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Work with Genesys CX Insights Reports

Intraday Process Report

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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](#)

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.

Prompt	Description
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 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
Finished	The total number of tasks of this classification that were finished during the reporting interval.
% Finished	The percentage of tasks of this aggregate that were finished during the reporting interval.

Metric	Description
Finished Overdue	The total number of finished (canceled and completed) tasks of this classification that were overdue during the reporting interval.
% Finished Overdue	The percentage of finished tasks of this aggregate that were overdue during the reporting interval.
Completed	The total number of tasks of this classification that were completed during the reporting interval.
Completed Overdue	The total number of completed tasks of this classification that were overdue during the reporting interval.
% Completed Overdue	The percentage of completed tasks of this classification that were overdue 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.
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. Similar to CMPL_TASK_AVG_ASSIGN_TIME, this measure reflects.
Avg Handle Time	The average amount of agent work time (finished - assigned), in seconds, for finished tasks during the given time interval.
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.

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

REPORT OBJECTS	Department	Process	Interaction Subtype	Day	New	Pending	Completed
Day				2022-09-01	20	100	0
Department				2022-09-02	10	100	0
Interaction Subtype				2022-09-03	0	170	0
Process				2022-09-04	0	100	0
Day				2022-09-05	0	100	0
Department				2022-09-06	10	100	0
Interaction Subtype				2022-09-07	0	200	0
Process				2022-09-08	10	20	200
Day				2022-09-09	20	0	20
Department				2022-09-10	0	0	10
Interaction Subtype				2022-09-11	0	10	1
Process				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.