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Historical Reporting with Genesys CX Insights

Interactions Acceptance Report

1/26/2022

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Analyze how long it takes for agents to accept interactions.

Related documentation:

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This page describes how you can use the (**Chat** folder) Interactions Acceptance Report to view statistics about the acceptance of interactions by agents, including the amount of time it took for agents to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay.

Understanding the Interactions Acceptance Report

Tenant	Media Type	Media Origin	Day	Interactions Accepted	% Interactions Accepted	Avg Duration for Accepting Interaction (Fmt)	Max Duration for Accepting Interaction (Fmt)	% Interactions Less Time to Accept	% Interactions Long Time to Accept
Environment	Chat	unknown	2019-08-16	2	100.00%	00:00:30	00:01:00	50.00%	50.00%
		Total		2	100.00%	00:00:30	00:01:00	50.00%	50.00%
		Total		2	100.00%	00:00:30	00:01:00	50.00%	50.00%
	Total			2	100.00%	00:00:30	00:01:00	50.00%	50.00%
Total				2	100.00%	00:00:30	00:01:00	50.00%	50.00%

Customer experience is directly impacted if there is a delay before an agent accepts an interaction. Use this report to understand interaction acceptance rate and speed, which can help you to optimize the agent performance and consumer experience.

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

[InteractionAcceptanceReport.pdf](#)

Prompts for the Interactions Acceptance 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

Prompt	Description
	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.
Agent Group	Optionally, select one or more Agent Groups from which to gather data into the 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	Chat	SMS

Attributes used in Interactions Acceptance 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.

Attribute	Description
Agent Group	Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	Enables data within the reporting interval to be organized by a particular day.

Metrics used in the Interactions Acceptance Report

Metric	Description
Interactions Accepted	The number of Interactions accepted during the reporting period. This metric is identical to Chat > Agent > Accepted.
% Interactions Accepted	The percentage of interactions which were accepted, relative to the total number of interactions initiated by customers. This metric is identical to Chat > Agent > Acceptance Rate.
Avg. Duration for Accepting Interaction	Average amount of time ([H]:MM:SS) that elapsed before agents accepted interactions.
Max. Duration for Accepting Interaction	The maximum amount of time ([H]:MM:SS) that elapsed before an agent accepted an interaction.
% Interactions Less time to Accept	The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the <code>agg-gim-thld-CHAT-ACC</code> section.
% Interactions Long time to Accept	The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the <code>agg-gim-thld-CHAT-ACC</code> section.

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](#).