

# Historical Reporting with Genesys CX Insights

Inbound Intraday Email Process Report

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## Contents

- [1 Prompts for the Inbound Intraday Email Process Report](#)
- [2 Attributes used in the Inbound Intraday Email Process Report](#)
- [3 Metrics used in the Inbound Intraday Email Process Report](#)



- Administrator
- Supervisor

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

**Related pages:**

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Inbound Intraday Email Process Report						
Department	Process	Interaction Subtype	Day	New	Pending	Completed
Default	Unclassified	InboundNew	2021-03-16	15	236	0
			2021-03-17	0	236	0
			2021-03-18	0	236	0
			2021-03-19	0	236	1
			2021-03-20	0	236	0
			2021-03-21	0	236	0
			2021-03-22	0	236	0
			2021-03-23	8	236	0
			2021-03-24	0	236	0
			Unknown	2021-03-16	85	0
	2021-03-17	100		0	0	
	2021-03-19	43		0	0	
		<b>Total</b>			<b>251</b>	
GenesysInternal	Unclassified	InboundNew	2021-03-11	1	0	0
			2021-03-16	0	0	1
	<b>Total</b>			<b>1</b>		<b>1</b>
iwd...	Unclassified	InboundNew	2021-03-15	3	18	3
			2021-03-18	0	18	1
			2021-03-19	0	18	1
			2021-03-22	2	18	2

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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 Engage cloud 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](#)

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.

## 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.

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Attribute	Description
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.

## Metrics used in the Inbound Intraday Email Process Report

Metric	Description
New	The number of new tasks that were submitted from email during the reporting interval.
Pending	The number of email messages that were in the process of being sent at the end of the reporting interval.
Completed	The number of email tasks that were completed or were sent to customer during the reporting interval.

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 Projects Reference Guide](#).