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Work with Genesys CX Insights Reports

Interaction Traffic Report

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Study the efficiency of individual queues.

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Understanding the Interaction Traffic Report

Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted
				2016-05-25	42.86%	7	6	85.71%	5
				2016-05-26	0.00%	1	0	0.00%	
				2016-05-27	62.50%	8	6	75.00%	
		EX_chat_VQ	Inbound	2016-06-01	33.33%	3	2	66.67%	

Interaction Traffic Report

	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
7	6	85.71%	5	71.43%	0	0.00%	00:00:09	00:00:19	00:00:00	00:00:00
1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
8	6	75.00%	5	62.50%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
3	2	66.67%	1	33.33%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
2	1	50.00%	1	50.00%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
4	3	75.00%	2	50.00%	0	0.00%	00:00:14	00:00:25	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
7	6	85.71%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
8	6	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
3	2	66.67%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
2	1	50.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
4	3	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
1		0.00%	0	0.00%	0	0.00%		00:00:00	00:00:00	00:00:00
		0.00%							00:00:00	

The (**Queues** folder) Interaction Traffic Report provides detailed information about contact center activity as interactions are offered to, abandoned within, and distributed from queues, including overall percentages of service level by tenant, and exceptions to service level by queue.

Use his report to evaluate the efficiency of queues by assessing the volume of interactions accepted in a given period, along with the average speed of answer (Avg Accept Time), maximum delays experienced before acceptance (Max Accept Time), and abandonment (Max Abandoned Waiting Time) from the perspective of the mediation DN.

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

HRCXIInteractionTrafficReport.pdf

The background color of data cells in this report serve to alert you to values that are outside of configured threshold ranges.

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

Prompts for the Interaction Traffic 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.
Queue Group	Optionally, select a queue on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Traffic 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.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
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.

Metrics used in the Interaction Traffic Report

Metric	Description
% Accept Service Level	The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource. This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource. The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. This metric does include interactions for which no threshold was set by Router. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Distributed	The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. Distribution includes the interactions that were: • Distributed to another queue. • Distributed to an unmonitored resource. • Accepted, answered, or pulled. • Rejected/redirected upon no answer. • Abandoned by the customer while they were alerting at the agent. If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.
% Distributed	The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource, relative to the total number of interactions that entered this queue and were offered to a resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Accepted	The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).

Metric	Description
% Accepted	The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted, relative to the total number of interactions that entered this queue. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Abandoned Waiting	The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.
% Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.
Avg Accept Time (Fmt)	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. This metric is identical to Queue\ASA.
Max Accept Time (Fmt)	The longest amount of time (HH:MM:SS) that customer interactions that were distributed from this queue spent in a queue before they were accepted by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.
Avg Abandoned Waiting Time (Fmt)	The average amount of time (HH:MM:SS) that customer interactions spent at this queue before they were abandoned or dropped for any reason. This average includes the duration and count of short-abandoned interactions.
Max Abandoned Waiting Time (Fmt)	The longest amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.