Work with Genesys CX Insights Reports

ANI Details Report

2/8/2026

Contents

-

-

  - Administrator
  - Supervisor

Explore the outcomes of customer interactions based on Automatic Number Identification (ANI), on a daily or hourly basis.

Related documentation:
  -
  -
  -
  -
  -

RSS:

  - For private edition

Understanding the ANI Details Report

									Customer Handle Time (Fmt)	Interaction Duration (Fmt)	
Hour	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason			Interactions
2011-01-14 12	012345	8001	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:15	00:00:36	1
							CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:28:37	2
							Redirected	RouteOnNoAnswer	00:00:00	00:04:14	3
						Agent2	Completed	Unspecified	00:02:42	00:03:30	1
							CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:00:26	1
					Queue	8001	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:18	1
						8002	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:18	1
2011-01-14 13	012345	8001	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:04:10	5
							Completed	Unspecified	00:08:36	00:13:06	11
							Conferenced	Unspecified	00:00:37	00:01:26	1
							CustomerAbandoned	AbandonedFromHold	00:01:07	00:01:57	3
							Transferred	Unspecified	00:00:39	00:02:12	4
						Agent2	Abandoned	Unspecified	00:00:00	00:03:14	3
							Completed	Unspecified	00:01:04	00:08:27	7
							CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:00:21	1
							Redirected	RouteOnNoAnswer	00:00:00	00:02:26	2
							Transferred	Unspecified	00:00:00	00:03:02	3
						Agent3	Abandoned	Unspecified	00:00:00	00:03:03	3
							Completed	Unspecified	00:00:00	00:04:11	3
					Queue	8002	Abandoned	Unspecified	00:00:00	00:01:32	2
							CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:26	1
						8003	Abandoned	Unspecified	00:00:00	00:01:17	1
							Completed	Unspecified	00:02:21	00:02:48	2
						Agent1			00:06:00	00:07:12	

ANI Details Report (Hourly)

The (**Details** folder) ANI Details Report provides detailed information about the outcomes of customer interactions, based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions. The report provides a detailed analysis of call volumes, durations, handle times, and outcomes. The report enables you to explore outcomes on a daily or hourly basis; otherwise it is similar to the ANI Details Dashboard.

The report offers two views of the data:

- **Day** -- This is the default report. ANI information is organized based on the day on which a call was made.
- **Hour** -- Click on the values in the **Day** column to open the Hourly version of the report, which organizes the data based on the hour of the day (1-24).

To get a better idea of what this dashboard looks like, view sample output from the report:

- SampleANIDetailsReport_Day.pdf
- SampleANIDetailsReport_Hourly.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the ANI Details Report

Prompts on the ANI Detail Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Date prompts are ignored. By default, the report captures data from the preceding 31 days.
Start Date	Choose the first day from which to include data in the report.
End Date	Choose the last day from which to include data in the report.

Attributes used in the ANI Details Report

Attributes on the ANI Details Dashboard

Attribute	Description
Callers List	This section provides a summary of the number of interactions for each caller. Click (or shift-click) in this list to focus the report on individual callers.
ANI	Enables data to be organized based on the ANI value associated with callers.
Day	Enables data to be organized based on the day on which a call was made. (YYYY-MM-DD) Click on values in this column to open the report in an Hourly view (instead of Day).
Hour	Enables data to be organized based on the hour of the day (1-24) at which a call was made. (YYYY-MM-DD-HH) This attribute is not initially visible on the report. To access the Hourly view, click on values in the Day column to open the report in an Hourly view (instead of Day).
Target Address	Enables data to be organized based on the DN or address to which the caller was connected.
Interaction Type	Enables data to be organized based on the type of interaction.
Media Type	Enables data to be organized based on the type of media.
Resource Type	Enables data to be organized based on the type handling resource.
Resource Name	Enables data to be organized based on the user name of the handling resource.
Technical Result	Enables data to be organized based on disposition, for example, Abandoned, Completed, Diverted, Pulled, and Transferred.

	Enables data to be organized by the reason for the technical result; for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.
Technical Result Reason	

Metrics used in the ANI Details Report

Metrics on the ANI Details Dashboard

Metric	Description
Customer Handle Time (FMT)	The total time spent handling the interaction, calculated as the sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics.
Interaction Duration (FMT)	The amount of time that the state persisted (HH:MM:SS), calculated as the difference between the beginning and end of the agent's state.
Interactions	The number of interactions associated with a given source address.

To view more detailed information about the metrics and attributes in this dashboard, and other metrics and attributes that can be used to customize reports, see the *Genesys CX Insights Projects Reference Guide*.