Work with Genesys CX Insights Reports

Queue Summary Report

9/5/2025

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  - Administrator
  - Supervisor

Assess the performance of configured queues in your contact center.

Related documentation:
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RSS:

  - For private edition

Understanding the Queue Summary Report

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max W
				2016-05-25	42.86%	7	5	0	0.00%	00:00:05	00:00:30	00:00:09	00:00:19	00:00:00	
				2016-05-26	0.00%	1	0	0	0.00%	00:00:00	00:00:30	00:00:00	00:00:00	00:00:00	
				2016-05-27	62.50%	8	5	0	0.00%	00:00:00	00:00:30	00:00:02	00:00:03	00:00:00	
		EX_chat_VQ	Inbound	2016-06-01	33.33%	3	1	0	0.00%	00:00:01	00:00:30	00:00:04	00:00:04	00:00:00	
				2016-06-02	50.00%	2	1	0	0.00%	00:00:00	00:00:30	00:00:04	00:00:04	00:00:00	
				2016-06-0	25.00%	4	2	0	0.00%	00:00:0	00:00:30	00:00:14	00:00:25	00:00:0	

ueue Summary Report

Avg Clear ime Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)
0:00:30	00:00:09	00:00:19	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:23:54	00:04:47	00:00:00	00:00:00	00:00:00	00:00:00	00:04:47
00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:30	00:00:02	00:00:03	00:00:00	00:00:00	1	20.00%	0	00:00:00	00:21:36	00:04:19	00:00:00	00:00:00	00:00:00	00:00:00	00:04:19
00:00:30	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11
00:00:30	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:16:34	00:16:34	00:00:00	00:00:00	00:00:00	00:00:00	00:16:34
00:00:30	00:00:14	00:00:25	00:00:00	00:00:00	1	50.00%	0	00:00:00	00:08:42	00:04:21	00:00:00	00:00:00	00:00:00	00:00:00	00:04:21
00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:06:47	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:11:27	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:07:13	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:02:24	00:00:07	00:00:25	00:00:00	00:00:00	2	14.29%	0	00:00:00	01:10:57	00:05:04	00:00:00	00:00:00	00:00:00	00:00:00	00:05:04
00:02:40	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:09	00:00:09	00:00:00	00:00:00	00:00:05	00:00:05	00:00:14
00:02:40	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:06	00:00:09	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:13	00:00:07	00:00:12
00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	1	100.00%	0	00:00:00	00:00:55	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:55
00:02:40	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:02:06	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00			00:00:00	00:00:00	0	0.00%	0			00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				00:00:00	0	0.00%						00:00:00	00:00:00	00:00:00	

The (**Queues** folder) Queue Summary Report provides detailed information about interactions that enter each queue and that are either abandoned, or distributed and handled by any routing target, such as an agent. Information is organized by Media Type, Queue, and Interaction Type, and an extensive list of call handling and disposition metrics is collected to track call acceptance, wait times, abandonment rates, handling, distribution, consultations, and other metrics.

Use this report to assess the performance of configured queues, to understand what percentage of interactions in each queue were accepted within the defined service level, and to compare the performance of each queue in handling interactions.

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

HRCXIQueueSummaryReport.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 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 report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group 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 Summary 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 Queue Summary Report

Metric	Description
%Accept Service Level	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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. • Queue Group Attribute: The service level of this queue group measured as a percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold, relative to all interactions that entered queues that belong to this queue group 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 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. This metric excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as consultation calls, conferences, and collaborations that agents received. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
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

Metric	Description
	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.
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.
% Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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. • Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.
Avg Distribute Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions or established warm consultations spent in this queue before they were distributed. • Queue Group Attribute: The average amount of time (HH:MM:SS) in seconds, that customer interactions or established warm consultations spent in queues that belong to this queue group before they were distributed.

Metric	Description
Avg Clear Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from this virtual queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from virtual queues that belong to this queue group.
Avg Accept Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. • Queue Group Attribute: The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. This metric is identical to Queue\ASA.
Max Accept Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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. • Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions that were distributed from queues that belong to this queue group, 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 description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions spent at this queue before they were abandoned or dropped for any reason. • Queue Group Attribute: The average amount of

Metric	Description
	time (HH:MM:SS) that customer interactions spent at queues that belong to this queue group 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 description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: 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. • Queue Group Attribute: The longest amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.
Transfer Initiated 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 agents transferred customer interactions that were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group. Both warm and blind transfers are reflected in this metric.
%Transfer Initiated Agent	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The percentage of customer interactions that entered this queue, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents, relative to the total number of interactions that entered this queue and were distributed and accepted by agents. • Queue Group Attribute: The percentage of customer interactions that entered queues that belong to this queue group, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents, relative to the total number of interactions that entered queues that belong to this queue group and were distributed and accepted by agents.

Metric	Description
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 group and associated with customer interactions.
Consult Received Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time (HH:MM:SS) that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue. • Queue Group Attribute: The total amount of time (HH:MM:SS) that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group. This metric includes hold duration that is associated with the collaboration/consultation.
Engage Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time (HH:MM:SS) that agents were engaged with customers. • Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time (HH:MM:SS) that agents were engaged with customers. This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.
Avg Engage Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: For customer interactions that

Metric	Description
	were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that agents were engaged with customers. • Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time (HH:MM:SS) that agents were engaged with customers.
Wrap Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from this queue. • Queue Group Attribute: The total amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.
Avg Wrap Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.
Hold Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time, in seconds, that agents had customer interactions that were distributed from this queue on hold. • Queue Group Attribute: The total amount of time, in seconds, that agents had customer interactions that were distributed from queues that belong to this queue group on hold. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.
Avg Hold Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query:

Metric	Description
	• Queue Attribute: The average amount of time (HH:MM:SS) that agents had customers on hold for interactions that were distributed from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents had customers on hold for interactions that were distributed from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.
Avg Handle Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is computed as handle time divided by the sum of agent-accepted interactions and simple consult interactions that agents received. This metric is attributed to the interval in which interactions entered the queue.