GENESYS™

Work with Genesys CX Insights Reports

Milestone Summary Report

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Understanding the Milestone Summary Report

The (**Designer** folder) Milestone Summary Report provides milestone information on an application-by-application basis, as well as detailed information about the dispositions of calls that contain each milestone. To get a better idea of what this report looks like, view sample output from the report:

SampleMilestoneSummaryReport.pdf

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 Milestone Summary 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.
User Disposition	Filter the interactions included in the report based on whether the status when the caller exited the call flow was set by the agent (User Disposition) or by the system (Final Disposition).
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only

Prompt	Description
	those applications are included.

Attributes used in the Milestone Summary Report

Attribute	Description
Final Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow (such as Abandoned in Self-service, Abandoned in Queue, Routed to Agent, System Error, Terminated, or Other). This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Milestone	This attribute enables data to be organized by user-defined milestones and milestone paths. The first column lists the milestones that the caller passed, including the last milestone, and the second column concatenates the milestones passed (so far) by the caller.

Metrics used in the Milestone Summary Report

Metric	Description
Session	The total number of sessions that encountered each milestone or milestone path.

Special Note about User/Final Disposition

When you run this report, the selection you make at the User Disposition prompt determines which attribute (User Disposition or Final Disposition) is included in the report. If you save the report after running it, the selection you made at the User Disposition prompt is remembered by CX Insights, and the corresponding attribute always appears in the report when you run it on all future occasions, and the other attribute is excluded from the report. However, if you run the report and save it, the 'missing' attribute is not gone forever, and you can easily restore it as follows:

1. Open and run the report, and click **Report Home** > **Design**, to access Design Mode

2. Whichever attribute (User Disposition or Final Disposition) is present in the report grid, drag it out of the report grid into the **Report Objects** list.

3. From the **All Objects** list, open the **Public Objects\Prompts\Designer** folder, and drag the User Disposition prompt to the report grid.

4. Save the report. The next time you run the report, the original report behavior is restored.

To avoid this situation, Genesys recommends that, when saving any report, you save it with a new name in either the Custom or My Reports folder, as discussed in Customizing Reports.