



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

CX Insights for iWD reports and dashboards

7/2/2022

Contents

- [1 Access](#)
- [2 About iWD reports](#)
- [3 General comments about the iWD reports](#)
 - [3.1 Averages](#)
 - [3.2 Comments on queues](#)
 - [3.3 Viewing the day's activities](#)
- [4 Other reports](#)
- [5 Related topics](#)



- Administrator
- Supervisor

Analyze activity in contact centers that use iWD Data Mart.

Related documentation:

-
-
-
-

This page describes reports in the **CX Insights for iWD** project, which is separate from the regular **CX Insights** project.

The **CX Insights for iWD** project **Shared Reports** folder contains just two folders: **Custom** and **CX Insights for iWD**. The **CX Insights for iWD** folder contains reports you can use to learn more about contact center interactions involving Genesys Info Mart and intelligent Workload Distribution (iWD).

Reports in the **CX Insights for iWD** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Important

Historical reporting reports only on the two highest levels of the Cloud iWD Category structure, which correspond to Departments and Processes. These are added to historical reporting when the first interaction arrives. Subsequent Category name changes are not reported. Levels three and below do not appear in historical reports.

Important

Genesys recommends that when you create or customize reports, observe the following rules, to minimize problems:

- In any report, employ metrics and attributes from a single subfolder. Do not mix data from different subfolders.

- Select one or more Time attributes in every report.

Access

For more information about how to access historical reports, see [Generate and use historical reports](#).

About iWD reports

The screenshot displays a web interface for iWD reports. On the left is a navigation sidebar with options like 'Recents', 'Shared Reports', 'My Reports', 'My Objects', 'History List', 'My Subscriptions', and 'MicroStrategy Library'. The main area shows a grid of report cards, each with a title, owner, modification date, and a brief description. The reports listed are:

- Email**: This folder contains reports you can use to learn more about email interactions.
- Capture Point Dashboard**: Combined capture Point dashboard provides insights into the business value driven through capture points and the volume of work that is being processed through the capture point.
- Customer Segment Service Level Dashboard**: This dashboard provides insights into the percentage of tasks that were completed during the interval. Showing the volumes by customer segment and business process allowing you to compare achievements against your business objectives with a focus on
- ETL Audit Dashboard**: IWD ETL process can now be efficiently audited/analyzed using the ETL Audit desktop to instantly get an overview of jobs' execution statistics including duration, status, and other information stored in ETL_AUDIT table.
- Intraday Process Report**: This report provides a count of the completed iWD tasks that were overdue and the counts, percentages, and averages of completed iWD tasks by business process and describes tasks backlogs, and to understand how often tasks become overdue. This tab is
- Resource Performance Report**: This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted as well as the shortest, longest, and average amount of time that it took the resource t
- Task Age Report**: This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume of tasks that breach the Service Level Agreement for departments and processes.
- Task Work Detail Report**: This report enables business users to understand the employees who helped solve a task where the task involved more than one employee, the names of the queues that distributed the tasks to the employees and more.
- Capture Point Business Value Report**: This report shows the distribution of tasks by process and point of entry into the iWD system. Each record displays the business value range into which the tasks fall as well as the average time it took to complete the tasks. For each capture point.
- Capture Point Task Duration Report**: This report breaks down the overall average duration expended to complete tasks (from inception within the pre-source system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point.
- Customer Segment Service Level Report**: This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on diff
- Intraday Process Dashboard**: Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.
- Resource Performance Dashboard**: The resource performance dashboard provides insights into the duration and effort resources are spending in resolving work items. Quickly identify which day of the month, department and process is consuming resources time.
- Task Age Dashboard**: Use this dashboard to easily review detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.
- Task Detail Report**: This report displays most of the record-level, raw details that are recorded by the TASK_FACT tables and views to describe each individual work item from the customer's perspective. Lots of filters are built in to this report to facilitate troubleshoo

The following reports are available in the **CX Insights for iWD** folder:

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Dashboard

-
- Customer Segment Service Level Report
 - ETL Audit Dashboard
 - Inbound Intraday Email Process Report
 - Intraday Process Dashboard
 - Intraday Process Report
 - Outbound Email Report
 - Resource Performance Dashboard
 - Resource Performance Report
 - Task Age Dashboard
 - Task Age Report
 - Task Detail Report
 - Task Work Detail Report

General comments about the iWD reports

The information in this section can help you understand the CX Insights for iWD reports.

Averages

Averages in the reports that report 0 (zero) values indicate either 0 duration or 0 count. For example, Average Hold Time is calculated as: $\text{AverageHoldTime} = \text{Activity}(\text{HoldTime}) / \text{Activity}(\text{Hold}) = 0$. An average hold time of 0 could signify either that interactions were placed on hold for 0 seconds, or that no interactions were placed on hold at all during the reporting interval.

Comments on queues

Important

The terms **Queue**, **QueueType**, and **QueueTargetName** appear in some reports but you can ignore them for activity related to iWD in Genesys Multicloud CX. Other terms that appear in reporting but that you can ignore are mentioned in the relevant report topic.

Viewing the day's activities

The accuracy of the reports for viewing the current day's activities depends on when transformation and aggregation complete throughout a day and how soon you run the reports.

Other reports

Important

Genesys Info Mart Queue reports are not supported in Genesys CX Insights for iWD.

Related topics

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

To view more detailed information about the metrics and attributes used in the reports, and about other metrics and attributes that you can use to customize reports, see the *Genesys CX Insights Multicloud Projects Reference Guide*.