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Work with Genesys CX Insights Reports

Speed Of Accept (hours) Report

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- Administrator
- Supervisor

Analyze how long interactions wait in queue before being accepted.

Related documentation:

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RSS:

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Understanding the Speed Of Accept (hours) Report

metrics that are represented in the report:

Prompts for the Speed Of Accept (hours) 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 an interaction type on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Speed Of Accept (hours) 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.
TimeRangeKey	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
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

Attribute	Description
	month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Speed Of Accept (hours) Report

Metric	Description
Accepted Agent ST1	<p>The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time interval threshold. If the first service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval.</p> <p>Speed-of-accept thresholds are defined within the [agg-gim-thld-QUEUE-ACC] section.</p>
Accepted Agent ST2 ... Accepted Agent ST10	<p>The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the two indicated service time thresholds. If the lower service time threshold is not defined, this metric returns 0. If the upper service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval.</p> <p>For example, Accepted Agent ST2 is the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the <i>first</i> and <i>second</i> service time thresholds. In this example, if the <i>first</i> service time threshold is not defined, this metric returns 0. If the <i>second</i> service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval.</p> <p>Speed-of-accept thresholds are defined within the [agg-gim-thld-QUEUE-ACC] section.</p>
% Accepted Agent ST1	<p>The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the first service time interval threshold, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.</p>
% Accepted Agent ST2 ... % Accepted Agent ST10	<p>The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the indicated service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.</p>

Metric	Description
	For example, % Accepted Agent <i>ST10</i> is the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the <i>ninth</i> and <i>tenth</i> service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.