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Work with Genesys CX Insights Reports

Task Age Report

7/27/2024

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- Administrator
- Supervisor

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

Related documentation:

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RSS:

- For private edition

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
							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

Attribute	Description
	level.
Category Level 5	Enables data to be organized by the 5th category level.

Metrics used in the Task Age Report

Metric	Description
Finished	The total number of tasks of this classification that were finished (canceled and completed) during the reporting interval.

Custom metrics

Metric	Description
Canceled	The total number of tasks that entered the iWD system through this capture point and were canceled during the reporting finished interval.
Canceled Autocompleted	The total number of email tasks of this classification that were automatically canceled during the reporting interval.
Canceled NON Autocompleted	The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.
Completed	The total number of tasks that entered the iWD system through this capture point and were completed during the reporting finished 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 [1]*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.