GENESYS™

Work with Genesys CX Insights Reports

Speed Of Accept (hours) Report

2/1/2026

Contents

-

-

  - Administrator
  - Supervisor

Analyze how long interactions wait in queue before being accepted.

Related documentation:
-
-
-
-
-

RSS:

- For private edition

Understanding the Speed Of Accept (hours) Report

Speed of Accept

Tenant	Media Type	Time Range Key	Day	Queue	Interaction Type	Accepted Agent ST 1	Accepted Agent ST 2	Accepted Agent ST 3	Accepted Agent ST 4	Accepted Agent ST 5	Accepted Agent ST 6	Accepted Agent ST 7
				8001	Internal	5	0	0	0	0	0	0
				8002	Internal	10	0	0	0	0	0	0
		2011-04-11		8003	Internal	3	0	0	0	0	0	0
				8004	Internal	1	0	0	0	0	0	

ot (hours) Report

	Accepted Agent ST 8	Accepted Agent ST 9	Accepted Agent ST 10	% Accepted Agent ST 1	% Accepted Agent ST 2	% Accepted Agent ST 3	% Accepted Agent ST 4	% Accepted Agent ST 5	% Accepted Agent ST 6	% Accepted Agent ST 7	% Accepted Agent ST 8	% Accepted Agent ST 9	% Accepted Agent ST 10
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%						0.00%	0.00%

Environme

The (**Queues** folder) Speed Of Accept (hours) Report provides summarized performance information about the delays that are associated with long-lasting interactions that were accepted or pulled from the specified queues, providing both percentages and number of interactions that were accepted or pulled by service time interval. This report is most useful for media types for which contact center responses are expected to be slow, such as email.

The report breaks down the count of interactions placing each into one of ten time buckets according to the speed by which the interaction was accepted or pulled from the selected queue. "Acceptance" is triggered by the first agent who creates an outbound reply—whether or not the reply was sent.

The report also provides a breakdown for the percentages of interactions that were accepted/pulled in these buckets, relative to the total number of interactions accepted/pulled from the queue during the reporting interval. The first bucket is defined by a report variable (Accepted Agent ST1 - ST11) that amalgamates the 1st through 11th service time intervals. The Accepted Agent STI variable amalgamates all service time intervals.

This report reflects distribution from the selected queues only. It does not reflect the time that interactions spent queued at other unselected queue resources that the interactions might have passed through before being distributed from the queue resource(s) selected in this report.

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

The following tables explain the prompts you can select when you generate the report, and the

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	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. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
Accepted Agent ST2 ... Accepted Agent ST10	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. 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 *first* and *second* service time thresholds. In this example, if the *first* service time threshold is not defined, this metric returns 0. If the *second* service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
% Accepted Agent ST1	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.
% Accepted Agent ST2 ... % Accepted Agent ST10	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.

Metric	Description
	For example, % Accepted Agent *ST10* 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 *ninth* and *tenth* service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.