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Work with Genesys CX Insights Reports

Customer Segment Service Level Report

8/5/2025

Contents

- 1 Understanding the Customer Segment Service Level Report
- 2 Prompts in the Customer Segment Service Level Report
- 3 Attributes in the Customer Segment Service Level Report
- 4 Metrics in the Customer Segment Service Level Report
 - 4.1 Custom metrics

Examine whether SLAs are being met for each customer segment.

Related documentation:

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RSS:

- [For private edition](#)

This page describes how you (as a team leader or business user) can use the **(CX Insights for iWD folder) > Customer Segment Service Level Report** to learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process.

Understanding the Customer Segment Service Level Report

Customer Segment Service Level Report									
Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Customer Segment	Product	Day	New
Department 10	Process 10	Aqua	Beige	Seashell	workitem	SILVER	Service	2021-05-03	1
							Total		1
						Total			1
						Total			1
		Crimson	Gold	Unclassified	workitem	GOLD	Monitoring	2021-05-02	1
							Total	2021-05-03	0
						Total			1
						Total			1
		Green	Blanched Almond	Green	email	GOLD	Notification	2021-05-04	1
							Total		1
						Total			1
						Total			1
		Light Yellow	Green Yellow	Green	email	SILVER	Service	2021-05-03	1
							Total		1
						Total			1
						Total			1

This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on different customer segments.

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

[SampleCustomerSegmentServiceLevelReport.pdf](#)

Prompts in the Customer Segment Service Level 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 Date	Choose the first day and time from which to gather report data.
End Date	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.
Customer Segment	Optionally, select a Customer Segment 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 Customer Segment Service Level Report

Attribute	Description
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.
Media Type	Enables data to be organized by media type.

Attribute	Description
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.
Product	Enables data to be organized by the type of product.
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 Customer Segment Service Level Report

Metric	Description
Finished	The total number of tasks of this classification that were finished (canceled and completed) during the reporting interval.
% Finished	The percentage of tasks of this classification that were finished during the reporting interval.
Completed	The total number of tasks of this classification that were completed during the reporting interval.
Canceled	The total number of tasks of this classification that were canceled during the reporting interval.
Canceled Autocompleted	The total number of tasks of this classification that were automatically canceled during the reporting interval.
% Canceled Autocompleted	The percentage of automatically canceled tasks of the total number of tasks that have been finished.

Custom metrics

Metric	Description
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

Metric	Description
	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.