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Work with Genesys CX Insights Reports

[Task Detail Report](#)

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

Related documentation:

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RSS:

- For private edition

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

											Category Level 6	Category Level 7	Category Level 8	Category Level 9	Category Level 10		Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
											Unclassified	Unclassified	Unclassified	Unclassified	Unclassified		-00:06:35	-00:06:30	00:00:00	00:00:00
Requested Agent Name			Source Date Time	Create Date Time	Source Due Date Time		Finish Date Time	Department	Process	Category Level 3	Category Level 4	Category Level 5	00:00:00							
Unknown	2022-04-12 1049AM	2022-04-12 1010PM	2022-04-12 0525PM	2022-04-12 1003PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:00							
Consumer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	00:00:00									
Customer3	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Under Armor	IT	Access Request	Unknown	Unclassified	Unclassified	00:00:00							
Task Detail Report													00:00:00							
Due Date Time	iWD Task ID	UCS Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	00:00:00						
itx001	d8U9D6Z1530gu4p0	10	ext001	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 3	3	Unknown	00:00:00						
itx0010	F49y8J3XPeJ56xWt	80	ext0010	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 1	3	Unknown	00:00:00						
itx00100	Sd0albt5kp10Uy7	927	ext00100	capture_point2	channel4	Unknown	60	Queued	0	0		3	Unknown	00:00:00						
itx001000	8024100MOuni8p72	9050	ext001000	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 1	3	Unknown	00:00:00						
itx001001	jsbJF2gXRDoA9pm9	9067	ext001001	capture_point2	channel1	Unknown	70	Queued	0	0		3	Unknown	00:00:00						
itx001003	81z9dg61xvF107739	9070	ext001003	capture_point3	channel1	Unknown	120	Completed	1	0	Agent 4	3	Unknown	00:00:00						
itx001005	Ymx26LM0tDMpLcq	9087	ext001005	capture_point2	channel1	Unknown	90	Queued	0	0		3	Unknown	00:00:00						
itx001006	7TEXXQU2izb174Q	9097	ext001006	capture_point3	channel2	Unknown	70	Queued	0	0		3	Unknown	00:00:00						
itx001008	aRN0vOB5f72N001	9110	ext001008	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 1	3	Unknown	00:00:00						
itx001009	P7RRF36wFoFqNyhs	9120	ext001009	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 1	3	Unknown	00:00:00						
itx00101	cWYs9WgfvnZSbx1x	940	ext00101	capture_point3	channel5	Unknown	30	Completed	1	0	Agent 5	3	Unknown	00:00:00						
itx001010	qbVo1oKnBn9U8p1E	9220	ext001010	capture_point2	channel3	Unknown	110	Completed	1	0	Agent 3	3	Unknown	00:00:00						
itx001011	5x69wik756KkrQb	9140	ext001011	capture_point1	channel1	Unknown	70	Completed	1	0	Agent 2	3	Unknown	00:00:00						
itx001012	SeS21psT84Ry8gLi	9303	ext001012	capture_point2	channel1	Unknown	110	Completed	1	0	Agent 4	3	Unknown	00:00:00						
itx001014	k0Ka261h9u8A5WU0	9157	ext001014	capture_point1	channel5	Unknown	90	Queued	0	0		3	Unknown	00:00:00						
itx001015	X34kk146G0H713c6	9170	ext001015	capture_point3	channel4	Unknown	150	Completed	1	0	Agent 4	3	Unknown	00:00:00						
itx001016	IGiuUjtmt656k6jp	9180	ext001016	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 2	3	Unknown	00:00:00						
itx001017	8HOHJw76N8T8o6Jx	9510	ext001017	capture_point2	channel3	Unknown	100	Completed	1	0	Agent 3	3	Unknown	00:00:00						
itx001018	ReyoGj3fk6W91VN	9200	ext001018	capture_point2	channel4	Unknown	80	Completed	1	0	Agent 2	3	Unknown	00:00:00						
itx001019	Gni7237FocnF9Cyp	9210	ext001019	capture_point2	channel3	Unknown	90	Completed	1	0	Agent 6	3	Unknown	00:00:00						
itx00102	BqmloSjsQ0A2x6jh	947	ext00102	capture_point2	channel4	Unknown	100	Queued	0	0		3	Unknown	00:00:00						
itx001020	Dvx8S5o0ssF8lcHV	9217	ext001020	capture_point3	channel1	Unknown	70	Queued	0	0		3	Unknown	00:00:00						
itx001022	H04q2x80972C7ToJ	9263	ext001022	capture_point3	channel1	Unknown	140	Completed	1	0	Agent 1	3	Unknown	00:00:00						

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This is a detail report; because of the volume of data that this report could potentially generate, Genesys recommends that you:

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report criteria. The default hour selections span one day.
- Refine other prompts to the minimum dataset that is required.

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	Note: This field is reserved for future use. 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.
Consumer ID	Optionally, select a consumer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
iWD Task ID	Optionally, select an iWD Task ID on which to focus the report.
UCS Interaction ID	Optionally, select a UCS 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.
Category Level 3 - 5	Optionally, select one or more values for the categorization levels 3-5 from which to gather data for 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.

Attribute	Description
iWD Task ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.
UCS Interaction ID	Enables data to be organized by the UCS Interaction 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"> • New—Newly created task awaiting processing. • Captured—Task has been classified by iWD, but not yet prioritized. • Queued—Task has been processed and prioritized at least once. • In Distribution—Task is waiting for an available agent to handle it. • Canceled—Task has been canceled. • Completed—Task has been completed by an agent. • Auto Completed—Task has been completed by a strategy or prioritization scheme. • Assigned—Task has been assigned to an agent. • In Workbin—Task has been put in a workbin.
Is Final	<p>Enables data to be organized by whether the task is Final or Pending :</p> <ul style="list-style-type: none"> • 0 indicates a task status other than Completed, Canceled, or Rejected. • 1 indicates a task status of Completed,

Attribute	Description
	Canceled, or Rejected.
Is Held	<p>Enables data to be organized by whether a task was Held or Not Held:</p> <ul style="list-style-type: none"> • 0 indicates a task status other than NewHeld, ErrorHeld, or Held. • 1 indicates a task status of NewHeld, ErrorHeld, or Held.
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.
Consumer ID	Enables data to be organized by the consumer 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	<p>Note: This field is reserved for future use.</p> <p>Enables data to be organized by the name of the tenant from the source system.</p>
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.)
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.

Attribute	Description
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.
Category Level 3 - 10	Enables data to be organized by categorization levels 3 through 10.

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

Metric	Description
	tasks in its computation.

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*.