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Work with Genesys CX Insights Reports

Capture Point Task Duration Report

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Identify and plan remediation for bottlenecks in the system.

Related documentation:

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This page describes how you (as a business user or technical business user) can use the **(CX Insights for iWD folder) > Capture Point Task Duration Report** to identify and plan remediation for bottlenecks in the system. The technical business user can then tune routing strategies and associated business rules in order to reduce bottlenecks and routing milestones. This is particularly useful if you base distribution strategies or business operations around the point (the capture point) through which tasks enter the iWD system.

Understanding the Capture Point Task Duration Report

| Capture Point Task Duration Report | | | | | | | | | | | | |
|------------------------------------|---------------|-----------|------------------|------------------|------------------|------------|--------------------------|------------|---------|----------|-----------------------|-----------------------|
| Capture Point | Department | Process | Category Level 3 | Category Level 4 | Category Level 5 | Media Type | Business Value Range 100 | Day | Entered | Finished | Avg Accept Time (Fmt) | Avg Finish Time (Fmt) |
| capture_point1 | Department 10 | Process 9 | Beige | Silver | Unclassified | workitem | 1-100 | 2021-05-03 | 1 | 1 | 00:00:35 | 00:01:20 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:20 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:20 |
| | | | Blanched Almond | Medium Purple | Honeydew | workitem | 1-100 | 2021-05-01 | 1 | 0 | 00:00:00 | 00:00:00 |
| | | | | | | | | 2021-05-02 | 0 | 1 | 12:41:40 | 12:42:23 |
| | | | | | | | Total | | 1 | 1 | 12:41:40 | 12:42:23 |
| | | | Crimson | Khaki | Gold | email | 1-100 | 2021-05-03 | 1 | 1 | 00:00:35 | 00:01:23 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:23 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:23 |
| | | | Gold | Honeydew | Unclassified | workitem | 1-100 | 2021-05-04 | 1 | 1 | 00:00:35 | 00:01:21 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:21 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:21 |
| | | | Green | Beige | Unclassified | workitem | 1-100 | 2021-05-01 | 1 | 1 | 00:00:35 | 00:01:29 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:29 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:29 |
| | | | | Rosy Brown | Khaki | email | 1-100 | 2021-05-02 | 1 | 1 | 00:00:35 | 00:01:16 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:16 |
| | | | | | | | Total | | 1 | 1 | 00:00:35 | 00:01:16 |
| | | | Honeydew | Khaki | Aqua | workitem | 1-100 | 2021-05-01 | 1 | 1 | 00:00:35 | 00:01:19 |
| | | | | | | | | 2021-05-03 | 1 | 1 | 00:00:35 | 00:01:26 |
| | | | | | | | Total | | 2 | 2 | 00:00:35 | 00:01:23 |

This report breaks down the overall average duration time that is spent to complete tasks (from inception within the presource system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point.

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

[SampleCapturePointTaskDurationReport.pdf](#)

Prompts in the Capture Point Task Duration Report

| Prompt | Description |
|---------------------|--|
| Pre-set Date Filter | Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report. |
| Start Time | Choose the first day and time from which to gather report data. |
| End Time | Choose the last day and time from which to gather report data. |
| Department | Optionally, select a department on which to focus the report. |
| Process | Optionally, select a business process on which to focus the report. |
| Capture Point | Optionally, select a Capture Point on which to focus the report. |
| Media Type | Optionally, select one or more media types for which to gather data into the report. |
| Category Level 3 | Optionally, select one or more Category Level 3 from which to gather data for the report. |
| Category Level 4 | Optionally, select one or more Category Level 4 from which to gather data for the report. |
| Category Level 5 | Optionally, select one or more Category Level 5 from which to gather data for the report. |

Attributes in the Capture Point Task Duration Report

| Attribute | Description |
|---------------|---|
| Department | Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks. |
| Capture Point | Enables data to be organized by the name of the capture point that acquired tasks from the source system. |
| Process | Enables data to be organized by the name of the business process, which is a core attribute of tasks |

| Attribute | Description |
|------------------|--|
| | and work items that define strategies for how to route them. |
| Media Type | Enables data to be organized by media type. |
| Day | 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. |
| Category Level 3 | Enables data to be organized by the 3rd category level. |
| Category Level 4 | Enables data to be organized by the 4th category level. |
| Category Level 5 | Enables data to be organized by the 5th category level. |

Metrics in the Capture Point Task Duration Report

| Metric | Description |
|----------------------------|---|
| Finished | The total number of tasks that entered the iWD system through this capture point and were finished during the reporting interval. |
| Avg Handle Time | For tasks that entered the iWD system through this capture point, the average amount of time that resources worked on the tasks before completing them. |
| Avg Accept Time | For finished tasks, the average amount of time, in seconds, before a task was assigned for the first time. This is calculated as the (task-assigned – task-creation) timestamp for finished tasks during the given time interval. This measure reflects how long tasks were backlogged before they were assigned to an agent. |
| Avg Finish Time | The average amount of time, in seconds, before a task was finished. This is calculated as the (task-completed – task-creation) timestamp for finished tasks during the given time interval. Like CMPL_TASK_AVG_ASSIGN_TIME, this measure reflects the time that tasks were backlogged as well as work time. |
| Avg Source System Time | For finished tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the preceding system before they were created within iWD. |
| Avg Pre-Source System Time | For finished tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the pre-source system. |

Custom metrics

| Metric | Description |
|----------------------------|---|
| Canceled | The total number of tasks that entered the iWD system through this capture point and were canceled during the reporting interval. |
| Completed | The total number of tasks that entered the iWD system through this capture point and were completed during the reporting interval. |
| Canceled Autocompleted | The total number of email tasks of this classification that were automatically canceled during the reporting interval. |
| Canceled NON Autocompleted | The total number of canceled tasks in this classification that were not automatically canceled during the reporting period. |
| Completed Agent | The total number of tasks that were completed during the reporting interval and in which one or more agents were involved. |
| Completed NON Agent | The total number of tasks of this classification that were completed during the reporting interval for tasks where no agents were involved (via API, designer, etc.). |
| Finished Agent | The total number of tasks of this classification that were finished (completed or canceled) during the reporting interval for tasks where an agent was involved. |