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Real-time Reporting with Pulse

Standard Report Templates

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- Supervisor

Standard report templates are provided with Genesys Pulse.

Related documentation:

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Genesys Pulse includes templates for the most popular reports. You can use these templates to quickly add report widgets to your dashboard. Here is an overview of reports that may be included. You will also find links to statistic definitions for each report type.

Agent reports

See Agent statistic definitions.

Agent Group Status	Agent KPI	Agent Login
<p>Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can ensure the agents are logged in where they should be and managing the media for which they are responsible.</p> <p>Objects: Agent Groups, Place Groups.</p> <p>Statistics:</p> <ul style="list-style-type: none">• Logged In• Ready• Not Ready• Break• Lunch• Offline• ACW• Consult• Dialing• On Hold <ul style="list-style-type: none">• Inbound• Outbound• Internal• Ringing• Logged Out• % Read• % Not Ready• % Inbound	<p>Agents manage many transactions and states in addition or related to answered calls. Viewing all the data in a single report provides the supervisor with an understanding of agent's performance as a function of first call resolution.</p> <p>Objects: Agent, Agent Place, Agent Groups, Place Groups.</p> <p>Statistics:</p> <ul style="list-style-type: none">• Login Time• Ready Time• Not Ready Time• Break Time• Lunch Time• Offline Time• Ringing Time• Dialing Time• Handle Time <ul style="list-style-type: none">• In Time• Out Time• Hold Time• ACW Time• Consult Time• Internal Time• Offered• Answered• Answered	<p>This report provides a quick analysis indicating some kind of action and provides the primary view used to determine if the contact center is meeting criteria or level of service that customers expect.</p> <p>Objects: Agent.</p> <p>Statistics:</p> <ul style="list-style-type: none">• Current Status• Time in Status• Login Time• Continuous Login Time• Reason• Employee Id• Place• Switch• Login Id <ul style="list-style-type: none">• Extension• Position• Current Status KVP• Service Type• Service Sub Type• Customer Segment• Business Result

	(last Hr)	<ul style="list-style-type: none"> • AHT • Abandoned Ringing • Calls Dropped • Out • Internal • Held • Transfers Made • Consult Made • Short Talk • Avg ACW Time • Avg Hold Time • Avg In Time • Avg Out Time • Avg Ring Time • Agent Occupancy 	
<p>IWD Agent Activity</p> <p>This report presents agent or agent group activity as it relates to the processing iWD work items type contacts.</p> <p>Objects: Agent Place, Agent, Agent Group, Place Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Offered • Accepted • Rejected • Terminated • Processed • Timed Out • Transfers Made • Processing Time • Avg Processing Time 	<p>IWD Queue Activity</p> <p>This queue report provides an overview of current or near real-time activity associated with the iWD queues.</p> <p>Objects: Staging Area.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Entered • Stopped • Moved • Max Processed • Min Processed • Current Waiting • Current In Queue 		

Campaign reports

See Campaign statistic definitions.

Important

To use Callback templates you must configure Genesys solution for Callback metrics. See Callback Solution Guide for more information.

<h3>Campaign Activity</h3> <p>This report allows you to monitor the activity associated with outbound campaigns.</p> <p>Objects: Calling List, Campaign.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Hit Ratio • Estimated Time • Records Completed • Dialed Abandoned • Dialed Answering Machine • Answers • Attempt Busies • Attempts Cancelled • Attempts made • DoNotCall Results • Dropped Results • Fax Modem Results • No Answer Result • Wrong Party Result • SIT Detected 	<h3>Campaign Callback Status</h3> <p>This report presents information related to campaign initiated callbacks.</p> <p>Objects: Calling List, Campaign, Campaign Calling List.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Completed • Missed • Scheduled • Personal Completed • Personal Missed • Personal Scheduled 	<h3>Campaign Group Activity</h3> <p>This report allows you to monitor the activity associated with outbound Campaign Groups.</p> <p>Objects: Campaign Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Activated • Deactivated • Running • System Error • Waiting Agents • Waiting Ports • Waiting Records
<h3>Campaign Group Status</h3> <p>This report allows you to monitor the current state and duration associated with outbound campaign group activity.</p> <p>Objects: Campaign Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Current State • System Error • Dialing Mode • Waiting Agents • Waiting Ports • Waiting Records 		

eServices reports

See eServices statistic definitions.

Chat Agent Activity

This report presents agent or agent group activity as it relates to the processing of chat contacts.

Objects: Agent, Agent Place, Agent Group, Place Group.

Statistics:

- Login Time
 - Ready Time
 - Not Ready Time
 - Ringing Time
 - Handle Time
 - AHT
 - % Occupancy
 - Offered
 - Offered (15m)
 - % Accepted
 - % Rejected
 - % Missed
 - Accepted
 - Accepted (15m)
 - Rejected
 - Rejected (15m)
 - Missed
 - Missed (15m)
 - % Trans Made
 - Transfers Made
 - Short
 - Concurrent Chats
- Avg Chat Duration
 - Min Chat Duration
 - Max Chat Duration
 - Chat Duration
 - Customer Avg Wait
 - Customer Max Wait
 - Avg Greeting Time
 - Max Greeting Time
 - Avg Response Time
 - Max Response Time
 - Avg Message Size
 - Agent Reply Total Number
 - Agent Reply Total Time
 - Total Agent Message Size
 - Total Agent Message Count

Chat Queue Activity

This report allows you to monitor Chat Queue Group activity.

Objects: Queue Group, Queue.

Statistics:

- Service Level
- Requested
- Accepted
- Abandoned
- Requested (15m)
- Accepted (15m)
- Current Wait
- Wait Time
- AWT

Email Agent Activity

This report presents agent or agent group activity as it relates to the processing of Email type contacts.

Objects: Agent Place, Agent, Agent Group, Place Group.

Statistics:

- Login Time
- Ready Time
- Not Ready Time
- % Email Occupancy
- Ringing Time
- Handle Time
- AHT
- Offered
- Offered (hr)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (hr)
- Rejected
- Rejected (hr)
- Missed
- Missed (hr)
- Done
- Done (hr)
- % Done
- % Trans Made
- Transfers Made
- Unsolicited sent

<h2>Email Queue Activity</h2> <p>This queue report presents an overview of current or near real-time activity in the individual email queues.</p> <p>Note: For Engage cloud Email, released on March 31, 2021, only emails that have entered the Routing state are shown in Genesys Pulse reports. Emails in the Universal Queue that are not yet routed are not included. Use the Monitor work items and emails in Workload Manager for email backlog dashboards.</p> <p>Objects: Staging Area.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Entered • Stopped • Moved • Max Processed • Min Processed 	<h2>eServices Agent Activity</h2> <p>This report allows you to monitor agent group KPIs related to eServices (chat, email, SM) media and determine behavior problems that need to be addressed.</p> <p>Objects: Agent Place, Agent, Agent Group, Place Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Utilization • Login Time • Email In Process • Email Offered • Email Accepted • Email Processed • Email Process Time • Chat In Process • Chat Offered • Chat Accepted • Chat Processed • Chat Process Time • Social in Process • Social Offered • Social Accepted • Social Processed • Social Process Time 	<h2>eServices Queue KPIs</h2> <p>This queue report presents an overview of current or near real-time activity for eServices channels.</p> <p>Objects: Staging Area.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Email Waiting • Email In Process • Email In Queue • Chat Waiting • Chat In Process • Chat In Queue • Social Waiting • Social In Process • Social In Queue • Work Item Waiting • Work Item In Process • Work Item In Queue
<h2>Facebook Media Activity</h2> <p>This report presents agent or agent group activity as it relates to the processing of social media interactions.</p> <p>Objects: Agent, Agent Place, Agent Group, Place Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m) • Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Facebooks 	<h2>Twitter Media Activity</h2> <p>This report presents agent or agent group activity as it relates to the processing of social media interactions.</p> <p>Objects: Agent, Agent Place, Agent Group, Place Group.</p> <p>Statistics:</p> <ul style="list-style-type: none"> • Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m) • Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Twitters 	

Queue reports

See Queue statistic definitions.

<p>Callback Activity</p> <p>This report provides call activity statistics associated with Callback queues.</p> <p>Objects: Queue.</p> <p>Statistics:</p> <ul style="list-style-type: none">Accepted CallbacksAnswered CallbacksIn QueueTotal Wait TimeTotal Wait Time Answered	<p>Queue KPIs</p> <p>This report presents a representation of all the agents assigned to a group and their current states, which provides supervisors a quick look at available staff and an at-a-glance view of their current states.</p> <p>Objects: Queue Group, Queue, Route Point.</p> <p>Statistics:</p> <ul style="list-style-type: none">Service LevelService Level (10s)Service Level (20s)Service Level (30s)Service Level (45s)Service Level (60s)Distinct EnteredEnteredAbandonedAbandoned RingingClearedAnsweredAnsweredAnswered 10 and 20sAnsweredAnswered <ul style="list-style-type: none">Current CallsCurrent AWTMax CallsMin CallsForwardedOldest Call WaitingMax Answer TimeASAAHTAWAAWT% Abandoned% ClearedWait TimeAgents Logged InAgents Ready% Agents Ready	<p>Queue Overflow Reason</p> <p>This report presents reasons why calls were cleared from queues.</p> <p>Objects: Queue Group, Queue, Route Point.</p> <p>Statistics:</p> <ul style="list-style-type: none">EnteredCleared% ClearedOverflow ClosedOverflow Special DayOverflow EmergencyOverflow DissuadedOverflow RouteOverflow VoicemailOverflow MessageOverflow EmergencyOverflow Outsourced
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