Work with Genesys CX Insights Reports

Inbound Voice User Report

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Contents

View information about Named and Concurrent Users Count usage.

Related documentation:
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RSS:
- For private edition

Understanding the Inbound Voice User Report

Inbound Voice User		
Day	**Named User Count**	**Concurrent User Count**
2021-06-14	0	0
2021-06-15	0	0
2021-06-16	0	0
2021-06-17	0	0
2021-06-18	0	0
2021-06-19	1	1
2021-06-20	3	2
2021-06-21	3	2

This report provides detailed information about the Named and Concurrent Users Count usage during the selected period. You can drill on the Named User metric to see the discrete users associated with the count.

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

SampleInboundVoiceUserReport.pdf

Prompts for the Inbound Voice User 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 data into the report.
End Date	Choose the last day from which to gather data into the report.

Attributes used in the Inbound Voice User Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Region	This attribute enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.
Business Unit	This attribute enables data within the reporting interval to be organized based on business unit.

Metrics used in the Inbound Voice User Report

Metric	Description
Named User Count	The number of agents that logged in for a voice media type at least once during the selected month. For daily intervals, this value represents a running total of the number of agents who logged in since the beginning of the calendar month. It resets at the beginning of each month.
Concurrent User Count	The peak number of unique agents that were concurrently logged in for a voice media type, during the selected period. Note that, if you run the report over a single day, this value shows you the highest value for that day. If you run the report over a longer period, (month, quarter, year) represents the maximum daily peak within the interval.

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*.