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Work with Genesys CX Insights Reports

[Task Work Detail Report](#)

Contents

- 1 Understanding the Task Work Detail Report
- 2 Prompts in the Task Work Detail Report
- 3 Attributes in the Task Work Detail Report
- 4 Metrics in the Task Work Detail Report

Analyze tasks that involve more than one agent / resource.

Related documentation:

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RSS:

- For private edition

Important

The **Capture Point Name** attribute appear in this report but should be ignored.

This page describes how you can use the (**CX Insights for iWD** folder) > **Task Work Detail Report** to learn more about tasks that involved more than one employee, the names of the queues that distributed the tasks to the employees, and more.

Understanding the Task Work Detail Report

		Finish Date Time		Customer Segment	Consumer ID	Result Code	Priority	iWD Task ID	UCS Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
		2022-04-12 1001PM		SILVER	Customer4	3	80	itx00415	8ChgU379W9b9i2tF	ext00415	3818	3819	00:00:00
		Category Level 8	Category Level 9	Category Level 10	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Media Channel	Agent Name	Agent 3
		Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	channel1	Agent 5	00:00:00
Task Work Detail Report													
Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category Level 3	Category Level 4	Category Level 5	Category Level 6	Category Level 7		Agent 6
2022-04-12	1000PM	Finance	Account	capture_point2	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
			Credit	capture_point1	Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
		Fraud	Account Checking	capture_point1	Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 4
				capture_point3	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 3
			Ban Request	capture_point1	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 4
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 6
			Ban Request	capture_point3	Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
				capture_point3	Department 8	Process 17	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
		IT	Duplicate Account	capture_point2	Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 5
			Access Request	capture_point1	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 4
					Department 9	Process 19	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
			Access Request	capture_point2	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 1
			Access Request	capture_point3	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 2
					Department 8	Process 16	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 5
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Agent 1

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:

SampleTaskWorkDetailReport.pdf

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 in the Task Work 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.
Agent Name	Optionally, select an agent name on which to focus the report.
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 Work Detail Report

Attribute	Description
Assign Date	Enables data to be organized by the date, in YYYY-MM-DD, on which a task was assigned to the agent.
Day of Year	Enables data to be organized by the day of the year when the work started.

Attribute	Description
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.
Start Date Time	Enables data to be organized by the 15-minute interval during which this record was created.
Assign Time	Enables data to be organized by the time of day at which the task was assigned to the agent.
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. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.
Category	Enables data to be organized by the descriptive name of the category.
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.
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.
Agent Name	Enables data to be organized by agent name.
Assign Date Time	Enables data to be organized by the date and time when the task was assigned to the agent.
Finish Date Time	Enables data to be organized by the date and time when the task was finished by the agent.
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.
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.
Result Code	Enables data to be organized by the descriptive name of the result code.
Priority	Enables data to be organized by the priority assigned to the task.
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

Attribute	Description
	single Interaction Server database.
Capture ID	Enables data to be organized by the ID of the task capture as issued by the originating source system.
Assign Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which the task was assigned to agent.
Finish Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which an agent finished working on the task.
Is Abandon	Enables data to be organized by whether a task was abandoned: 0 indicates that the task was not abandoned (status finished). 1 indicates that the task was abandoned.
Source Tenant	Note: This field is reserved for future use. Enables data to be organized by the name of the tenant from the source system.
Process Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.
Department Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.
Tenant Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.
Category Level 3 - 10	Enables data to be organized by categorization levels 3 through 10.

Metrics in the Task Work Detail Report

Metric	Description
Work Time	The total amount of time that elapsed between the moment when the agent was assigned a task and the moment when the agent completed the task.

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*