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Work with Genesys CX Insights Reports

Application Duration Report

4/28/2026

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- Administrator
- Supervisor

View detailed information about Interactive Voice Response (IVR) service time durations.

Related documentation:

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RSS:

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Understanding the Application Duration Report

| Application Duration Report | | | | | | | | |
|-----------------------------------|------------|---------------------------------|-----------------------------|------------------------|-------------------------------------|---------------------------------|----------------------------|---------|
| Application Name | Day | Assisted Service Duration (Fmt) | Self-Service Duration (Fmt) | Session Duration (Fmt) | Avg Assisted Service Duration (Fmt) | Avg Self-Service Duration (Fmt) | Avg Session Duration (Fmt) | Session |
| Andrey | 2017-03-10 | 00:03:28 | 00:00:00 | 00:03:48 | 00:00:52 | 00:00:00 | 00:00:57 | 4 |
| | Total | 00:03:28 | 00:00:00 | 00:03:48 | 00:00:52 | 00:00:00 | 00:00:57 | 4 |
| Automation_test_1 | 2017-03-06 | 03:25:41 | 00:00:48 | 03:33:29 | 00:02:36 | 00:00:01 | 00:02:42 | 79 |
| | 2017-03-07 | 00:25:51 | 00:00:02 | 00:27:37 | 00:01:22 | 00:00:00 | 00:01:27 | 19 |
| | 2017-03-09 | 00:11:30 | 00:00:01 | 00:12:14 | 00:01:26 | 00:00:00 | 00:01:32 | 8 |
| | 2017-03-10 | 02:58:07 | 00:00:19 | 03:05:38 | 00:02:10 | 00:00:00 | 00:02:16 | 82 |
| | 2017-03-13 | 00:03:55 | 00:00:00 | 00:04:00 | 00:03:55 | 00:00:00 | 00:04:00 | 1 |
| | Total | 07:05:04 | 00:01:10 | 07:22:58 | 00:02:15 | 00:00:00 | 00:02:21 | 189 |
| | 2017-03-06 | 00:09:06 | 00:00:00 | 00:09:48 | 00:01:08 | 00:00:00 | 00:01:14 | 8 |
| Bev | 2017-03-07 | 00:02:40 | 00:00:00 | 00:02:45 | 00:02:40 | 00:00:00 | 00:02:45 | 1 |
| | 2017-03-08 | 00:10:40 | 00:00:00 | 00:11:00 | 00:02:40 | 00:00:00 | 00:02:45 | 4 |
| | 2017-03-09 | 00:13:16 | 00:00:00 | 00:14:44 | 00:00:47 | 00:00:00 | 00:00:52 | 17 |
| | 2017-03-10 | 00:02:46 | 00:00:00 | 00:02:57 | 00:01:23 | 00:00:00 | 00:01:29 | 2 |
| | 2017-03-13 | 00:06:15 | 00:00:00 | 00:06:32 | 00:02:05 | 00:00:00 | 00:02:11 | 3 |
| | 2017-03-14 | 03:05:01 | 00:00:00 | 03:05:42 | 00:23:08 | 00:00:00 | 00:23:13 | 8 |
| | Total | 03:49:44 | 00:00:00 | 03:53:28 | 00:05:21 | 00:00:00 | 00:05:26 | 43 |
| Chat Consult Strategy | 2017-03-08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 2 |
| | Total | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 2 |
| Cyara_Assign_S | 2017-03-07 | 00:01:11 | 00:02:55 | 00:07:19 | 00:00:02 | 00:00:06 | 00:00:15 | 30 |
| | 2017-03-13 | 00:01:10 | 00:03:27 | 00:07:50 | 00:00:02 | 00:00:07 | 00:00:16 | 30 |
| | Total | 00:02:21 | 00:06:22 | 00:15:09 | 00:00:02 | 00:00:06 | 00:00:15 | 60 |
| cyara_BC_EF_results | 2017-03-07 | 00:00:17 | 00:00:12 | 00:00:48 | 00:00:06 | 00:00:04 | 00:00:16 | 3 |
| | Total | 00:00:29 | 00:00:18 | 00:01:26 | 00:00:05 | 00:00:03 | 00:00:14 | 6 |
| cyara_BC_SD_Holidays | 2017-03-07 | 00:00:27 | 00:00:12 | 00:01:05 | 00:00:07 | 00:00:03 | 00:00:16 | 4 |
| | 2017-03-13 | 00:00:16 | 00:00:39 | 00:01:14 | 00:00:05 | 00:00:13 | 00:00:25 | 3 |
| | Total | 00:00:43 | 00:00:51 | 00:02:19 | 00:00:06 | 00:00:07 | 00:00:20 | 7 |
| Cyara_BusinessHours_AlaskaTime_AS | 2017-03-07 | 00:00:04 | 00:00:00 | 00:00:16 | 00:00:02 | 00:00:00 | 00:00:08 | 2 |
| | 2017-03-13 | 00:00:04 | 00:00:00 | 00:00:16 | 00:00:02 | 00:00:00 | 00:00:08 | 2 |
| | Total | 00:00:08 | 00:00:00 | 00:00:32 | 00:00:02 | 00:00:00 | 00:00:08 | 4 |

The (**Designer** folder) Application Duration Report provides information about Designer application session durations, either for full sessions, or broken down based on whether sessions were self-service or assisted-service.

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

[SampleApplicationDurationReport.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 Application Duration 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. |

Attributes used in the Application Duration Report

| Attribute | Description |
|------------------|--|
| Application Name | This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application. |
| Country | This attribute enables data within the reporting interval to be organized by the name of the country in which the caller is located. |
| DNIS | This attribute enables data within the reporting interval to be organized by the Dialed Number Identification Service (DNIS). |
| Day | This attribute enables data within the reporting interval to be organized by a particular day. |
| Language | This attribute enables data within the reporting interval to be organized by language. |
| Region | This attribute enables data within the reporting interval to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APC, or EMEA) defined in Designer. |

Metrics used in the Application Duration Report

| Metric | Description |
|---------------------------------|--|
| Assisted Service Duration (Fmt) | The total amount of time attributed to the Assisted-Service phase of the Designer application. |
| Self-Service Duration (Fmt) | The total amount of time attributed to the Self- |

| Metric | Description |
|-------------------------------------|---|
| | Service phase of the Designer application. |
| Session Duration (Fmt) | The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application. |
| Avg Assisted Service Duration (Fmt) | The average amount of time that callers spent in the Assisted-Service phase of the Designer application. |
| Avg Self-Service Duration (Fmt) | The average amount of time that callers spent in the Self-Service phase of the Designer application. |
| Avg Session Duration (Fmt) | The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application. |
| Session | The total number of times that a caller interacted with the application. |