

# Historical Reporting with Genesys CX Insights

Task Detail Report

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Perform detailed analysis of individual work items from a customer perspective.

**Related documentation:**

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**Important**

The **Capture Point Name** and **Media Channel** attributes appear in this report but should be ignored.

This page describes how you can use the (**CX Insights for iWD** folder) > **Task Detail Report** to understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

## Understanding the Task Detail Report



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Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

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

[SampleTaskDetailReport.pdf](#)

## Prompts in the Task Detail 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 Time	Choose the first day and time from which to gather report data.
End Time	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 Channel	Optionally, select a media channel on which to focus the report.
Source Tenant	<b>Note: This field is reserved for future use.</b> Optionally select a source tenant on which to focus the report.
Last Agent Name	Optionally, focus the report on the agent who was last assigned the task or work item.
Customer ID	Optionally, select a customer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
Interaction ID	Optionally, select a Interaction ID on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.
Interaction Type	Optionally, select one or more interaction types for which to gather data into the report.

## Attributes in the Task Detail Report

Attribute	Description
Due Date & Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks are due as defined by either the source system or iWD rules.
Interaction ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.
Last Task Event ID	Enables data to be organized by the unique identifier for the last event that is associated with the task. Together with INTERACTION_ID, this field serves as the primary key of the H_TASK_FACT table.
Capture ID	Enables data to be organized by the ID of the task capture as issued by the originating source system.
Capture Point Name	Enables data to be organized by the descriptive name of the capture point.
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.
Category	Enables data to be organized by the descriptive name of the category.
Priority	Enables data to be organized by the Priority assigned to the task.
Status Name	<p>Enables data to be organized by the name of the status of a task. One of the following values:</p> <ul style="list-style-type: none"> <li>• new—Newly created task awaiting processing.</li> <li>• rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department.</li> <li>• captured—Task has been classified by iWD, but not yet prioritized.</li> <li>• queued—Task has been processed and prioritized at least once.</li> <li>• distribution—Task is waiting for an available agent to handle it.</li> <li>• canceled—Task has been canceled.</li> <li>• completed—Task has been completed.</li> <li>• errorheld—Error occurred during task classification or prioritization. Error details are stored in the "error" custom extended task attribute. When iWD resumes, it attempts to process the task again.</li> <li>• held—Task is in a held state (either by user action or the system) and will not be reprioritized until the task is resumed.</li> <li>• assigned—Task has been assigned to an agent.</li> </ul>

Attribute	Description
Is Final	Enables data to be organized by whether the task is Final or Pending : <ul style="list-style-type: none"> <li>• <b>0</b> indicates a task status other than Completed, Canceled, or Rejected.</li> <li>• <b>1</b> indicates a task status of Completed, Canceled, or Rejected.</li> </ul>
Is Held	Enables data to be organized by whether a task was Held or Not Held: <ul style="list-style-type: none"> <li>• <b>0</b> indicates a task status other than NewHeld, ErrorHeld, or Held.</li> <li>• <b>1</b> indicates a task status of NewHeld, ErrorHeld, or Held.</li> </ul>
Last Agent Name	Enables data to be organized by name of the agent who was last assigned the task or work item.
Result Code	Enables data to be organized by the descriptive name of the result code.
Customer ID	Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns.
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.
Product	Enables data to be organized by the type of the product.
Product Subtype	Enables data to be organized by the subtype of the product.
Media Type	Enables data to be organized by media type.
Interaction Type	Enables data to be organized by interaction type.
Interaction Subtype	Enables data to be organized by interaction subtype.
Source Tenant	<b>Note: This field is reserved for future use.</b> Enables data to be organized by the name of the tenant from the source system.
Source Process	Enables data to be organized by the name of the source-system process—for example, Order.
Source Process Subtype	Subtype of the process—for example, Activation.
Skill ID	Enables data to be organized by the ID of the skill.
Requested Agent Name	Enables data to be organized by the name of the agent as captured by the source system.
Source Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which the second source system captured tasks in task-flow scenarios in which two systems are involved in the origination of tasks. (The second source system is the DTM [Driver Test Manager] that submitted the task to iWD.)

Attribute	Description
Create Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks were created.
Source Due Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, at which the task is due in the source system.
Finish Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks or work items were completed. EVENT_DATE_END is an alias for the EVENT_DATE iWD Data Mart table.
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.

## Metrics in the Task Detail Report

Metric	Description
Accept Time (Fmt)	The amount of time that elapsed after this task was created in iWD before it was assigned to a resource.
Finished Time (Fmt)	The amount of time that it took to finish tasks, calculated as the difference from the moment that the task was created in the iWD system until the moment it was finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. Different from other Finish Time measures, this measure considers active as well as completed tasks in its computation.
iWD Hold Time (Fmt)	The amount of time that a task was held in iWD. This value represents an iWD hold action through the Web Service Capture API or through the iWD Manager user interface—not a hold event from a soft phone or desktop application.
Handle Time (Fmt)	The amount of work time, calculated as the difference from the moment that a resource (for example, an agent) is assigned to a task until the moment that the task is finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task might have multiple work items. This measure considers active as well as completed tasks in its computation.

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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](#).