Work with Genesys CX Insights Reports

Chat Thread Report

7/21/2025

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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
	Total			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*.