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Genesys CX Insights Multicloud Projects Reference Guide

Designer Metrics

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Metrics that you can use to build IVR-related reports.

Related documentation:

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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 Designer folder contains numerous metrics that you can use to build Designer-related reports.

Note the following:

- Unless otherwise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see *About Genesys CX Insights Projects*.

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.

The following Metrics are available in this folder and are described on this page.

Designer

- Start Date Time Key

Designer > Activity

- % Completed
- % Incomplete
- Activities
- Activity Duration
- Avg Activity Duration
- Completed

Designer > Bot

- Abandoned in Queue
- Abandoned in Self Service
- Avg Intent Duration
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- Bot Hits
- Bots
- Entered Bot in Self Service
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- Entered No Bot in Self Service
- Failed
- Intent Duration
- Intent Hits
- Routed to Agent
- Routed to DN
- Self Service Bot Duration

- Self Service Duration
- Self Service No Bot Duration
- Success

Designer > Session

- Abandoned in Queue
- Assisted Service Duration
- Avg Assisted Service Duration
- Avg Self-Service Duration
- Avg Session Duration
- Contained In Self-Service
- Entered in Assisted Service
- Entered in Self-Service
- Routed to Agent
- Routed to DN
- Self-Service Duration
- Session
- Session Duration
- Transferred to Assisted Service

Designer > Session > Detail

- Call Duration
- Input Count
- Menu Count

Designer > Session Block

- Avg Block Duration
- Avg No Input Error
- Avg No Match Error
- Block Duration
- Blocks
- No Input Error
- No Match Error
- Strikeout
- Success

Designer > Session Milestone

- Session

Designer > Survey

- % Accepted
- Accepted
- Answered
- No Input Error
- No Match Error
- Not Accepted
- Offered
- Responses

Folder: Designer

Metric name: Start Date Time Key	Folder: Designer
Description: This metric is reserved for internal use to employ a key for a particular date and time from the SDR_SESSION_FACT table.	
Calculation:	Used in:

Media type: Data type: Metric type:		This metric is not used in any reports.
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Folder: Designer > Activity

Metric name: % Completed Introduced: 9.0.013	Folder: Designer > Activity
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Description: The percentage of activities that were completed during the reporting interval.

Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.

Media type: Data type: Metric type: Disposition	Used in: <ul style="list-style-type: none"> Activity Summary Report
--	---

Metric name: % Incomplete Introduced: 9.0.013	Folder: Designer > Activity
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Description: The percentage of activities that were incomplete at the end of the reporting interval.

Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.

Media type: Data type: Metric type: Disposition	Used in: <ul style="list-style-type: none"> Activity Summary Report
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Metric name: Activities Introduced: 9.0.013	Folder: Designer > Activity
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Description: The total number of activities that began during the reporting interval.

Calculation:

Media type: Data type:	Used in: <ul style="list-style-type: none"> Activity by Final Disposition Report
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Metric type: Disposition		<ul style="list-style-type: none"> Activity Summary Report
Metric name: Activity Duration Introduced: 9.0.013		Folder: Designer > Activity
Description: The total amount of time attributed to the activity during the reporting interval.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type: Disposition		
Metric name: Avg Activity Duration Introduced: 9.0.013		Folder: Designer > Activity
Description: The average amount of time attributed to activities during the reporting interval.		
Calculation: Calculated based on the Designer > Activity > Activities and Designer > Activity > Activity Duration metrics.		Used in: <ul style="list-style-type: none"> Activity Summary Report
Media type: Data type: Metric type: Disposition		
Metric name: Completed Introduced: 9.0.013		Folder: Designer > Activity
Description: The total number of activities that were completed during the reporting interval.		
Calculation: Calculated as the sum of all activities during the reporting interval that had the COMPLETED_FLAG set to y.		Used in: <ul style="list-style-type: none"> Activity Summary Report
Media type: Data type: Metric type: Disposition		

Folder: Designer > Bot

Metric name: Abandoned in Queue Introduced: 9.0.016	Folder: Designer > Bot
Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.	
Calculation:	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
Metric name: Abandoned in Self Service Introduced: 9.0.016	Folder: Designer > Bot
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.	
Calculation:	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
Metric name: Avg Intent Duration Introduced: 9.0.016	Folder: Designer > Bot
Description: The average amount of time (in seconds) that elapsed for customer intents to be recognized.	
Calculation: Intent Duration / Intent Hits	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
Metric name: Avg Self Service Bot Duration Introduced: 9.0.016	Folder: Designer > Bot

Description: The average duration of Self-Service SDR sessions in which bots participated		
Calculation: Self Service Bot Duration / Entered Bot in Self Service		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
Metric name: Avg Self Service No Bot Duration		Folder: Designer > Bot
Introduced: 9.0.016		
Description: The average duration of Self-Service SDR session in which no bots participated		
Calculation: Self Service No Bot Duration / Entered No Bot in Self Service		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
Metric name: Bot Hits		Folder: Designer > Bot
Introduced: 9.0.016		
Description: The total number of bot sessions. If a bot is invoked more than once within an SDR session, it is counted more than once.		
Calculation:		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
Metric name: Bots		Folder: Designer > Bot
Introduced: 9.0.016		
Description: The total number of SDR sessions in which Self-Service was used.		
Calculation:		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		

Metric name: Entered Bot in Self Service Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of Self-Service SDR sessions in which a bot participated.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Entered in Self Service Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of SDR sessions in which Self-Service was used.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Entered No Bot in Self Service Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of Self-Service SDR sessions in which no bot participated.		
Calculation: SS_ENTERED - SS_BOTS_ENTERED		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Failed Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of failed bot sessions.		
Calculation:		
Media type:		Used in: This metric is not used in any reports.

Data type: Metric type:		
Metric name: Intent Duration Introduced: 9.0.016		Folder: Designer > Bot
Description: The total amount of time (in seconds) that elapsed for customer intents to be recognized.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		
Metric name: Intent Hits Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		
Metric name: Routed to Agent Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		
Metric name: Routed to DN Introduced: 9.0.016		Folder: Designer > Bot

<p>Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR session, this count considers only the last intent.</p>		
Calculation:		<p>Used in: This metric is not used in any reports.</p>
Media type:		
Data type: Metric type:		
<p>Metric name: Self Service Bot Duration Introduced: 9.0.016</p>		<p>Folder: Designer > Bot</p>
<p>Description: The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.</p>		
Calculation:		<p>Used in: This metric is not used in any reports.</p>
Media type:		
Data type: Metric type:		
<p>Metric name: Self Service Duration Introduced: 9.0.016</p>		<p>Folder: Designer > Bot</p>
<p>Description: The total duration (in seconds) of all Self-Service SDR sessions.</p>		
Calculation:		<p>Used in: This metric is not used in any reports.</p>
Media type:		
Data type: Metric type:		
<p>Metric name: Self Service No Bot Duration Introduced: 9.0.016</p>		<p>Folder: Designer > Bot</p>
<p>Description: The total duration (in seconds) of all Self-Service SDR sessions in which no bots participated.</p>		
Calculation: SS_DURATION - SS_BOTS_DURATION		<p>Used in: This metric is not used in any reports.</p>
Media type:		
Data type: Metric type:		

Metric name: Success Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of successful bot sessions.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		

Folder: Designer > Session

Metric name: Abandoned in Queue Introduced: 9.0.013		Folder: Designer > Session
Description: The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.		
Calculation:		Used in: <ul style="list-style-type: none"> Self-Service Statistics Report
Media type: Data type: Metric type:		

Metric name: Assisted Service Duration		Folder: Designer > Session
Description: The total amount of time attributed to the Assisted-Service phase of the Designer application.		
Calculation:		Used in: <ul style="list-style-type: none"> Application Duration Report
Media type: Data type: Metric type:		

Metric name: Avg Assisted Service Duration Introduced: 9.0.013		Folder: Designer > Session
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Description: The average amount of time that callers spent in the Assisted-Service phase of the Designer application.		
Calculation: Calculated based on the value of the Designer > Assisted Service Duration metric.		Used in: • Application Duration Report
Media type:		
Data type: Metric type:		
Metric name: Avg Self-Service Duration		Folder: Designer > Session
Description: The average amount of time that callers spent in the Self-Service phase of the Designer application.		
Calculation: Calculated based on the value of the Designer > Self-Service Duration metric.		Used in: • Application Duration Report
Media type:		
Data type: Metric type:		
Metric name: Avg Session Duration		Folder: Designer > Session
Description: The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.		
Calculation: Calculated based on the value of the Designer > Session Duration metric.		Used in: • Application Duration Report
Media type:		
Data type: Metric type:		
Metric name: Contained In Self-Service		Folder: Designer > Session
Introduced: 9.0.013		
Description: The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.		
Calculation:		Used in: • Self-Service Statistics Report
Media type:		
Data type:		

Metric type:		
Metric name: Entered in Assisted Service Introduced: 9.0.013		Folder: Designer > Session
Description: The total number of interactions that entered the Designer application in Assisted-Service during the reporting interval.		
Calculation:		Used in: <ul style="list-style-type: none"> Self-Service Statistics Report
Media type: Data type: Metric type:		
Metric name: Entered in Self-Service Introduced: 9.0.013		Folder: Designer > Session
Description: The total number of interactions that entered the Designer application in Self-Service during the reporting interval.		
Calculation:		Used in: <ul style="list-style-type: none"> Self-Service Statistics Report
Media type: Data type: Metric type:		
Metric name: Routed to Agent Introduced: 9.0.013		Folder: Designer > Session
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent during the reporting interval.		
Calculation:		Used in: <ul style="list-style-type: none"> Self-Service Statistics Report
Media type: Data type: Metric type:		
Metric name: Routed to DN Introduced: 9.0.013		Folder: Designer > Session

Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN during the reporting interval.		
Calculation:		Used in: • Self-Service Statistics Report
Media type:		
Data type:		
Metric type:		
Metric name: Self-Service Duration		Folder: Designer > Session
Description: The total amount of time attributed to the Self-Service phase of the Designer application.		
Calculation:		Used in: • Application Duration Report
Media type:		
Data type:		
Metric type:		
Metric name: Session		Folder: Designer > Session
Description: The total number of times that a caller interacted with the application.		
Calculation:		Used in: • Application Duration Report • Application Summary Report • Milestone Summary Report
Media type:		
Data type:		
Metric type:		
Metric name: Session Duration		Folder: Designer > Session
Description: The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.		
Calculation:		Used in: • Application Duration Report
Media type:		
Data type: AG2_SDR_SESSION_*.DURATION		
Metric type:		
Metric name: Transferred to Assisted Service		Folder: Designer > Session
Introduced: 9.0.013		

Description: The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application during the reporting interval.	
Calculation:	
Media type:	Used in: <ul style="list-style-type: none"> Assisted Service Interactions by Last Milestone Report
Data type:	
Metric type:	

Folder: Designer > Session > Detail

Metric name: Call Duration		Folder: Designer > Session > Detail
Description: The total amount of time spent in each call.		
Calculation: Calculated as the difference between SDR_SESSION_FACT.END_TS_MS and SDR_SESSION_FACT.START_TS_MS.		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		

Metric name: Input Count		Folder: Designer > Session > Detail
Description: The total count of instances where the caller's input was heard or received.		
Calculation:		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		

Metric name: Menu Count		Folder: Designer > Session > Detail
Description: The number of menu blocks the caller encountered during the session.		
Calculation:		Used in:
Media type:		

Data type: Metric type:		This metric is not used in any reports.
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Folder: Designer > Session Block

Metric name: Avg Block Duration	Folder: Designer > Session Block
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Description: The average amount of time spent in each block.

Calculation: Calculated based on the value of the Designer > Block Duration metric.

Media type:

Data type:
Metric type:

Used in:

- Blocks Summary Report

Metric name: Avg No Input Error	Folder: Designer > Session Block
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Description: The average number of No Input errors encountered in each block.

Calculation: Calculated based on the value of the Designer > No Input Error metric.

Media type:

Data type:
Metric type:

Used in:

- Blocks Summary Report

Metric name: Avg No Match Error	Folder: Designer > Session Block
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Description: The average number of No Match errors encountered in each block.

Calculation: Calculated based on the value of the Designer > No Match Error metric.

Media type:

Data type:
Metric type:

Used in:

- Blocks Summary Report

Metric name: Block Duration	Folder:
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		Designer > Session Block
Description: The total amount of time spent in each block.		
Calculation:		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
Metric name: Blocks		Folder: Designer > Session Block
Description: The total number of hits to a given block. A session can hit a block more than once.		
Calculation:		Used in: • Blocks Summary Report
Media type:		
Data type: Metric type:		
Metric name: No Input Error		Folder: Designer > Session Block
Description: The total number of times that a No Input error was encountered in each block.		
Calculation:		Used in: • Blocks Summary Report
Media type:		
Data type: Metric type:		
Metric name: No Match Error		Folder: Designer > Session Block
Description: The total number of times that a No Match error was encountered in each block.		
Calculation:		Used in: • Blocks Summary Report
Media type:		
Data type: Metric type:		
Metric name: Strikeout		Folder: Designer > Session Block
Description: The total number of times that the maximum number of retries (for No Input or No Match)		

was reached.

Calculation:

Media type:

Data type:
Metric type:

Used in:

- Blocks Summary Report

Metric name: Success

Folder:

Designer > Session Block

Description: The total number of sessions, during the reporting interval, wherein the customer input matched a menu option.

Calculation:

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

Folder: Designer > Session Milestone

Metric name: Session

Folder:

Designer > Session Milestone

Description: The total number of times that a caller interacted with the application.

Calculation:

Media type:

Data type:
Metric type:

Used in:

- Application Duration Report
- Application Summary Report
- Milestone Summary Report

Folder: Designer > Survey

Metric name: % Accepted

Folder:

Designer > Survey

Description: The percentage of customers who were offered the opportunity to complete a survey, who subsequently accepted the offer.

Calculation: Calculated based on the value of the Designer > Accepted (Agent > Activity > Accepted) metric.

Media type:

Data type:
Metric type:

Used in:

- Survey Statistics Report

Metric name: Accepted

Folder:

Designer > Survey

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Calculation:

Used in:

Media type: All

Data type: Number
Metric type: Disposition

- Agent Activity
- Agent Conduct Report
- Agent Group Business Attribute Report
- Agent Group Interaction handling Report
- Agent Interval Based Report
- Agent Performance Dashboard
- Agent Report
- Agent Social Engagement Report
- Agent Task Dashboard
- Agent Utilization Email Report
- Agent Utilization Report
- Predictive Routing Agent Dashboard
- Predictive Routing Agent Occupancy Report (Active Time & Predictive)
- Survey Statistics Report
- Task Routing Agent Activity
- Task Routing Agent Group Activity

Metric name: Answered		Folder: Designer > Survey
Description: The total number of customer interactions that were answered by a handling resource.		
Calculation:		Used in: This metric is not used in any reports.
Media type:		
Data type: Metric type:		
Metric name: No Input Error		Folder: Designer > Survey
Description: No Input (NI). The total number of times that the application expected a response from a customer, but did not receive one within the configured timeout period (if a timeout period is configured).		
Calculation:		Used in: <ul style="list-style-type: none"> Survey Statistics Report
Media type:		
Data type: Metric type:		
Metric name: No Match Error		Folder: Designer > Survey
Description: No Match (NM). The total number of times that the customer entered an unexpected response to a survey.		
For example, if the application expects an answers in the range of 1 to 4, and the customer selects 6, the event is recorded as an NM error.		
Calculation:		Used in: <ul style="list-style-type: none"> Survey Statistics Report
Media type:		
Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERROR Metric type:		
Metric name: Not Accepted		Folder: Designer > Survey
Description: The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently declined the offer. Calculated as Survey Offered minus Survey Accepted.		
Calculation: Calculated as the difference between the values of the Designer > Offered and Designer > Accepted metrics.		Used in: <ul style="list-style-type: none"> Survey Statistics Report
Media type:		

Data type: Metric type:		
Metric name: Offered		Folder: Designer > Survey
<p>Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).</p> <p>The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.</p>		
Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Activity • Agent Interaction Hierarchy Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive) • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
Metric name: Responses		Folder: Designer > Survey
<p>Description: The definition of this metric depends on the media type:</p> <ul style="list-style-type: none"> • For voice and chat media, the total number of customer interactions that were accepted by handling resources. • For email, the total number times that handling resources (agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply. 		
Calculation:		Used in:
Media type:		

Data type: Metric type:		• Survey Answer Report
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- Survey Answer Report