



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Historical Reporting with Genesys CX Insights

Intraday Process Report

1/26/2022

Contents

- [1 Understanding the Intraday Process Report](#)
- [2 Prompts for the Intraday Process Report](#)
- [3 Attributes used in the Intraday Process Report](#)
- [4 Metrics used in the Intraday Process Report](#)
- [5 Customizing attributes](#)



- Administrator
- Supervisor

Examine the performance of historical and pending work items, explore backlogs, throughput, and overdue tasks.

Related documentation:

-
-

Understanding the Intraday Process Report

Intraday Process Report																	
Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Day	Entered	Finished	% Finished	Finished Overdue	% Finished Overdue	Pending	Pending Overdue	Avg Finish Time (Fmt)	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	
Department 10	Process 10	Aqua	Beige	Seashell	workitem	2021-05-03	1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35	
		Total					1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35	
			Crimson	Gold	Unclassified	workitem	2021-05-02	1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00
			Total					0	1	0.00%	0	0.00%	0	0	25:23:33	00:00:42	25:22:46
						Total		1	1	100.00%	0	0.00%	0	0	25:23:33	00:00:42	25:22:46
			Green	Blanched Almond	Green	email	2021-05-04	1	1	100.00%	0	0.00%	0	0	00:01:23	00:00:43	00:00:35
			Total					1	1	100.00%	0	0.00%	0	0	00:01:23	00:00:43	00:00:35
						email	2021-05-03	1	1	100.00%	0	0.00%	0	0	00:01:25	00:00:45	00:00:35
			Total					1	1	100.00%	0	0.00%	0	0	00:01:25	00:00:45	00:00:35
						workitem	2021-05-03	1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00
		Total					0	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00	
					Total		1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00	
					email	2021-05-02	1	1	100.00%	0	0.00%	0	0	00:01:22	00:00:42	00:00:35	
		Total					1	1	100.00%	0	0.00%	0	0	00:01:22	00:00:42	00:00:35	
					email	2021-05-02	1	1	100.00%	0	0.00%	0	0	00:01:22	00:00:42	00:00:35	
		Total					1	1	100.00%	0	0.00%	0	0	00:01:22	00:00:42	00:00:35	
					workitem	2021-05-03	1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00	
		Total					0	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00	
					Total		1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00	
					email	2021-05-03	1	1	100.00%	0	0.00%	0	0	00:01:25	00:00:45	00:00:35	
	Total					1	1	100.00%	0	0.00%	0	0	00:01:25	00:00:45	00:00:35		
				workitem	2021-05-03	1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35		
	Total					1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35		
				workitem	2021-05-03	1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35		
	Total					1	1	100.00%	0	0.00%	0	0	00:01:20	00:00:40	00:00:35		
				workitem	2021-05-02	1	1	100.00%	0	0.00%	0	0	00:01:29	00:00:49	00:00:35		
	Total					1	1	100.00%	0	0.00%	0	0	00:01:29	00:00:49	00:00:35		
				workitem	2021-05-01	1	0	0.00%	0	0.00%	1	0	00:00:00	00:00:00	00:00:00		

This page describes how you (as a manager, business user, workforce planning user, or team leader) can use the **(CX Insights for iWD folder) > Intraday Process Report** to view information about the performance of historical and pending work items, to learn more about sources of backlog, about throughput, and to understand how often tasks become overdue before they are finished.

This report provides a count of the completed iWD tasks that were overdue and the counts, percentages, and averages of completed iWD tasks, and breaks down the average amount of time it took to complete tasks using three metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The report also provides a snapshot of the task backlog for a day or reporting interval, providing detailed information about how many tasks are currently pending, how many tasks are currently overdue, and how many of the completed tasks were overdue. Data is organized by day, department, and by business process.

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

[SampleIntradayProcessReport.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 Intraday Process 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.
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

Prompt	Description
	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 Intraday Process 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.
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 Intraday Process Report

Metric	Description
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.
Finished	The total number of tasks of this classification that were completed during the reporting interval.
% Finished	The percentage of tasks of this classification that were completed during the reporting interval.
Finished Overdue	The total number of completed tasks of this classification that were overdue during the reporting interval.
% Finished Overdue	The percentage of completed tasks of this

Metric	Description
	classification that were overdue during the reporting interval.
Pending	The current number of tasks that were pending (where the task status is not Completed, Rejected, Canceled or Expired) at the end of the reporting interval.
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the Service-Level Agreement (SLA) due date/time has been missed.
Avg Finish Time (Fmt)	The average amount of time that elapsed before agents completed tasks of this classification. This metric includes the time that tasks were backlogged, as well as work time.
Avg Handle Time (Fmt)	The average amount of time that agents worked on tasks of this classification before the tasks were completed.
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed within the iWD system before tasks of this classification were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.

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](#).

Customizing attributes

Report Objects	Department	Process	Interaction Subtype	Day	New	Pending	Completed
2022-09-01	20	100	0				
2022-09-02	10	100	0				
2022-09-03	5	170	0				
2022-09-04	5	100	0				
2022-09-05	5	100	0				
2022-09-06	10	100	0				
2022-09-07	0	200	0				
2022-09-08	10	20	200				
2022-09-09	20	0	20				
2022-09-10	0	0	10				
2022-09-11	0	10	0				
2022-09-12	0	0	0				

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.