



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

Task Age Report

1/26/2022

Contents

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



- Administrator
- Supervisor

Explore the volume of tasks that fail to meet Service Level Agreements.

Related documentation:

-
-

Understanding the Task Age Report

Task Age Report											
Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Age Range 1 day	Day	Pending	Pending Overdue	Finished	
Department 10	Process 10	Seashell	Green	Unclassified	email	0-1 days	2021-05-02	0	0	1	
		Light Yellow	Green Yellow	Green	email	0-1 days	2021-05-03	0	0	1	
		Green	Blanched Almond	Green	email	0-1 days	2021-05-04	0	0	1	
						Total			0	0	1
		Light Yellow	Green Yellow	Green	email	Total			0	0	1
		Seashell	Green	Unclassified	email	Total			0	0	1
		Crimson	Gold	Unclassified	workitem	0-1 days	2021-05-02	1	0	0	
		Aqua	Beige	Seashell	workitem	0-1 days	2021-05-03	0	0	1	
		Navy	Crimson	Peru	workitem	0-1 days	2021-05-03	1	0	0	
						0-1 days	2021-05-04	1	0	0	
		Crimson	Gold	Unclassified	workitem	1-2 days	2021-05-03	0	0	1	
		Aqua	Beige	Seashell	workitem	Total			0	0	1
		Crimson	Gold	Unclassified	workitem	Total			1	0	1
		Navy	Crimson	Peru	workitem	Total			1	0	0
		Aqua	Beige	Seashell	Total				0	0	1
		Crimson	Gold	Unclassified	Total				1	0	1
		Green	Blanched Almond	Green	Total				0	0	1
		Light Yellow	Green Yellow	Green	Total				0	0	1
		Navy	Crimson	Peru	Total				1	0	0
		Seashell	Green	Unclassified	Total				0	0	1
Honeydew	Blanched Almond	Unclassified	email	0-1 days	2021-05-01	1	0	0			

Use the (CX Insights for iWD folder) > **Task Age Report** to better understand how well each department and process is meeting Service Level Agreements. This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

To get a better idea of what this report looks like, view sample output from the report: [SampleTaskAgeReport.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 Task Age Report

Prompt	Description
Pre-set Day 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 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 Task Age 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.
Age Range 1 day	Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of exactly 1 day ranges. The attribute contains non-overlapping ranges like 0-1 day, 1-2 day, 3-4 day, and so on. For information about customizing ranges, see Customizing the dashboard.
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 Task Age Report

Metric	Description
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.
Finished	The total number of tasks of this classification that were completed 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](#).

Customizing attributes

REPORT OBJECTS

Department Process Interaction Subtype Day New Pending Completed

REPORT OBJECTS	Department	Process	Interaction Subtype	Day	New	Pending	Completed
Day				2022-09-01	20	100	0
Department				2022-09-01	10	100	0
Interaction Subtype				2022-09-01	0	175	0
Process				2022-09-01	0	100	0
User Pending				2022-09-01	0	100	0
Day				2022-09-01	10	100	0
Pending				2022-09-01	0	200	0
				2022-09-01	10	20	200
				2022-09-01	20	0	20
				2022-09-01	0	0	10
				2022-09-01	0	10	0
				2022-09-01	0	0	0
HistoricalCustomerReply				2022-09-01	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.