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Work with Genesys CX Insights Reports

Chat Thread Report

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- Administrator
- Supervisor

View detailed information about chat sessions and threads.

Related documentation:

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RSS:

- [For private edition](#)

Understanding the Chat Thread Report

| Chat Thread Report | | | | | | | | | | |
|--------------------|------------|--------------|------------|---------|-----------------|--------------------|--------------------------|--------------------------|-----------------------|------------------------------------|
| Tenant | Media Type | Media Origin | Day | Threads | Thread Sessions | Thread Engagements | Thread Handle Time (Fmt) | Thread Customer Messages | Thread Agent Messages | Average Thread Response Time (Fmt) |
| Environment | Chat | Chat | 2019-05-07 | 7 | 7 | 7 | 00:29:28 | 9 | 11 | 00:00:18 |
| | | | 2019-05-08 | 4 | 6 | 5 | 00:37:45 | 10 | 9 | 00:02:42 |
| | | | Total | 11 | 13 | 12 | 01:07:13 | 19 | 20 | 00:01:10 |
| | Total | | | 11 | 13 | 12 | 01:07:13 | 19 | 20 | 00:01:10 |
| | | | | 11 | 13 | 12 | 01:07:13 | 19 | 20 | 00:01:10 |
| Total | | | | 11 | 13 | 12 | 01:07:13 | 19 | 20 | 00:01:10 |

Use the (**Chat** folder) Chat Thread Report to view detailed information about the number and duration of chat threads, sessions, and engagements, as well as the number of messages in the threads, and information about handle and response times. A *session* is defined as a single interaction or chat conversation (which can contain more than one *engagement* by any given agent), and a *thread* 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:

[SampleChatThreadReport.pdf](#)

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Thread 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 Thread Report

| Attribute | Description |
|--------------|---|
| Tenant | Enables data within the reporting interval to be organized by tenant. |
| 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 | Enables data within the reporting interval to be organized by a particular day. |

Metrics used in the Chat Thread Report

| Metric | Description |
|------------------------------------|--|
| Threads | Total number of threads started by clients. |
| Thread Sessions | Total number of sessions in all threads. |
| Thread Engagements | Total number of engagements in all threads. |
| Thread Handle Time (Fmt) | Total handle duration (HH:MM:SS) of all chats in all threads. |
| Thread Customer Messages | Total number of customer messages in all threads. |
| Thread Agent Messages | Total number of agent messages in all threads. |
| Average Thread Response Time (Fmt) | For served threads, the average time (HH:MM:SS) between clients' messages and the subsequent agents' messages throughout the thread. |

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](#).