Work with Genesys CX Insights Reports

Async Interactions Report

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Contents

Find out about Chat interactions that are initiated by customers outside of regular business hours.

Related documentation:

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RSS:

- For private edition

Use the (**Chat** folder) Async Interactions Report to learn more about the number and percentage of Chat interactions that are initiated by customers outside of regular business hours.

Important

The terms *asynchronous chat* or *asynchronous interactions* refer to chat interactions in which the parties are not present in the chat at the same time. The types of supported asynchronous chat scenarios depend on the type and version of chat implementation in your deployment and determine what columns are populated in the CHAT_SESSION_FACT table.

Understanding the Async Interactions Report

Async Interactions Report

Tenant	Media Type	Media Origin	Day	Interactions	Interactions Parked	% Interactions Parked	Avg Wait-time in Queue (Fmt)	Max Wait-time in Queue (Fmt)	% Interactions with Less Queue Time	% Interactions with Long Queue Time
Environment	Chat	Chat	2019-11-12	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-13	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-19	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-20	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-26	10	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-28	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-02	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-03	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-04	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-05	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-06	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	11	5	45.45%	00:14:38	00:42:32	20.00%	80.00%
			2019-12-11	6	3	50.00%	00:04:28	00:05:09	100.00%	0.00%
			2019-12-12	9	5	55.56%	00:07:43	00:15:07	80.00%	20.00%
		Facebook	2019-11-13	8	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-14	9	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-22	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	6	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
Total				88	13	14.77%	00:09:37	01:02:48	61.54%	38.46%

This report shows statistics about the number if asynchronous interactions that were parked in queues before being accepted, and for how long. It provides analysis to compare actual park times to the value configured for the **[agg-gim-thld-CHAT-PARKING]** > **duration-threshold**.

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

SampleAsyncInteractionsReport.pdf

Prompts for the Async Interactions Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.

Prompt	Description
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Async Interactions Report

Attribute	Description
Tenant	Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. Additional connections are required for access to other tenant schemas.
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Async Interactions Report

Metric	Description
Interactions	The total number of media sessions. Identical to the Media Session metric.
Interactions Parked	The number of interactions that were placed in the parking queue and routed during business hours.
% Interactions Parked	The percentage of interactions that were placed in a parking queue, relative to the total number of interactions that were established.
Avg Wait-time in Queue (Fmt)	The average amount of time (HH:MM:SS) that interactions spent in the parking queue.
Max Wait-time in Queue (Fmt)	The maximum amount of time (HH:MM:SS) that any interaction spent in the parking queue.
% Interactions with Less Queue Time	The percentage of interactions that spent less time in the parking queue than the value configured as the **duration-threshold** in the **agg-gim-thld-CHAT-PARKING** section.
% Interactions with Long Queue Time	The percentage of interactions that spent more time in the parking queue than the value configured as the **duration-threshold** in the **agg-gim-thld-CHAT-PARKING** section.

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*.