Genesys CX Insights Multicloud Projects Reference Guide

Chat folder

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Contents

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

Related documentation:
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-
-
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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

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
- % Customer Terminated
- % Interactions Parked
- % Interactions with Less Queue Time
- % Interactions with Long Queue Time
- % Session Inactive
- % Session Missed
- % Session Only with Bots
- % Session Transferred
- % Session with Bot
- Agent
- Agent Response Time
- Agent Responses
- Agent Terminated
- Agent Wait
- Agent Wait Time
- Avg Bots per Media Session
- Avg Bots per Session with Bot
- Avg Characters per Session typed by Agent
- Avg First Response Agent Time
- Avg Messages Sent By Agent

- Avg Messages Sent By Customer
- Avg Session Time
- Bot Session
- Customer Response Time
- Customer Responses
- Customer Terminated
- Customer Wait
- Customer Wait Time
- Disconnected
- First Agent Wait Time
- First Bot Wait Time
- First Response Agent Time
- First Response Wait Time
- First Touch Resolution
- Handle Interval
- Handle Time
- Idle (Agent Present)
- Idle Time (Agent Present)
- Interactions Parked
- Interactions with Less Queue Time
- Interactions with Long Queue Time

- Max Agent Response Time
- Max Agent Wait Time
- Max Customer Response Time
- Max Customer Wait Time
- Max First Response Agent Time
- Max Wait-time in Queue
- Media Session
- Messages From Agent
- Messages From Agent Size
- Messages From Bot
- Messages From Bot Size
- Messages From Customer
- Messages From Customer Size
- Parking Queue Duration
- Session Ended Normally
- Session Inactive
- Session Missed
- Session Only with Bot
- Session Time
- Session Transferred
- Session with Bot
- Terminated Due to Other Reasons

Attributes:

- End Reason
- Ended By

- Language Name
- Media Origin

- Mode

Folder: Chat > Agent

Introduced: 9.0.007.03

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

Metrics:

- % Interactions Less Time to Accept
- % Interactions Long Time to Accept
- Abandoned Waiting Time
- Acceptance Rate
- Accepted
- Accepted Unique
- Alert Duration
- Avg Duration for Accepting Interactions
- Avg Focus Time
- Consult Received Engage Time

- Consult Received Engage Warm Time
- Consult Received Hold Time
- Consult Received Time
- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time

- Engagement Handle Time
- Focus Interval
- Focus Time
- Hold Time
- Interactions Less Time to Accept
- Interactions Long Time to Accept
- Max Duration for Accepting Interactions
- Offered
- Rejected
- 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
- Dormant Time

- Idle (No Agent)
- 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
- Average Thread Response Time
- Thread Agent Messages
- Thread Agent Messages Size

- Thread Customer Messages
- Thread Customer Messages Size
- Thread Engagements
- Thread Handle Time

- Thread Response Time
- Thread Sessions
- Threads

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*.