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## Work with Genesys CX Insights Reports

Abandon Delay Report

2/18/2026

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- Administrator
- Supervisor

Examine the number and percentage of interactions that were abandoned (or disconnected) while queued at a specific queue, and the percentage of abandoned interactions by service time interval.

**Related documentation:**

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## Understanding the Abandon Delay Report



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Prompt	Description
	report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

## Attributes for the Abandon Delay Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Time Range Key	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

## Metrics used in the Abandon Delay Report

Metric	Description
Abandoned Waiting ST1	The total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no

Metric	Description
	<p>limit as the upper boundary of the abandon interval.</p> <p>Abandon thresholds are defined within the <b>[agg-gim-thld-QUEUE-ABN]</b> section.</p>
Abandoned Waiting ST2-ST9	<p>The total number of times interactions that entered this queue and were subsequently abandoned within the time interval bounded by the corresponding <b>abandon-in-queue</b> thresholds. If the next lower abandon threshold is not configured, this measure returns 0.</p> <p>Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section.</p>
Abandoned Waiting ST10	<p>The total number of times that interactions entered this queue and were subsequently abandoned beyond the ninth abandon threshold. If the ninth abandon threshold is not configured, this measure returns 0.</p> <p>Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section.</p>
% Abandoned Waiting ST1	<p>The percentage of interactions that entered this queue and were subsequently abandoned prior to the first abandon-in-queue threshold, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions.</p>
% Abandoned Waiting ST2 - ST9	<p>The percentage of interactions that entered this queue and were subsequently abandoned within the interval bounded by the corresponding abandon-in-queue thresholds, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.</p>
% Abandoned Waiting ST10	<p>The percentage of interactions that entered this queue and were subsequently abandoned beyond the ninth abandon-in-queue threshold, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall beyond the ninth abandon threshold.</p>