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Historical Reporting with Genesys CX Insights

Application Duration Report

1/24/2022

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- Administrator
- Supervisor

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

Related documentation:

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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
	2017-03-13	00:00:12	00:00:06	00:00:38	00:00:04	00:00:02	00:00:13	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.