Work with Genesys CX Insights Reports

Weekly Self Service Containment Dashboard

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Explore the volume of interactions that are (or are not) contained in Self-Service.

Related documentation:
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RSS:
- For private edition

The (**Dashboards** and **Designer** folders) Weekly Self Service Containment Dashboard provides detailed information and visualizations that you can use to learn about the number and percentage of interactions that enter each Designer Application and conclude in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.
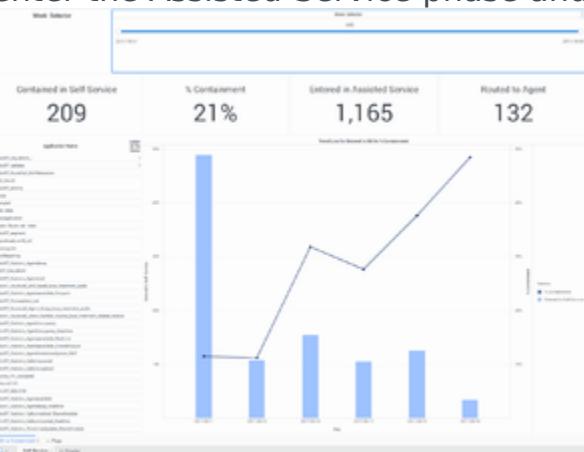
Weekly Self Service Containment Dashboard

Understanding the Weekly Self Service Containment Dashboard

The Weekly Self Service Containment Dashboard provides an interactive weekly view of self-service and assisted-service statistics. Use the **Week Selector** slider to easily focus on one or more weeks — as indicated by week number, where W1 is the first week of the year, W10 is the tenth week of the year, and so on. To get a better idea of what this dashboard looks like, view sample output from the dashboard:

SampleWeekly Self Service Containment Dashboard .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 available for the Weekly Self Service Containment Dashboard

The following table explains the prompts available for the Weekly Self Service Containment Dashboard:

Prompt	Description
Pre-set Date Filter	From the convenient list of predefined dates, choose a date range for which to run the report. This option has no effect if you specify a Start Date and End Date.
Start Date	Choose the first day from which to gather data into the dashboard.
End Date	Choose the last day from which to gather data into the dashboard.
Application	Optionally, choose one or more applications on which to focus the reprot.

Attributes used on the Weekly Self Service Containment Dashboard

The following table explains the attributes used on the Weekly Self Service Containment Dashboard:

Attribute	Description
Application Name	Enables organization of data based on Designer application. Optionally make a selection in the list, to focus the report on a given application.
Week	Enables organization of data by week. Drag the Week Selector control handles to change the focus of the report.

Metrics used on the Weekly Self Service Containment Dashboard

The following table explains the metrics used on the Weekly Self Service Containment Dashboard:

Metric	Description	Source Table.Column or Calculation
Contained in Self- Service	The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.	
% Containment	The percentage of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.	
Entered in Assisted Service	The total number of interactions that entered the Designer application in Assisted-Service.	
Routed to Agent	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.	
Entered in Self- Service	The total number of interactions that entered the Designer application in Self-Service.	

To view more detailed information about the metrics and attributes in this dashboard, and other metrics and attributes that can be used to customize reports, see the *Genesys CX Insights Projects Reference Guide*.