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Work with Genesys CX Insights Reports

Task Volume Dashboard

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- Administrator
- Supervisor

Review the volume of tasks that agents handled when working on interactions that were routed by Genesys Task Routing (GTR).

Related documentation:

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RSS:

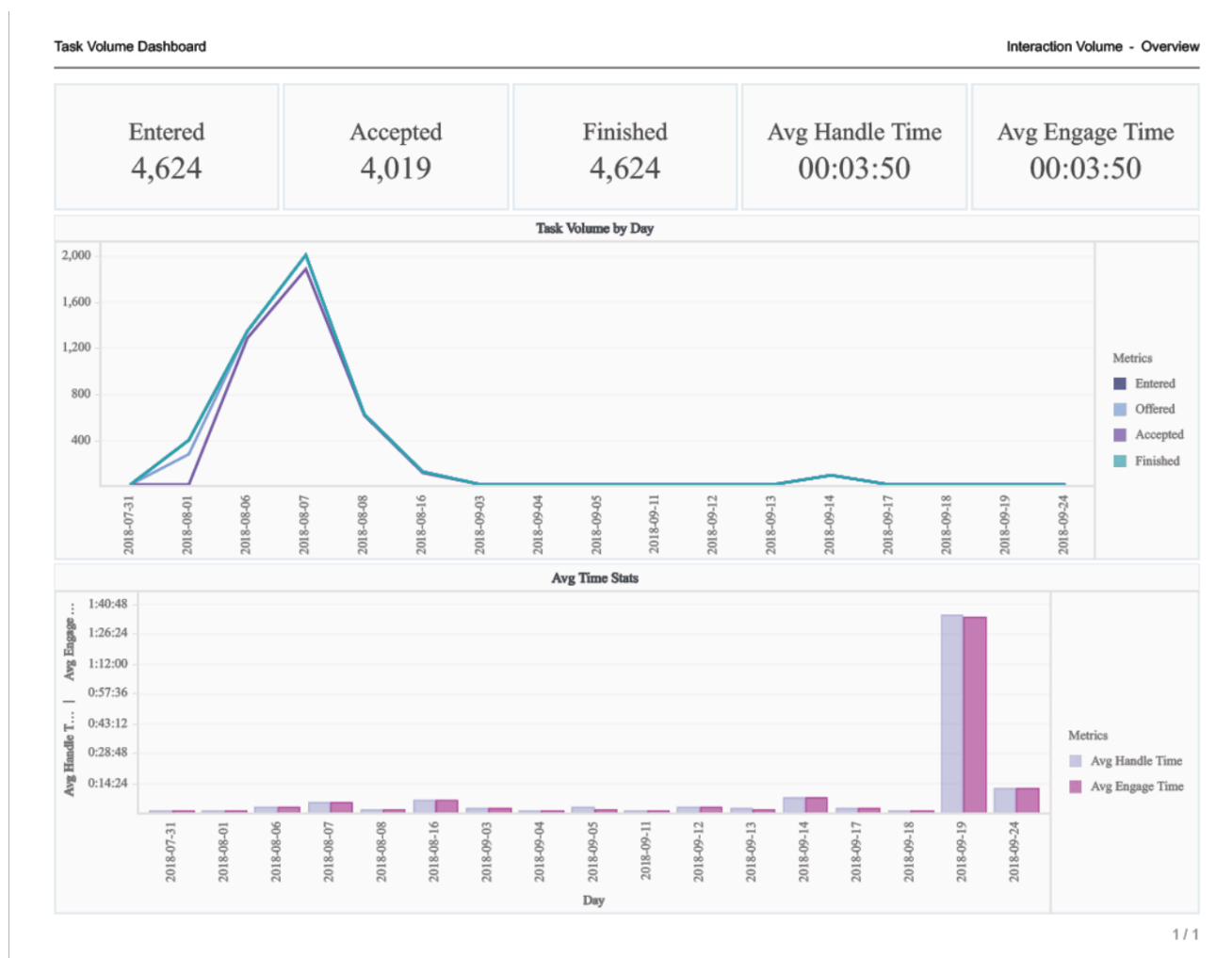
- [For private edition](#)

Use the **Task Routing > Task Volume Dashboard** to view detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR). The dashboard allows you to explore volumes and percentages of interactions that were offered, accepted, rejected, or transferred.

Important

This report is available on request. It depends on data provided by other Genesys components that may not be ready for you to use. Check with your administrator to see if your environment is configured to run this report.

Understanding the Task Volume Dashboard



This dashboard provides visualizations depicting how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment. It provides at-a-glance summaries of key metrics, and charts both the volume of tasks handled on a day-by-day basis, and the associated average handle/engage times for each day.

The dashboard is built upon an underlying report, which is described in more detail in [Understanding the underlying report](#).

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

[SampleTaskVolumeDashboard.pdf](#)

The following tables explain the prompts you can select when you generate the dashboard, and the metrics and attributes that are represented in the dashboard:

Prompts for the Task Volume Dashboard

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.
Business Result	Optionally, select the configured business result on which to report.
Customer Segment	Optionally, select the customer segment to include in the report.
Service Type	Optionally, select the type of service to include in the report.
Service Subtype	Optionally, select the subtype of service to include in the report.
Tenant	For multitenant environments, optionally select the tenants for which to include data in the dashboard.

Attributes used in the Task Volume Dashboard

Attribute	Description
Tenant	This attribute enables you to organize data based on tenant.
Media Type	This attribute enables you to organize data based on the interaction's media type—for example, Voice, Email, and Chat.
Business Result	This attribute enables you to organize data based on the configured business result.
Customer Segment	This attribute enables you to organize data based on the configured customer segment.
Service Type	This attribute enables you to organize data based on the type of service that was assigned to the interaction.
Service Subtype	This attribute enables you to organize data based on the detailed type of service that the customer requested.
Day	This attribute enables you to organize data based on a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Task Volume Dashboard

Metric	Description
Entered	The total number of email interactions that entered or began within the contact center. This count includes abandoned interactions.
Offered	The total number of email interactions that were received or started by an agent.
Accepted	The number of customer interactions that were successfully transferred (warm or blind) to an agent.
Finished	The total number of completed email interactions.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling each interaction.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.

Understanding the underlying report

The Dashboard is based on an underlying **Task Volume Report** that includes analysis (based on the Entered with Objective metric) of the service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval. If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction.

If the interaction does not reach a handling resource, the last associated business result is attached to the interaction. Percentages that yield zero (0) values indicate either 0 duration or 0 count. So, for example, % Transfer Initiated Agent could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the metrics in the report are disposition metrics, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete. The report provides tools to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.