



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 Work Detail Report

1/25/2022

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:

-

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

Task Work Detail Report												
Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category	Media Type	Interaction Type			
2021-05-04	0101AM	IT	Request	capture_point1	Department 2	Process 5	Unknown	email	Outbound			
	0102PM	IT	Access Request									
	0105AM	IT	Access Request									
	0106AM	IT	Support Request									
	0112PM	IT	Request									
	0116AM	Fraud	Account Check	Process 5	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	channel11	Agent 3
		IT	Access Request	Process 3	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	channel13	Agent 6
	0120PM	IT	Request	Process 5	Unknown	email	Outbound	OutboundACK	Service	Escalation	channel12	Agent 3
	0130PM	Fraud	Ban Request	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	channel11	Agent 1
	0138AM	Fraud	Ban Request	Process 6	Unknown	email	Outbound	OutboundACK	Service	Escalation	channel14	Agent 6
		IT	Access Request	Process 4	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	channel14	Agent 4
	0141PM	Finance	Credit	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Language translation	channel15	Agent 6
	0150AM	Fraud	Ban Request	Process 5	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	channel14	Agent 4
	0152AM	Fraud	Ban Request	Process 3	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	channel13	Agent 3
	0153PM	IT	Request	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	channel12	Agent 5
	0159AM	IT	Support Request	Process 5	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	channel14	Agent 1
	0200PM	IT	Support Request	Process 3	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	channel12	Agent 6
	0202AM	IT	Support Request	Process 3	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	channel13	Agent 4
	0202PM	IT	Support Request	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	channel12	Agent 2
	0210PM	IT	Access Request	Process 5	Unknown	email	Outbound	OutboundReply	Unspecified	Unspecified	channel13	Agent 1
	0214AM	IT	Support Request	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	channel12	Agent 3
	0217AM	IT	Support Request	Process 6	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	channel14	Agent 6
	0222PM	IT	Support Request	Process 3	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	channel12	Agent 3
	0223AM	Fraud	Account Check	Process 4	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	channel11	Agent 2
	0225PM	Finance	Credit	Process 3	Unknown	email	Inbound	InboundTest	Monitoring	Sentiment analysis	channel14	Agent 4
	0232AM	IT	Request	Process 4	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	channel12	Agent 3
	0233AM	Fraud	Duplicate Account	Process 6	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	channel15	Agent 1
	0236PM	IT	Access Request	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	channel12	Agent 2
	0237PM	Finance	Credit	Process 4	Unknown	email	Inbound	InboundNew	Notification	Advertisement	channel12	Agent 2
	0240AM	IT	Access Request	Process 5	Unknown	workitem	Outbound	OutboundNew	Monitoring	Recording service	channel12	Agent 4
	0246PM	Fraud	Account Check	Process 4	Unknown	workitem	Inbound	InboundNew	Service	Escalation	channel15	Agent 3
	0247AM	IT	Access Request	Process 4	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	channel14	Agent 4
	0249PM	IT	Support Request	Process 2	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel13	Agent 3
	0250AM	IT	Access Request	Process 4	Unknown	email	Inbound	InboundTest	Notification	News feed	channel11	Agent 2
	0253PM	IT	Access Request	Process 5	Unknown	workitem	Outbound	OutboundACK	Service	Agent advisory	channel11	Agent 2
0254AM	Fraud	Ban Request	Process 3	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	channel12	Agent 1	
0307AM	IT	Support Request	Process 4	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	channel14	Agent 6	
	Account Check	Process 5	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	channel11	Agent 2		
	Process 4	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	channel14	Agent 6			
	Process 5	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	channel13	Agent 2			
	Process 4	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	channel15	Agent 6			
Process 6	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	channel11	Agent 5				
Inbound	InboundNew	Monitoring	Sentiment analysis	channel15	Agent 5							

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.
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 an 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 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.
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.
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.
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.
Interaction ID	Enables data to be organized by the task ID, which

Attribute	Description
	is a unique value within a 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.

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 Projects Reference Guide](#).