------------|
| • Average Thread Handle Time   | • Thread Customer Messages      | • Thread Response Time |
| • Average Thread Response Time | • Thread Customer Messages Size | • Thread Sessions      |
| • Thread Agent Messages        | • Thread Engagements            | • Threads              |
| • Thread Agent Messages Size   | • Thread Handle Time            |                        |

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**Attributes:**

- Media Origin

Reports built primarily from the objects in the Chat folder and subfolders

- Async Interactions Report
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report
- Chat Thread Report
- Interactions Acceptance Dashboard
- Interactions Acceptance Report
- Pre-Agent Termination Report

For more information about Chat reports, see the guide *Historical Reporting with Genesys CX Insights*.