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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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RSS:

- [For private edition](#)

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.