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Work with Genesys CX Insights Reports

Chat Session Report

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- Administrator
- Supervisor

Examine the number of chat sessions, the number of messages within chat sessions, and how often chats were missed or transferred.

Related documentation:

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RSS:

- [For private edition](#)

Understanding the Chat Session Report

Chat Session Report

Tenant	Media Type	Media Origin	Day	Chats	Chats Missed	Chats Transferred	% Chats Missed	% Chats Transferred	Messages From Customer	Messages From Agent	Avg Session Time (Fmt)
Environment	Chat	facebook	2019-02-20	1	0	0	0.00%	0.00%	0	1	00:00:20
			Total	1	0	0	0.00%	0.00%	0	1	00:00:20
		unknown	2019-01-30	1	0	0	0.00%	0.00%	3	3	00:01:06
			2019-02-11	1	0	1	0.00%	100.00%	2	1	00:02:12
			2019-02-20	2	0	0	0.00%	0.00%	1	2	00:22:47
			2019-02-22	1	0	0	0.00%	0.00%	0	0	00:54:39
			2019-03-01	5	1	0	20.00%	0.00%	3	0	00:01:14
			2019-03-04	6	0	0	0.00%	0.00%	3	3	00:09:38
			Total	16	1	1	6.25%	6.25%	12	9	00:10:28
			Total	17	1	1	5.88%	5.88%	12	10	00:09:52
			Total	17	1	1	5.88%	5.88%	12	10	00:09:52
			Total	17	1	1	5.88%	5.88%	12	10	00:09:52

Use the (**Chat** folder) Chat Session Report to learn more about the number of chat sessions handled in your contact center within a specific time period, including details about the number of messages within the chat sessions, and the number and percentage of chat sessions that were missed or transferred.

A *session* is defined as a single interaction or chat conversation (which can contain more than one *engagement* by any given agent), as opposed to a *thread*, which is a series of sessions related by a

common thread ID.

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

[SampleChatSessionReport.pdf](#)

Prompts for the Chat Session 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.
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 Chat Session Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute 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	This attribute 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.

Metrics used in the Chat Session Report

Metric	Description
Chats	The total number of chat sessions.
Chats Missed	Total number of chats requested by clients that were not answered by agents during the reporting period.
Chats Transferred	Total number of chats that were transferred to an agent during the reporting period.
% Chats Missed	Percentage of chats requested by clients that were not answered by agents.
% Chats Transferred	Percentage of chats requested by clients that were transferred to an agent.
Messages From Customer	Total number of customer messages in all chat sessions within the reporting period.
Messages From Agent	Total number of agents messages in all chat sessions within the reporting period.
Avg Session Time (Fmt)	The average duration (HH:MM:SS) of chat sessions within the reporting period.

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](#).