Work with Genesys CX Insights Reports

Assisted Service Interactions by Last Milestone Report

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Analyze the events that precede calls moving from Self Service into Assisted Service.

Related documentation:
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RSS:
- For private edition

Use the (**Designer** folder >) Assisted Service Interactions by Last Milestone Report to learn more about calls that move from Self Service into Assisted Service. Interactions are included in this report based on the last milestone where the interaction was routed to assisted service.

Understanding the Assisted Service Interactions by Last Milestone Report

Assisted Service Interactions by Last Milestone Report

Application Name	Last Milestone		Day	Session	Avg Session Duration (Fmt)	Session Duration (Fmt)	Transferred to Assisted Service (Fmt)
Another Check	NO_VALUE	NO_VALUE	2017-09-13	214	00:00:00	00:00:52	00:00:00
			2017-09-14	19	00:00:00	00:00:08	00:00:00
			Total	233	00:00:00	00:01:00	00:00:00
	Total			233	00:00:00	00:01:00	00:00:00
Chat Health Test	NO_VALUE	NO_VALUE	2017-09-12	30	00:00:01	00:00:33	00:00:00
			2017-09-15	6	00:00:10	00:01:01	00:00:00
			Total	36	00:00:03	00:01:34	00:00:00
	Total			36	00:00:03	00:01:34	00:00:00
Cyara_BH_Result_true	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:12	00:00:12	00:00:00
			Total	1	00:00:12	00:00:12	00:00:00
	Total			1	00:00:12	00:00:12	00:00:00
Cyara_CustomService	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:09	00:00:17	00:00:00
			Total	2	00:00:09	00:00:17	00:00:00
	Total			2	00:00:09	00:00:17	00:00:00
Cyara_HTTPRest_509Errorcode	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:36	00:01:12	00:00:00
			Total	2	00:00:36	00:01:12	00:00:00
	Total			2	00:00:36	00:01:12	00:00:00
Cyara_HTTPRest_JSONPayload	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:08	00:00:15	00:00:00
			Total	2	00:00:08	00:00:15	00:00:00
	Total			2	00:00:08	00:00:15	00:00:00
Cyara_HTTPRest_KVPair	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:10	00:00:20	00:00:00
			Total	2	00:00:10	00:00:20	00:00:00
	Total			2	00:00:10	00:00:20	00:00:00
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:18	00:00:18	00:00:00
			Total	1	00:00:18	00:00:18	00:00:00
	Total			1	00:00:18	00:00:18	00:00:00
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:18	00:00:18	00:00:00
			Total	1	00:00:18	00:00:18	00:00:00
	Total			1	00:00:18	00:00:18	00:00:00
Cyara_HTTPRest_OutputParams_GET	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:13	00:00:13	00:00:00
			Total	1	00:00:13	00:00:13	00:00:00
	Total			1	00:00:13	00:00:13	00:00:00
Cyara_HTTPRest_OutputParams_POST	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:13	00:00:13	00:00:00
			Total	1	00:00:13	00:00:13	00:00:00
	Total			1	00:00:13	00:00:13	00:00:00

This report provides information what milestone interactions passed through before entering Assisted Service.

A milestone is a custom benchmark (or checkpoint) that you've defined in an application to indicate that a significant point in the application flow was reached. For example, you might set up a milestone to mark when callers have made a successful payment, and another for when they've agreed to certain terms and conditions.

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

Prompts for the Assisted Service Interactions by Last Milestone 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 Assisted Service Interactions by Last Milestone 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.
Last Milestone	This attribute enables data within the reporting interval to be organized by the name of the last milestone the call passed before enter Assisted Service.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Assisted Service Interactions by Last Milestone Report

Metric	Description
Session	The total number of interactions that entered the Designer application during the reporting interval.
Avg Session Duration (Fmt)	The average amount of time that callers spent in the Assisted-Service phase of the Designer application.
Session Duration (Fmt)	The total amount of time that all callers spent in the Assisted-Service phase of the Designer application.
Transferred to Assisted Service (Fmt)	The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application

Metric	Description
	during 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*.