



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Work with Genesys CX Insights Reports

Customer Perspective Report

---

## Contents

- 1 Understanding the Customer Perspective Report
- 2 Prompts for the Customer Perspective Report
- 3 Attributes used in the Customer Perspective Report
- 4 Metrics used in the Customer Perspective Report



- Administrator
- Supervisor

Monitor customer experience in the contact center.

**Related documentation:**

- 
- 
- 
- 

**RSS:**

- [For private edition](#)

## Understanding the Customer Perspective Report



---

## Prompts for the Customer Perspective 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 report data.
End Date	Choose the last day from which to gather report data.
Customer Segment	Optionally, select a configured Customer Segment on which to report.
Service Type	Optionally, select the type of service to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

## Attributes used in the Customer Perspective Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
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.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.

## Metrics used in the Customer Perspective Report

Metric	Description
Entered	The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count

Metric	Description
	includes abandoned interactions.
Response Ratio	<p>The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute.</p> <p>For all media types, this ratio could be greater than 1:1.</p>
% Accept Service Level	The service level, measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.
% First Response Time Service Level	The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling resources.
% Finished Service Level	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.
Avg Accept Time Agent (Fmt)	<p>The average amount of time (HH:MM:SS) it took agents to accept customer interactions of this business attribute.</p> <p>This metric is identical to BA Customer\ASA.</p>
Avg First Response Time (Fmt)	<p>The average amount of time (HH:MM:SS) including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.</p> <p>For synchronous media, a response is considered to have been created when the interaction was accepted by a handling resource. For asynchronous media, the first reply to a given interaction must be sent in order to increment this metric.</p>
Avg Finish Response Time (Fmt)	The average duration (HH:MM:SS) of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.
Avg Satisfaction	The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which customer satisfaction was recorded.
Avg Revenue	The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.