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Historical Reporting with Genesys CX Insights

Final Disposition Dashboard

1/26/2022

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- Administrator
- Supervisor

Analyze trends in interaction outcomes based on whether interactions conclude in the Self-Service phase or enter the Assisted-Service phase and are routed to a DN or agent.

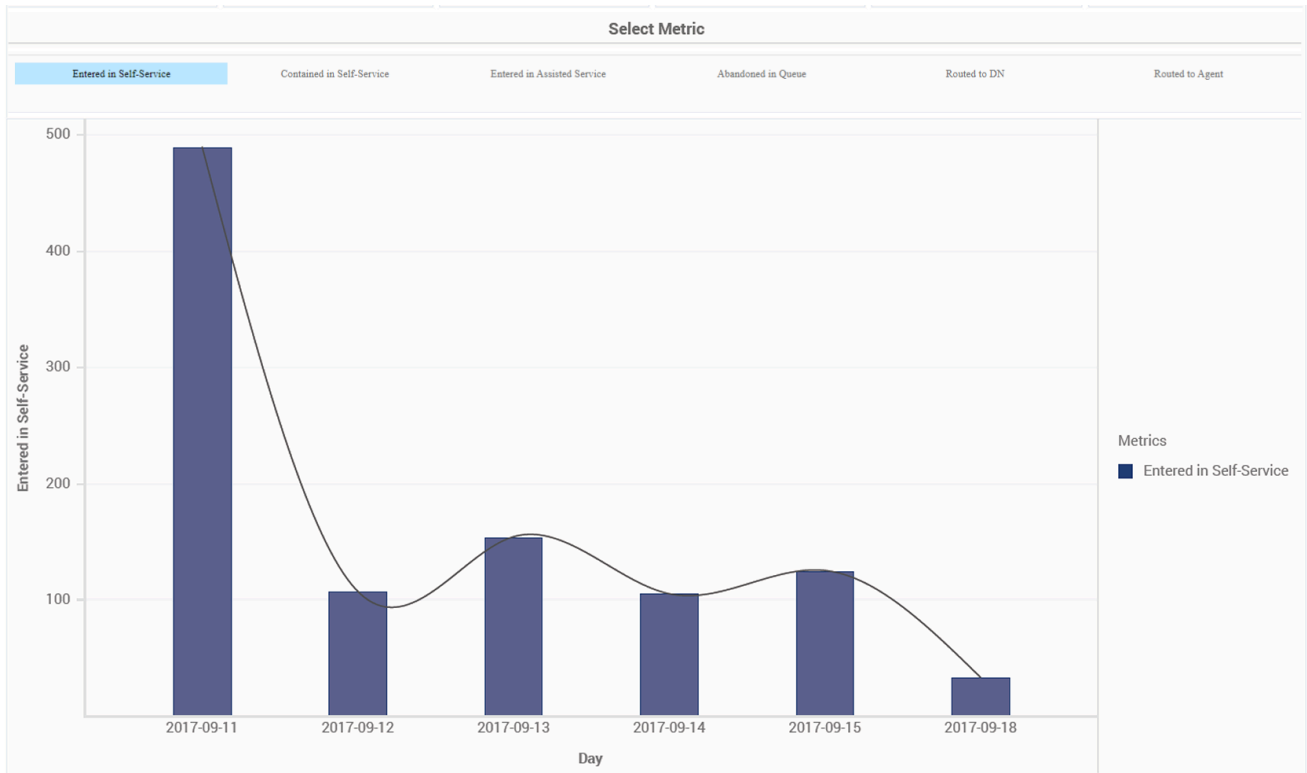
Related documentation:

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Use the (**Designer** folder) Final Disposition Dashboard to analyze trends in interaction outcomes by viewing detailed information over time periods you specify, about the number and percentage of interactions that enter the Designer Application and conclude in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent. This dashboard is also found in the **Dashboards** folder.

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

Understanding the Final Disposition Dashboard



This dashboard is designed to provide an overview of interaction outcomes by visualizing key KPIs over time, which can help you spot trends in customer outcomes.

Use this dashboard to compare today's numbers to previous days. By default, the dashboard shows the past week, but you can run it across longer periods of time. In the **Select Metric** bar, choose which metric to view in the bar chart.

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

[HRCXIFinalDispositionDashboard.pdf](#)

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

Prompts for the Final Disposition Dashboard

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.

Prompt	Description
Application	Choose an application on which to focus the report.

Attributes used in the Final Disposition Dashboard

Attribute	Description
Application Name	This attribute enables data to be organized by application.
Day	This attribute enables data to be organized by day.
Hour	This attribute enables data to be organized by hour.
Month	This attribute enables data to be organized by month.
Week	This attribute enables data to be organized by week.
Subhour	This attribute enables data to be organized by 15 / 30 minutes intervals.

Metrics used in the Final Disposition Dashboard

Metric	Description
Abandoned in Queue	The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.
Contained in Self- Service	The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.
Entered in Assisted Service	The total number of interactions that entered the Designer application in Assisted-Service.
Entered in Self- Service	The total number of interactions that entered the Designer application in Self-Service.
Routed to Agent	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.
Routed to DN	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.