Work with Genesys CX Insights Reports

Activity Summary Report

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View summary information about activities in Designer applications, including the number of activities within a given time period, and the number and percentage of those activities that were complete or incomplete.

Related documentation:

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RSS:

- For private edition

Understanding the Activity Summary Report

Activity Summary Report

Activity	Day	Avg Activity Duration (Fmt)	Activities	Completed	Incomplete	% Completed	% Incomplete
act4_NoStop	2017-09-11	00:00:00	5	0	5	0.00%	100.00%
	2017-09-13	00:00:00	6	0	6	0.00%	100.00%
	2017-09-18	00:00:00	2	0	2	0.00%	100.00%
act5_falseParent	2017-09-11	00:00:00	20	0	20	0.00%	100.00%
	2017-09-13	00:00:00	18	0	18	0.00%	100.00%
	2017-09-18	00:00:00	6	0	6	0.00%	100.00%
actAS_seg1	2017-09-11	00:00:00	10	0	10	0.00%	100.00%
	2017-09-13	00:00:00	6	0	6	0.00%	100.00%
	2017-09-18	00:00:00	2	0	2	0.00%	100.00%
actAS1	2017-09-11	00:00:01	10	10	0	100.00%	0.00%
	2017-09-13	00:00:02	9	9	0	100.00%	0.00%
	2017-09-18	00:00:02	3	3	0	100.00%	0.00%
activityTwist1	2017-09-11	00:00:00	5	5	0	100.00%	0.00%
	2017-09-13	00:00:00	6	6	0	100.00%	0.00%
	2017-09-18	00:00:00	2	2	0	100.00%	0.00%
ActivityTwist2	2017-09-11	00:00:00	5	5	0	100.00%	0.00%
	2017-09-13	00:00:00	6	6	0	100.00%	0.00%
	2017-09-18	00:00:00	2	2	0	100.00%	0.00%
actMenuOpt1	2017-09-11	00:00:02	5	5	0	100.00%	0.00%
	2017-09-13	00:00:02	3	3	0	100.00%	0.00%
	2017-09-18	00:00:02	1	1	0	100.00%	0.00%
actMenuOpt2	2017-09-11	00:00:03	5	5	0	100.00%	0.00%
	2017-09-13	00:00:03	3	3	0	100.00%	0.00%
	2017-09-18	00:00:03	1	1	0	100.00%	0.00%
ActMod	2017-09-11	00:00:02	5	5	0	100.00%	0.00%
	2017-09-13	00:00:03	6	6	0	100.00%	0.00%
	2017-09-18	00:00:03	2	2	0	100.00%	0.00%
actSegMenu	2017-09-11	00:00:02	10	10	0	100.00%	0.00%
	2017-09-13	00:00:02	6	6	0	100.00%	0.00%
	2017-09-18	00:00:02	2	2	0	100.00%	0.00%
	2017-09-11				10	66.67%	33.33%

This report provides information about Designer activities.

An activity is a task that you've defined in an application as a series of steps with a starting point and stopping point. For example, you might set up an activity for making a payment that starts with the caller being asked for their credit card details and then ends with the system sending those details to a payment processor and receiving the approval.

Each activity has a start and end point, and can be complete or incomplete, with success or failure.

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

SampleActivitySummaryReport.pdf

Prompts for the Activity Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the **Selected** list, then only those applications are included.
Activity	Choose the activities on which to report. By default, the report includes all activities.

Attributes used in the Activity Summary Report

Attribute	Description
Activity	This attribute enables data within the reporting interval to be organized by the name of the activity.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Activity Summary Report

Metric	Description
Avg Activity Duration (Fmt)	The average amount of time attributed to each activity.
Activities	The total number of activities that began during the reporting interval.
Completed	The total number of activities that were completed during the reporting interval.
Incomplete	The total number of activities that started during the reporting interval, but were not completed.
% Completed	The percentage of activities that were completed during the reporting interval.
% Incomplete	The percentage of activities that were incomplete at the end of the reporting interval.

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