Work with Genesys CX Insights Reports

Inbound Intraday Email Process Report

12/17/2025

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- Administrator
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Analyze the volume of iWD email tasks that are added, completed, or in process during a specified time period.

Related documentation:

RSS:

- For private edition

Inbound Intraday Email Process Report

Department	Process	Category Level 3	Category Level 4	Category Level 5	Interaction Subtype	Day	New	Pending	Completed
Department 10	Process 10	Green	Blanched Almond	Green	InboundNew	2021-05-04	1	0	1
		Light Yellow	Green Yellow	Green	InboundTest	2021-05-03	1	0	1
		Seashell	Green	Unclassified	InboundTest	2021-05-02	1	0	1
	Process 9	Aqua	Medium Purple	Navy	InboundTest	2021-05-02	1	0	1
		Beige	Light Yellow	Unclassified	InboundTest	2021-05-03	1	0	1
		Crimson	Khaki	Gold	InboundNew	2021-05-03	1	0	1
		Green	Rosy Brown	Khaki	InboundTest	2021-05-02	1	0	1
			Wheat	Silver	InboundNew	2021-05-02	1	1	0
						2021-05-03	0	1	0
						2021-05-04	0	1	0
		Honeydew	Blanched Almond	Unclassified	InboundNew	2021-05-01	1	1	0
						2021-05-02	0	1	0
						2021-05-03	0	1	0
						2021-05-04	0	1	0
			Gold	Light Yellow	InboundNew	2021-05-03	1	0	1
		Khaki	Blanched Almond	Medium Turquoise	InboundNew	2021-05-02	1	0	1
			Light Steel Blue	Rosy Brown	InboundNew	2021-05-03	1	1	0
						2021-05-04	0	0	1
			Rosy Brown	Unclassified	InboundTest	2021-05-03	1	0	1

Use the (**CX Insights for iWD** > **Email** folder) > **Inbound Intraday Email Process Report** to easily compare the number of new, pending, and completed email message interactions for each department and process.

Note that Genesys Multicloud CX offers two email solutions: **Email classic** and Genesys **Engage cloud Email**. This report is applicable for users of Genesys **Engage cloud Email**. To learn more about the difference between the two, see How email works. If you are not sure which you have, talk to your administrator.

To get a better idea of what this report looks like, view sample output from the report: Sample Inbound Intraday Email Process Report.pdf

Important

If you plan to customize this report, be sure to first read the important information in Customizing attributes. Failure to do so can cause incorrect totals to appear in the report.

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

Prompts for the Inbound Intraday Email Process Report

Prompt	Description
Pre-set Date Filter	Choose a Date Range from the list of preset options. This prompt overrides the Start Date and End Date values.
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 one or more departments from which to gather data for the report.
Process	Optionally, select one or more processes from which to gather data for 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 used in the Inbound Intraday Email Process Report

Attribute	Description
Department	Enables data to be organized by the department in which the interaction was handled.
Process	Enables data to be organized by the type of process or application.
Interaction Subtype	Enables data to be organized by the interaction's subtype.
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 used in the Inbound Intraday Email Process Report

Metric	Description
Canceled	The total number of email tasks of this classification that were canceled (manually and automatically) during the reporting interval.
Canceled Autocompleted	The total number of email tasks of this classification that were automatically canceled during the reporting interval.
Finished	The total number of email tasks of this classification that were finished (completed or canceled) during the reporting interval.
Completed	The total number of email tasks of this classification that were completed during the reporting interval.

Custom metrics

Metric	Description
Canceled NON Autocompleted	The total number of canceled tasks in this

Metric	Description
	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 where 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 (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.

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

Customizing attributes

Ensure that the attributes in the grid match those in the REPORT OBJECTS list

If you customize this report, you must ensure that the attributes listed in REPORT OBJECTS matches the attributes used in the report grid, as shown in the figure **Ensure that the attributes in the grid match those in the REPORT OBJECTS list**.

This means that:

- To remove an attribute from the report, you must do so by clicking **Remove from Report**, (*not* **Remove from Grid**).
- To add a new attribute, you must add it both to the **REPORT OBJECTS** list, and to the report grid.

If you do not follow these steps, the totals for the Pending\Pending Overdue metrics may be displayed incorrectly.