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GVP Reporting

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Related documentation:

•

Get started with GVP reporting



- Supervisor

Learn how to get started with Genesys Voice Platform (GVP) reports.

Related documentation:

-

Contents

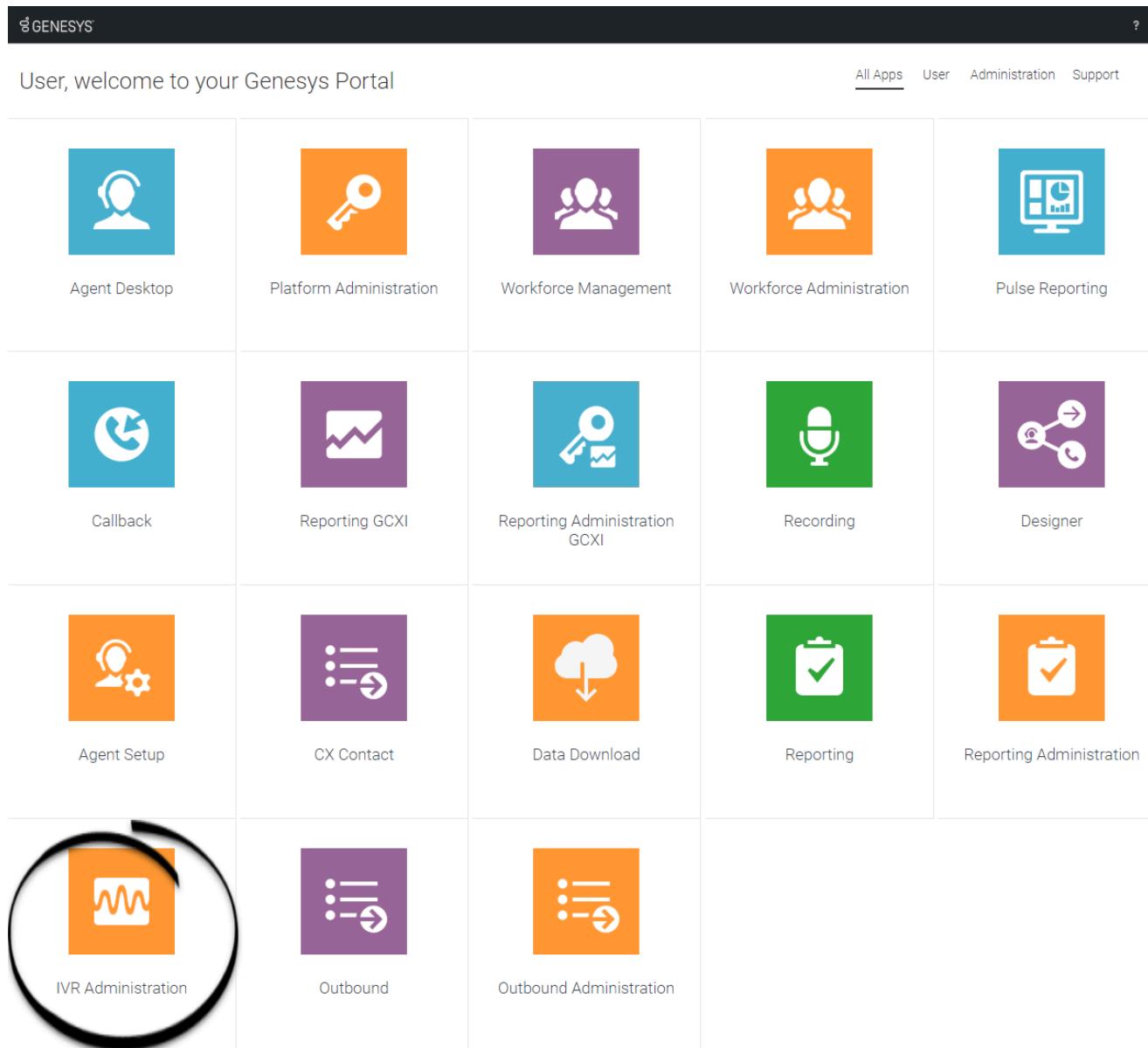
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Genesys Voice Platform has many moving parts—individual components that perform different tasks during a call. GVP reports give you a diagnostic look at your contact center's performance, by monitoring how the components perform—by themselves and with each other. The goal is to improve your contact center's efficiency.

With Genesys Voice Platform reports you can:

- Browse the Call Detail Records (CDRs) of in-progress and completed calls, filtering for the different components that process them. You can observe how each component is performing.
- Gather statistics on events such as call arrivals, call durations, and peak call volume— then sort or filter by IVR Profile, or by GVP component.
- Observe the success and failure rates for calls, and the IVR Actions that handle them.

Access the application

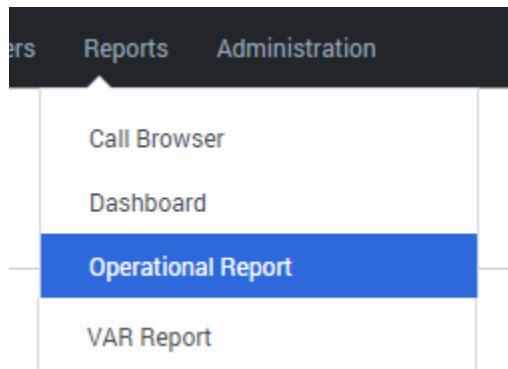


The screenshot shows the Genesys Portal home page with a grid of 20 application icons arranged in four rows and five columns. The icons represent various Genesys services and reporting tools. The 'IVR Administration' icon, located in the bottom-left position of the grid, is circled in black, indicating it is the focus of this section.

Agent Desktop	Platform Administration	Workforce Management	Workforce Administration	Pulse Reporting
Callback	Reporting GCXI	Reporting Administration GCXI	Recording	Designer
Agent Setup	CX Contact	Data Download	Reporting	Reporting Administration
IVR Administration	Outbound	Outbound Administration		

Once your Genesys Multicloud CX environment is up and running and you've checked that you meet the necessary requirements, log in to your Genesys Portal to access IVR Administration. Click the IVR Administration icon and enter your username and password.

How to choose a GVP report



1. On the Genesys Portal, click the **IVR Administration** icon.
2. If prompted, enter your user name and password.
3. The Configuration Manager page appears. Select a report type from the **Reports** drop-down menu.

When you first open a report, it contains no data. Use the filters dialog box on the left side of your browser window to decide what information to include. Then, generate the report.

Each report offers multiple report types, with different characteristics such as multiple data sets and access to the data for multiple Genesys components. You can design a filter to display only the data that you want to see. That kind of control is huge when it's time to read a report!

You've selected a report type and displayed an empty table. Now you can fill it with the data that you need.

How to design a GVP report

Operational Report

Report Type *

Call Arrivals
 Call Peaks
 Call Durations

From Date *

2015-09-01

To Date *

2015-09-30

Granularity *

Week

Session Type *

Media Control Platform (MCP)

Media Control Platform (MCP) Components *

MCP1
 MCP2

GVP Reports can access a huge pool of data about calls. Use the report filter to find and focus on the specific data that will help you make informed decisions.

For example, the filter on the left will let you compare how well two different MCPs handled Call Arrivals for the month of September, broken down by the week.

Mine the data easily with filters

Use the filters to design a report's output. These are your tools for mining the database. Click each link below to learn about the many ways that you can focus your chosen report type on the exact data that you seek:

- Call Browser Report filters
- Dashboard Report filters

- Operational Report filters
- VAR Report filters

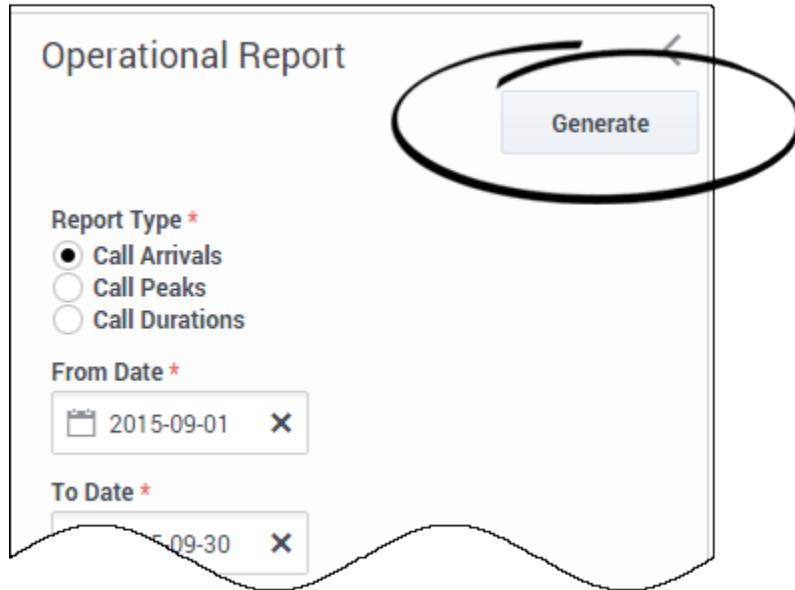
Note: Some report types may not be part of your installation.

The Report filter control panel is on the left side of the page.

Look for these generic control buttons in the filters panel:

- < **Collapse** or > **Restore** the report filters panel.
-  **Browse** a list for filter items that you can select, or  **Clear** the current value.

How to generate a GVP report



Click **Generate** at the top (or the bottom) of any report filter dialog.

How to read a GVP report

The screenshot shows the GAX interface with the 'Reports' tab selected. On the left, the 'Call Browser' panel has a 'Generate' button highlighted with a handwritten arrow. The main area is a 'Historical Call Browser' table with columns: Start, Duration, GVP-GUID, Session ID, Call Type, Remote..., Local URI, Call Disposi..., Profile Usage, and Tenant Usage. A row for July 2, 2015, at 09:10:47 is selected and highlighted with a blue border. A handwritten 'drill down' arrow points to this row. On the right, there are 'Quick Filter' and 'Export' buttons, with the 'Export' button highlighted with a handwritten arrow.

A report can contain many layers of useful data that stays out of your way—until you dig deeper for it. The report appears in a **table** that occupies the right-hand 3/4 of your browser window.

You clicked **Generate** to populate the table with the data types you selected in the filter dialog.

Now click **a row** to underline (select) it, then double-click to "drill down"—see more detail about that row in a new table to the right (and usually off the screen). You can continue to drill down, and generate new details in new tables, as long as you can select a line.

Click the **Export** button to save all generated (in other words, currently viewable) data to a file—including data that is off the screen but you could scroll to see.

GVP Report display controls

The controls listed below are for data table panels that appear to the right of the filter column. You don't need to know all of them, just the commands that will show you the most useful data. The controls listed below are for data table panels that appear to the right of the filter column. You don't need to know all of them, just the commands that will show you the most useful data.

Report Data Display Controls

What it is	How to control it
Data row	Click to drill down on the data row for more detail on that row alone. The details appear in a new window to the right of the existing window, and the nature of those details

What it is	How to control it
	depends upon the nature of the data row. For example, if the data is a historical list of calls, clicking on one row displays a Call Details window with information about the call that you selected.
Pagination bar	Displays pagination information for the report, if it is saved in CSV format.
Column heading	Click to sort the entire table by the selected column . Click-and-drag to move a column.
Next Range and Previous Range buttons	<p>Click to generate a related new report based on the current time frame, but a shifted time range.</p> <p>These controls are available only in Operational Reports and VAR Reports.</p>
Quick Filter field	Enter text that must appear in a data row for the row to be displayed.
Export button	<p>Click to save the displayed pages of data to a file of comma-separated values, using an automatically generated name that follows this convention:</p> <p>user_gvp_rpt_report_type.date generated.csv</p> <p>A standard Windows dialog box lets you chose the saved file's destination directory.</p>
Tenant Filter	Select one or more tenants from the list that appears when you click the solid file folder icon.
Call Disposition	Select a Call Disposition from the drop-down list.

Call Browser report filters

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- **2 Report filter controls**
- **3 Sample Call Browser report**



- Supervisor

Call Browser reports offer you a list of calls (either in-progress or completed) and data from their Call Detail Records.

Related documentation:

-
-

Call Browser reports offer you a list of calls (either in-progress or completed) and data from their Call Detail Records. CDRs contain basic information about each call such as status, type, duration, start and stop times, and much more.

Call Browser

Call Status *

In Progress

Historical

From Date

From Time

To Date

To Time

Component Type *

Resource Manager (RM)

Resource Manager (RM) Components

RM_OLD

RM

IVR Profiles

media

Generate

Filters focus on specific information

You can filter the data that the report will gather—to see calls that were processed by specific GVP components (Resource Manager or Media Control Platform or Call Control Platform). In the same report, you can also filter to display only calls that were handled by specific IVRs and tenants.

By focusing on highly specific data, you can identify the performance bottlenecks that may be slowing down your installation.

For example, the filter at left will deliver a report that compares the performance of two different Resource Managers during the month of August 2015—as processed by the IVR profile media.

Also on this page:

- Report filter controls
- Sample Call Browser report

Report filter controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Call Status (mandatory)	Select a status from this list of radio buttons: Call Browser Report: In Progress, Historical.
Query Data From (mandatory)	Select a site from the drop-down list, to be the source of the report's data.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Date	Select the data end date from a pop-up calendar, or enter the end date in a text entry field. Format: YYYY-MM-DD.
Component Type (mandatory)	Select one type from the drop-down list: Resource Manager, Media Control Platform, or Call Control Platform. This selection determines many of the choices offered below it in the filter panel.
Components	Click the Browse icon (a solid black folder) beneath this field, then select at least one component in the data field to the right.
IVR Profiles	Click the Browse icon, then select at least one IVR profile.
Tenants	Click the Browse icon, then select at least one Tenant.
DIDs	Enter a whole number (for example, 1234), a range (1234-2234), a wildcard (123*, the asterisk must be at the end of the number), or a zero-prefixed number (001234). Note: The component type must be Resource Manager (RM).
Call Type	Select a Call Type from the drop-down list, which can include: Inbound, Outbound, Unknown.
Call State	Select a Call State from the drop-down list, which can include: Completed in IVR, Transferring, Transferred, Accepted. Note: This parameter is only applicable to real-time reports.
ID TYPE	Select a Call Type from the drop-down list, which can include: Session ID, GVP GUID, Genesys UUID.
Duration, Min (ms)	Enter an integer for the minimum duration of a call, in milliseconds. Calls shorter than this criterion will not appear in the report.
Duration, Max (ms)	Enter an integer for the maximum duration of a call, in milliseconds. Calls longer than this criterion will not appear in the report.

Call Browser report filters

Data Display Element	Purpose / Functionality
VirtualReportingTag1 VirtualReportingTag2	VirtualReportingTag1 and VirtualReportingTag2 are configurable parameters (vtags) in the GVP IVR Profile. Resource Manager provides the information in the Call Details Record (CDR). The name and value pair can be used as a query parameter to get the call records from the database. The maximum length for each vtag is 256 characters.
Remote URI	The full URI of the remote party involved in the session represented by this CDR.
Local URI	URI identifying the local service that was delivered.

Sample Call Browser report

Start	Duration	GVP-GUID	Session ID	Call Type	Remote...	Local URI	Call Disposi...	Profile Usage	Tenant Usage
2015-07-02 09:18:41	00:00:100	6E9F874A-8835...	6E9F874A-8835...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:09:50	00:17:803	0601828D-0DFB...	0601828D-0DFB...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:10:47	00:59:094	0175A364-F982...	0175A364-F982...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 10:15:54	00:04:430	6B6938B6-FA16...	6B6938B6-FA16...	Inbound	sip:5115...	sip:18005...	Completed in ...	1	1
2015-07-02 10:13:38	00:06:236	865E76F1-2265-4...	865E76F1-2265-4...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:14:11	00:57:187	A7E85942-E34B...	A7E85942-E34B...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:15:10	00:38:913	173BE023-01C7...	173BE023-01C7...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:15:52	00:00:582	149A5649-ADFB...	149A5649-ADFB...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:16:09	00:21:538	DCACCB00-7EB9...	DCACCB00-7EB9...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:18:38	00:00:295	D7984C9A-1007...	D7984C9A-1007...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:10:09	00:12:626	A66290A2-8903...	A66290A2-8903...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:18:44	00:00:160	D9FB8B44-846B...	D9FB8B44-846B...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:18:49	00:00:106	D9C2320A-274B...	D9C2320A-274B...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1
2015-07-02 09:19:20	00:00:241	C97E2A3B-D0ED...	C97E2A3B-D0ED...	Inbound	sip:5115...	sip:dialog...	Completed in ...	1	1

Dashboard report filters

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- [2 Sample Dashboard report](#)

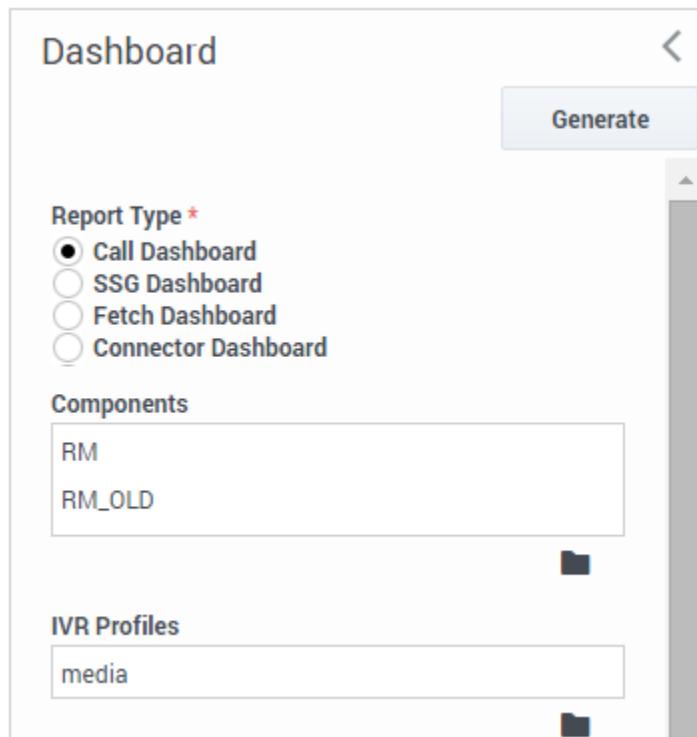
- 
- Supervisor

Dashboard reports help you monitor calls (either in-progress or completed) from the perspective of IVR Profiles or GVP components.

Related documentation:

-
-

The dashboard display offers basic information such as the number of calls and call peaks.



You can monitor IVR Profile activity for the current day and time, in a table that includes a graph of the current burst levels for each IVR Profile that you select.

As with IVR profiles, you can monitor the real-time activity of GVP components that you select, for the current day and time. Use the filter controls to focus on the data that you want to see.

For example, the filters in the screen shot will deliver a report with two separate sections: one will report on the performance of two different Resource Managers; the other will show the performance for the IVR profile media.

Also on this page:

- Report filter controls
- Sample Dashboard report

Report filter controls

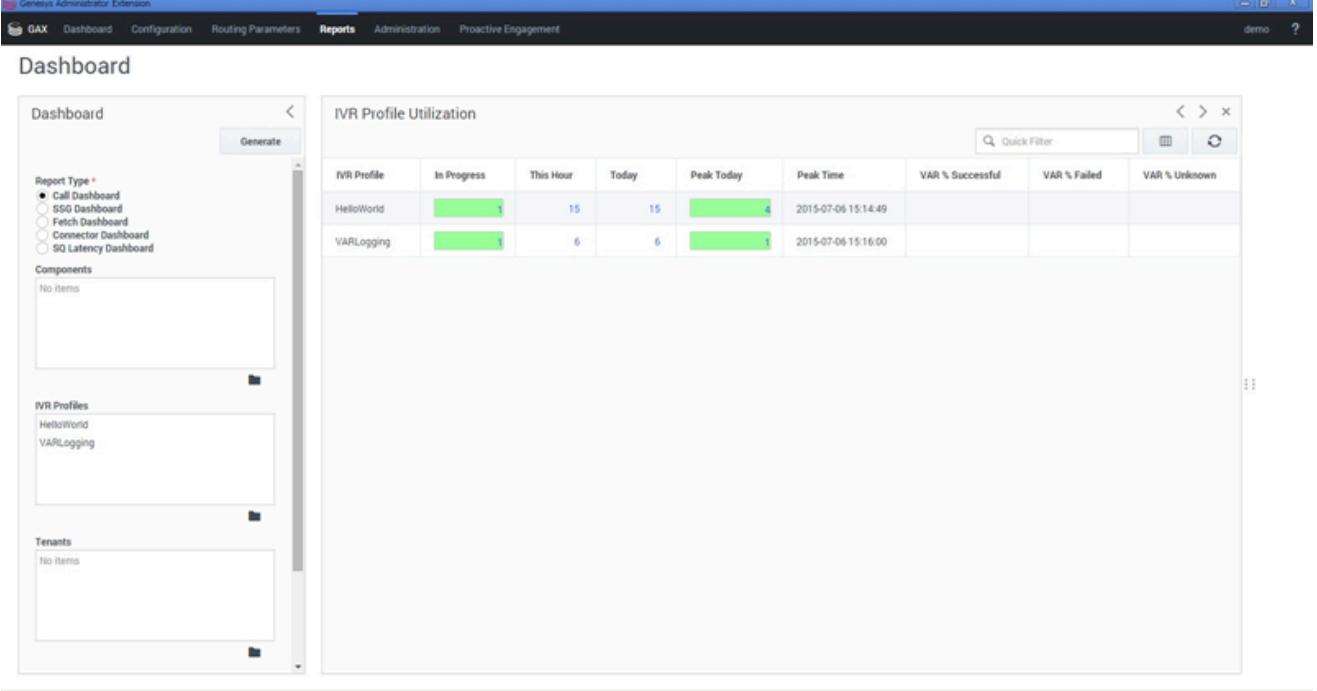
These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type*	<p>Select a report type from this list of radio buttons:</p> <p>Call Dashboard, SSG Dashboard, Fetch Dashboard, Connector Dashboard, SQ Latency Dashboard.</p>
Query Data From*	<p>Select a site from the drop-down list, to be the source of the report's data.</p> <p>Click the Browse button and select up to eight sites from the list of check boxes.</p>
Application	<p>Select an Application from the drop-down menu at the top of the Component panel to the right.</p> <p>Note: Enabled only if the Call Dashboard report type is selected.</p>
Components	<p>Select a Component from the panel to the right.</p> <p>Note: Enabled only if the Call Dashboard report type is selected. The available items depend on the Application selection above this list.</p>
Supplementary Services Gateway (SSG) Gateway Components	<p>Select a gateway from the Application (ASG) panel to the right.</p> <p>Note: Enabled only if the SSG Dashboard report type is selected.</p>
Component Type*	<p>Select a Component Type from the panel to the right. This row appears only in the Fetch Dashboard (where MCP and CCP are the choices) and in the Connector Dashboard (where PSTNC and CTIC are the choices).</p> <p>Note: Enabled only if the Fetch Dashboard or Component Dashboard report types are selected. The available items depend on the Application selection listed above.</p>
IVR Profiles	<p>Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.</p>
Tenants	<p>Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box</p>

Dashboard report filters

Data Display Element	Purpose / Functionality
	next to each Tenant in the list in the data field to the right.
Refresh (seconds)	Enter a whole number from 5 to 1800 as the interval in seconds the dashboard reports automatically refreshes.

Sample Dashboard report



The screenshot shows the GAX interface with the 'Reports' tab selected. The main area displays an 'IVR Profile Utilization' report. The report table shows data for two IVR profiles: 'HelloWorld' and 'VARLogging'. The table includes columns for In Progress, This Hour, Today, Peak Today, Peak Time, VAR % Successful, VAR % Failed, and VAR % Unknown. The 'HelloWorld' row shows 1 in progress, 15 this hour, 15 today, and a peak of 4. The 'VARLogging' row shows 1 in progress, 6 this hour, 6 today, and a peak of 1. The report is timestamped at 2015-07-06 15:14:49 and 2015-07-06 15:16:00 respectively. The left sidebar shows sections for 'Dashboard', 'Report Type' (selected 'Call Dashboard'), 'Components' (empty), 'IVR Profiles' (HelloWorld, VARLogging), and 'Tenants' (empty).

IVR Profile	In Progress	This Hour	Today	Peak Today	Peak Time	VAR % Successful	VAR % Failed	VAR % Unknown
HelloWorld	1	15	15	4	2015-07-06 15:14:49			
VARLogging	1	6	6	1	2015-07-06 15:16:00			

Operational report filters

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- **2 Report filter controls**
- **3 Sample Operational report**



- Supervisor

Operational reports show you statistics about the rate of call arrivals, call durations, and peak call volume—by IVR Profile or GVP component.

Related documentation:

-
-

Operational reports show you statistics about the rate of call arrivals, call durations, and peak call volume—by IVR Profile or GVP component.

You can also filter for one or more tenants, if your contact center has multiple.

Operational Report

Report Type *

Call Arrivals
 Call Peaks
 Call Durations

From Date *

2015-09-01

To Date *

2015-09-30

Granularity *

Week

Session Type *

Media Control Platform (MCP)

Media Control Platform (MCP) Components *

MCP1
MCP2

Generate

Filters focus on specific information

For example, the filters in the screen shot will deliver a report on how two MCPs handled Call Arrivals during the month of September. The data will display in weekly granularity.

Identify the data that you want to see, with the filter controls. The table below lists your choices and their ranges.

Also on this page:

- Report filter controls
- Sample Operational report

Report filter controls

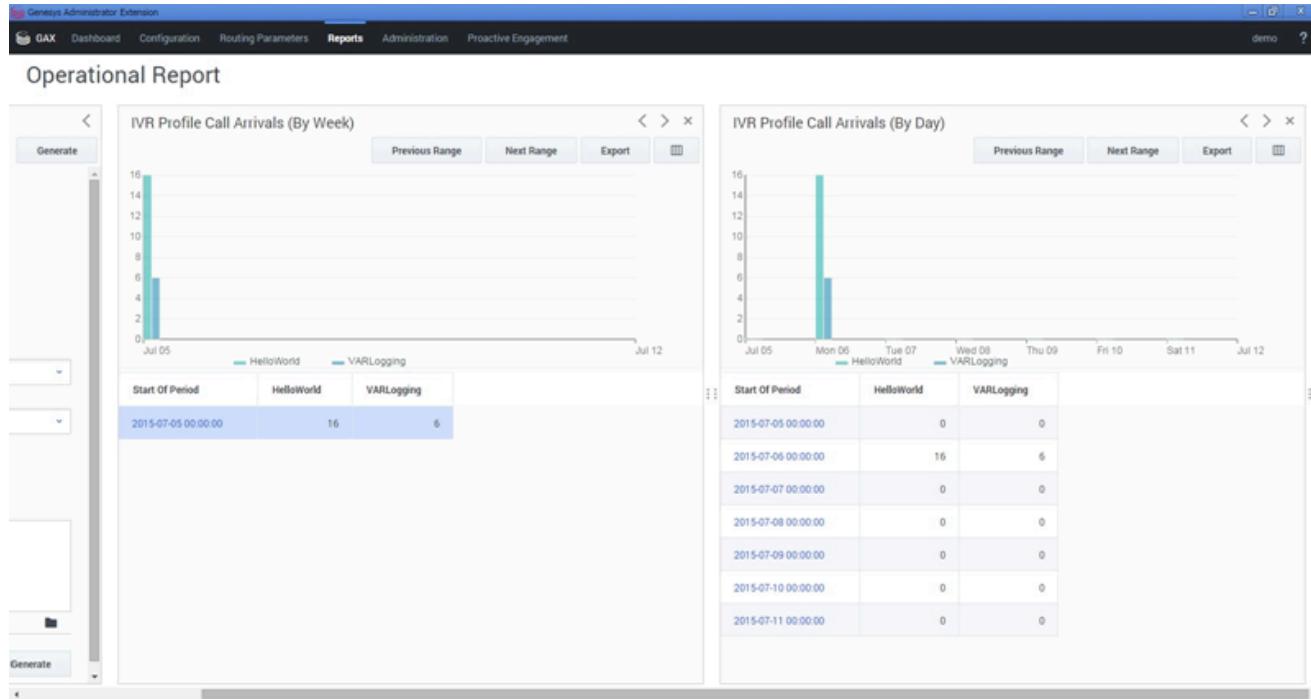
These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type (mandatory)	Select a report type from this list of radio buttons: Call Arrivals, Call Peaks, Call Durations.
Query Data From (mandatory)	Select a site to be the source of the report's data. If the report type is Call Peaks, select from a drop-down list. If the report type is Call Arrivals, click the Browse button and select up to eight sites from the list of check boxes.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
Granularity (mandatory)	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
Session Type (mandatory)	Select a session type from this drop-down list, which varies with the Report Type selection: Call Arrivals/Peaks: RM, MCP, VoiceXML, Media Service, CCP, PSTNC, CTIC, ASR, TTS. Call Durations: VoiceXML, Media Service, ASR, TTS.
Filter Type (mandatory)	Click the Browse icon (a solid black folder) beneath this field, then select or clear a radio button for your choice of filter: IVR Profile, Component, or Tenant. Your choice determines the selections in the Component Type field as described below.
Component Type (mandatory)	Select a Component Type from the drop-down list. Your selection causes a mandatory Services field to appear below this field. This applies for all selections except for VoiceXML, which displays the MCP Services field. When the Component Type is VoiceXML, ASR or TTS, the Tenants and IVR Profiles fields are enabled. Note: This field is enabled only when the Filter Type is Component.

Operational report filters

Data Display Element	Purpose / Functionality
IVR Profile	<p>Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list inside the data field to the right.</p> <p>Note: Enabled only when the Filter Type is IVR Profile.</p>
Tenants	<p>Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.</p> <p>Note: Enabled only when the Filter Type is Tenants.</p>

Sample Operational report



VAR report filters

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- **1 Filters focus on specific components**
- **2 Report filter controls**
- **3 Sample VAR report**



- Supervisor

Voice Application Reporting (VAR) helps you measure the efficiency of your contact center.

Related documentation:

-
-

Of all the calls your center handled, how many reached a successful outcome—and how many did not? Why? Fewer failures quickly translates into better experiences for your customers.

In technical terms, VAR reports on the logical success and failure rates: for calls, and for the IVR Actions in an IVR Profile that you choose.

VAR Report

Generate

Report Type *

Call Completion
 Interactive Voice Response (IVR) Action
 Last IVR Action

From Date *

2015-10-01

From Time

00:00:00

To Date *

2015-10-31

To Time

00:00:00

Granularity *

Hour

IVR Profiles *

conference

Filters focus on specific components

For example, the filters in the screen shot will deliver a report on number of calls completed (vs. total) for the month of October. The report will have 1-hour granularity.

Also on this page:

- Report filter controls
- Sample VAR report

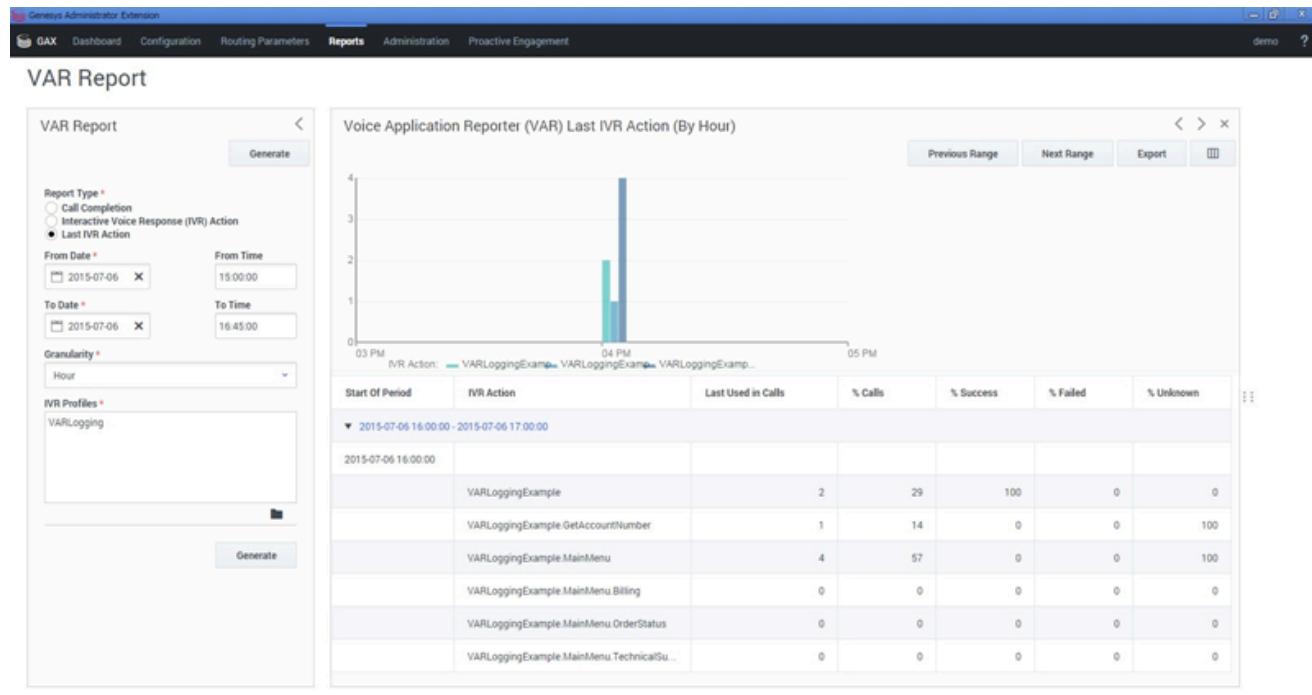
Report filter controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type (mandatory)	Select a report type from this list of radio buttons: Call Completion, IVR Action, Last IVR Action.
Query Data From (mandatory)	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.

VAR report filters

Sample VAR report



The screenshot shows the Genesys Administrator Extension interface with the 'Reports' tab selected. The main content area is titled 'VAR Report' and displays a chart and a table for 'Voice Application Reporter (VAR) Last IVR Action (By Hour)'.

Report Type: Last IVR Action (selected)

From Date: 2015-07-06, **From Time:** 15:00:00

To Date: 2015-07-06, **To Time:** 16:45:00

Granularity: Hour

IVR Profiles: VARLogging

Generated: [Generate]

Chart: Voice Application Reporter (VAR) Last IVR Action (By Hour)

The chart shows a single data point at 16:00:00 with a value of 4. The x-axis ranges from 03 PM to 05 PM.

Table: Voice Application Reporter (VAR) Last IVR Action (By Hour)

Start Of Period	IVR Action	Last Used in Calls	% Calls	% Success	% Failed	% Unknown
▼ 2015-07-06 16:00:00 - 2015-07-06 17:00:00						
2015-07-06 16:00:00	VARLoggingExample	2	29	100	0	0
	VARLoggingExample.GetAccountNumber	1	14	0	0	100
	VARLoggingExample.MainMenu	4	57	0	0	100
	VARLoggingExample.MainMenu.Billing	0	0	0	0	0
	VARLoggingExample.MainMenu.OrderStatus	0	0	0	0	0
	VARLoggingExample.MainMenu.TechnicalSu...	0	0	0	0	0