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Work with Genesys CX Insights Reports

[ANI Details Dashboard](#)

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- Administrator
- Supervisor

Explore outcomes of customer interactions based on Automatic Number Identification (ANI).

Related documentation:

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RSS:

- [For private edition](#)

The (**Dashboards** folder) > ANI Detail Dashboard 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.

ANI Details

ANI

2019-01-14

2019-01-17

1,360

Total Interactions

ANI	Call Date	Interaction	ANI	Day	Target Audience	Response Type	Response Rate	Response Reason	Agent Name	Interaction Count	Success Rate	Customer Rating
1000	2019-01-15	1000	1000	Mon	1000	1000	1000	1000	1000	100	100.00%	100.00%
		1001	1001	Mon	1001	1001	1001	1001	1001	100	100.00%	100.00%
		1002	1002	Mon	1002	1002	1002	1002	1002	100	100.00%	100.00%
		1003	1003	Mon	1003	1003	1003	1003	1003	100	100.00%	100.00%
		1004	1004	Mon	1004	1004	1004	1004	1004	100	100.00%	100.00%
		1005	1005	Mon	1005	1005	1005	1005	1005	100	100.00%	100.00%
		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
1001	2019-01-15	1001	1001	Mon	1001	1001	1001	1001	1001	100	100.00%	100.00%
		1002	1002	Mon	1002	1002	1002	1002	1002	100	100.00%	100.00%
		1003	1003	Mon	1003	1003	1003	1003	1003	100	100.00%	100.00%
		1004	1004	Mon	1004	1004	1004	1004	1004	100	100.00%	100.00%
		1005	1005	Mon	1005	1005	1005	1005	1005	100	100.00%	100.00%
		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
1002	2019-01-15	1002	1002	Mon	1002	1002	1002	1002	1002	100	100.00%	100.00%
		1003	1003	Mon	1003	1003	1003	1003	1003	100	100.00%	100.00%
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		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
1003	2019-01-15	1003	1003	Mon	1003	1003	1003	1003	1003	100	100.00%	100.00%
		1004	1004	Mon	1004	1004	1004	1004	1004	100	100.00%	100.00%
		1005	1005	Mon	1005	1005	1005	1005	1005	100	100.00%	100.00%
		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
1004	2019-01-15	1004	1004	Mon	1004	1004	1004	1004	1004	100	100.00%	100.00%
		1005	1005	Mon	1005	1005	1005	1005	1005	100	100.00%	100.00%
		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
1005	2019-01-15	1005	1005	Mon	1005	1005	1005	1005	1005	100	100.00%	100.00%
		1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
1006	2019-01-15	1006	1006	Mon	1006	1006	1006	1006	1006	100	100.00%	100.00%
		1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	100.00%	100.00%
1007	2019-01-15	1007	1007	Mon	1007	1007	1007	1007	1007	100	100.00%	100.00%
		1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	100.00%	100.00%
		1016	1016	Mon	1016	1016	1016	1016	1016	100	100.00%	100.00%
1008	2019-01-15	1008	1008	Mon	1008	1008	1008	1008	1008	100	100.00%	100.00%
		1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	100.00%	100.00%
		1016	1016	Mon	1016	1016	1016	1016	1016	100	100.00%	100.00%
		1017	1017	Mon	1017	1017	1017	1017	1017	100	100.00%	100.00%
1009	2019-01-15	1009	1009	Mon	1009	1009	1009	1009	1009	100	100.00%	100.00%
		1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	100.00%	100.00%
		1016	1016	Mon	1016	1016	1016	1016	1016	100	100.00%	100.00%
		1017	1017	Mon	1017	1017	1017	1017	1017	100	100.00%	100.00%
		1018	1018	Mon	1018	1018	1018	1018	1018	100	100.00%	100.00%
1010	2019-01-15	1010	1010	Mon	1010	1010	1010	1010	1010	100	100.00%	100.00%
		1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	100.00%	100.00%
		1016	1016	Mon	1016	1016	1016	1016	1016	100	100.00%	100.00%
		1017	1017	Mon	1017	1017	1017	1017	1017	100	100.00%	100.00%
		1018	1018	Mon	1018	1018	1018	1018	1018	100	100.00%	100.00%
		1019	1019	Mon	1019	1019	1019	1019	1019	100	100.00%	100.00%
1011	2019-01-15	1011	1011	Mon	1011	1011	1011	1011	1011	100	100.00%	100.00%
		1012	1012	Mon	1012	1012	1012	1012	1012	100	100.00%	100.00%
		1013	1013	Mon	1013	1013	1013	1013	1013	100	100.00%	100.00%
		1014	1014	Mon	1014	1014	1014	1014	1014	100	100.00%	100.00%
		1015	1015	Mon	1015	1015	1015	1015	1015	100	10	

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- The main area of the dashboard consists of a grid of detailed information pertaining to each call.

The ANI Details Report provides similar data to this dashboard, but the report enables you to explore outcomes on an hourly basis.

Tip

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the report: [Sample ANI Details Dashboard.pdf](#)

Video: Using the Time slider

[Link to video](#)

Focus the results on one or more weeks.

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

Prompts on the ANI Detail Dashboard

The following table explains the prompts that are available for the ANI Detail Dashboard:

Prompts on the ANI Detail Dashboard

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 on the ANI Details Dashboard

The following table explains the attributes used on the ANI Detail Dashboard:

Attributes on the ANI Details Dashboard

Attributes	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)
Target Address	Enables data to be organized based on the DN or address to which the caller was connected.
Resource Type	Enables data to be organized based on the type of 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.
Result Reason	Enables data to be organized by the reason for the technical result; for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.

Metrics on the ANI Details Dashboard

The following table explains the metrics used on the ANI Detail Dashboard:

Metrics on the ANI Details Dashboard

Metric	Description
Interaction Count	The number of interactions associated with a given source address.
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.
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.

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](#).