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Work with Genesys CX Insights Reports

Queue Outline Report

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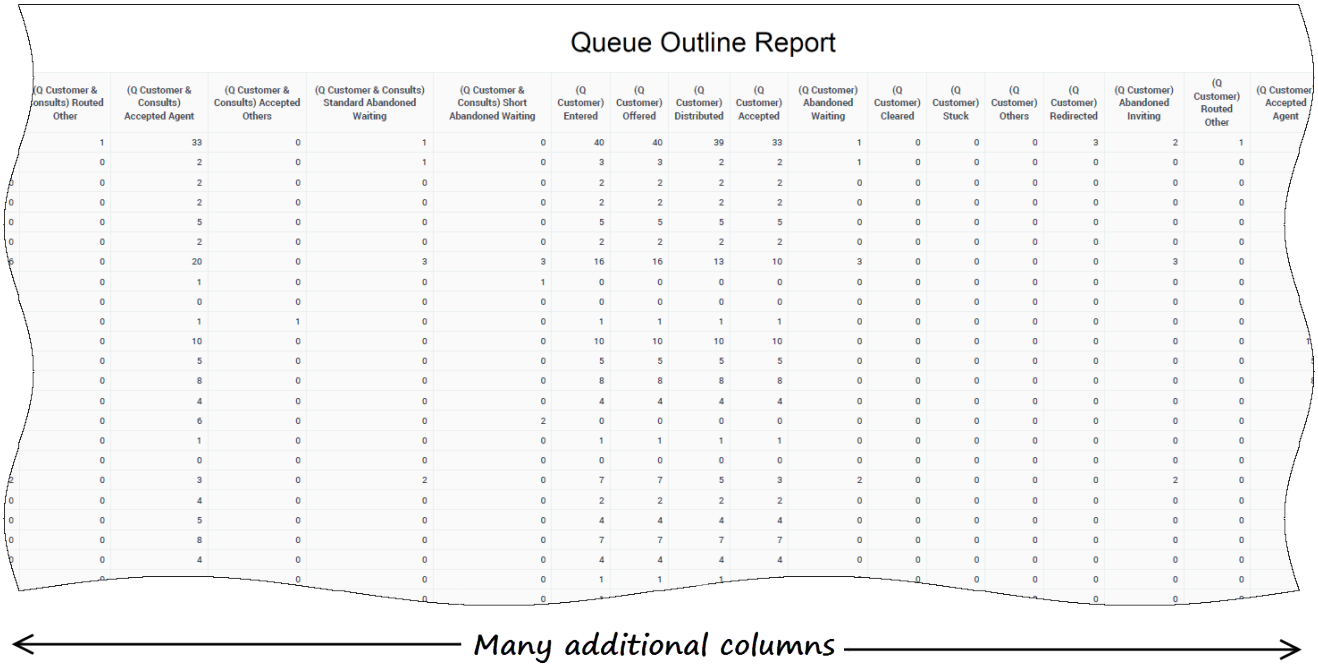
Understanding the Queue Outline Report



The (**Queues** folder) Queue Outline Report collects data from more than forty metrics that provide detailed counts related to customer interactions and consult interactions, showing how the number of interactions/consultations that entered a particular queue or queue group break down into the various queue-related metrics that provide interaction counts.

Use this report to see the interrelation of various queue-related metrics relevant to customer and consult interactions, and to understand how the metrics contribute to the sum total of all interactions that entered a queue resource.

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

Attribute	Description
	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 Queue Outline Report

Metric	Description
(Q Customer & Consults) Entered	The sum of customer and consult Entered metrics.
(Q Customer & Consults) Offered	The sum of customer and consult Offered metrics.
(Q Customer & Consults) Distributed	The sum of customer and consult Distributed metrics.
(Q Customer & Consults) Accepted	The sum of customer and consult Accepted metrics.
(Q Customer & Consults) Abandoned Waiting	The sum of customer and consult Abandoned Waiting metrics.
(Q Customer & Consults) Cleared	The sum of customer and consult Cleared metrics. Interactions can be cleared for many reasons. Refer to the Cleared Queue metric for a listing of these reasons.
(Q Customer & Consults) Stuck	The sum of customer and consult Stuck metrics.
(Q Customer & Consults) Others	The sum of customer and consult Others metrics.
(Q Customer & Consults) Redirected	The sum of customer and consult Redirected metrics.
(Q Customer & Consults) Abandoned Inviting	The sum of customer and consult Abandoned Inviting metrics.
(Q Customer & Consults) Routed Other	The sum of customer and consult Routed Other metrics.
(Q Customer & Consults) Accepted Agent	The sum of customer and consult Accepted Agent metrics.
(Q Customer & Consults) Accepted Others	The sum of customer and consult Accepted Other metrics.
(Q Customer & Consults) Standard Abandoned Waiting	The sum of customer and consult Standard Abandoned Waiting metrics.
(Q Customer & Consults) Short Abandoned Waiting	The sum of customer and consult Short Abandoned Waiting metrics.
(Q Customer) Entered	The description of this metric varies according to

Metric	Description
	the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue. • Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group. If an interaction enters this queue more than once, this metric counts each entrance separately.
(Q Customer) Offered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of interactions that entered this queue and were subsequently offered to a resource. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group 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.
(Q Customer) Distributed	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group. 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.

Metric	Description
	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.
(Q Customer) Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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). • Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
(Q Customer) Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group 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.
(Q Customer) Cleared	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue. • Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group. Clearing involves any of the following actions: • Distribution to a parallel virtual queue.

Metric	Description
	• Default routed by the switch. • Default routed by a routing strategy. • Removing interactions that are determined to be stuck. • Removing interactions for any other reason, such as abnormal stops. • Removing interactions from a virtual queue by using the URS ClearTargets function. Clearing excludes: • Interactions that the customer abandoned while still queued. • Interactions that were distributed from this virtual queue, workbin, or interaction queue. • Interactions that were queued for consultation or collaboration.
(Q Customer) Stuck	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall). • Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall). Interactions can be cleared for other reasons. Refer to the Cleared Queue metric for a listing of these reasons.
(Q Customer) Others	Calculated as the difference between the (Q Customer) Cleared metric and the (Q Customer) Stuck metric. The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue for any reason other than being identified as stuck. • Queue Group Attribute: The total number of times that customer interactions were cleared

Metric	Description
	from virtual queues, workbins, or interaction queues that belong to this queue group for any reason other than being identified as stuck.
(Q Customer) Redirected	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
(Q Customer) Abandoned Inviting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
(Q Customer) Routed Other	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.
(Q Customer) Accepted Agent	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or warm consultations that were distributed from this queue, were

Metric	Description
	accepted, answered, or pulled by an agent. • Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.
(Q Customer) Accepted Others	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.
(Q Customer) Standard Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. • Queue Group Attribute: The total number of customer interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This metric excludes interactions that were abandoned while they were alerting at a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
(Q Customer) Short Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and

Metric	Description
	were abandoned within the short-abandoned threshold. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Entered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.
Consult Offered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the **short-abandoned threshold**, where the collaborations/consultations were associated with customer interactions. • Queue Group Attribute: The total number of consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the **short-abandoned threshold**, where the collaborations/consultations were associated with customer interactions. The count includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received. This metric includes neither consultation requests for which no threshold was set by Router nor consultation requests for which no service objective was set. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Distributed	The description of this metric varies according to

Metric	Description
	the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that simple consult interactions were distributed or pulled from queues that belong to this queue group.
Consult Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions, that were distributed from this queue, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). • Queue Group Attribute: The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
Consult Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the **short-abandoned threshold**, where the consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the **short-abandoned threshold** where the consultations were associated with customer interactions. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Cleared	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction

Metric	Description
	queue. • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group. Interactions can be cleared for many reasons. Refer to the Cleared Queue metric for a listing of these reasons.
Consult Stuck	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall). • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of StuckCall). Interactions can be cleared for other reasons. Refer to the Cleared Queue metric for a listing of these reasons.
Other Consults	Calculated as the difference between the value of the Consult Cleared metric and the value of the Consult Stuck metric. The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because a reason other than being identified as stuck. • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group for any reason other than being identified as stuck.
Consult Redirected	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that collaborations or simple consult interactions

Metric	Description
	entered this queue, rang at a routing target, and were redirected upon no acceptance/ answer by an agent. • Queue Group Attribute: The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
Consult Abandoned Inviting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
Consult Routed Other	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. • Queue Group Attribute: The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.
Consult Received Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions. • Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue

Metric	Description
	group and associated with customer interactions.
Consult Accepted Others	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of simple consult interactions or collaborations that entered this queue and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN. • Queue Group Attribute: The total number of simple consult interactions or collaborations that entered queues that belong to this queue group and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions that were accepted and the total number of interactions that were accepted by an agent resource.
Consult Standard Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. • Queue Group Attribute: The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This metric excludes consultations that were abandoned while they were alerting at a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Short Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that requests for consultation entered this queue and were abandoned within the **short-abandoned threshold** where the consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that requests for consultation entered

Metric	Description
	queues that belong to this queue group and were abandoned within the **short-abandoned threshold** where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.