

GENESYS

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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 Login Agent KPI Agent Group Status This report provides a quick analysis Agents manage many transactions and Agents are provided logins or devices and indicating some kind of action and states in addition or related to answered are assigned to media that match their provides the primary view used to calls. Viewing all the data in a single skills. With this report, the supervisor can report provides the supervisor with an determine if the contact center is ensure the agents are logged in where meeting criteria or level of service that understanding of agent's performance as they should be and managing the media customers expect. a function of first call resolution. for which they are responsible. Objects: Agent, Agent Place, Agent Objects: Agent. Objects: Agent Groups, Place Groups. Groups, Place Groups. Statistics: Statistics: Statistics: Current Extension · Logged In Inbound Login Time In Time Status Position Ready Outbound · Ready Time Out Time · Time in Current Status Not Ready Internal Not Ready Hold Time Status KVP Time Login Time Break Ringing ACW Time Service Type · Break Time Continuous · Logged Out Lunch Consult Service Sub Login Time · Lunch Time Time Type Offline % Read Reason · Offline Time Internal Customer ACW % Not Time Segment Employee Id Ready Ringing Consult Offered Time Place Business % Inbound Result Dialing Dialing Time Answered Switch · On Hold Handle Time Answered · Login Id

	(last Hr) • AHT • Abandoned • Avg ACW
	Ringing Time
	Calls Dropped Time
	Out Avg In Time
	Internal Avg Out Time
	Avg Ring Transfers Made
	Agent Occupancy Made
	Short Talk
IWD Agent Activity	
This report presents agent or agent group	IWD Queue Activity
activity as it relates to the processing iWD work items type contacts.	This queue report provides an overview of
Objects: Agent Place, Agent, Agent	current or near real-time activity associated with the iWD queues.
Group, Place Group.	Objects: Staging Area.
Statistics:	Statistics:
 Offered Transfers Made 	Entered Min Dranger Dranger
AcceptedProcessing	• Stopped Processed
• Rejected Time	Current Waiting
Terminated Avg	Max
 Processed Processing Time 	Processed Queue
Timed Out	

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.

Campaign Activity This report allows you to monitor the activity associated with outbound campaigns. Objects: Calling List, Campaign. Statistics: • Hit Ratio • Attempts made • Estimated Time • DoNotCall Results • Records Completed • Dropped	Campaign Callback Status This report presents information related to campaign initiated callbacks. Objects: Calling List, Campaign, Campaign Calling List. Statistics:	Campaign Group Activity This report allows you to monitor the activity associated with outbound Campaign Groups. Objects: Campaign Group. Statistics:
 Dialed Abandoned Dialed Results Fax Modem Results No Answer Result Answers Attempt Busies Attempts Cancelled 	 Completed Missed Scheduled Personal Scheduled Completed 	 Activated Deactivated Running System Error Waiting Agents Waiting Ports Waiting Records
Campaign Group Status This report allows you to monitor the current state and duration associated with outbound campaign group activity. Objects: Campaign Group. Statistics: Current		

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

Email Queue Activity

This queue report presents an overview of current or near real-time activity in the individual email queues.

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.

Objects: Staging Area.

Statistics:

- Entered
- Stopped
- Moved
- · Max Processed
- Min Processed

eServices Agent Activity

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.

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

Statistics:

- 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

eServices Queue KPIs

This queue report presents an overview of current or near real-time activity for eServices channels.

Objects: Staging Area.

Statistics:

- 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

Facebook Media Activity

This report presents agent or agent group activity as it relates to the processing of social media interactions.

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

Statistics:

- Offered
- · Rejected
- Offered (60m)
- · Rejected (60m)

Missed

Missed

(60m)

- % Accepted
- % Rejected
- · % Missed
- Accepted
- Accepted (60m)

Twitter Media Activity

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

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

Statistics:

- Offered
- Offered
- (60m)
- % Accepted
- % Rejected
- · % Missed
- Concurrent Accepted **Facebooks**
 - Accepted (60m)

social media interactions.

- Rejected
- Rejected (60m)
 - Missed
 - Missed (60m)
 - Concurrent **Twitters**

Queue reports

See Queue statistic definitions.

Queue KPIs 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. Objects: Queue Group, Queue, Route Point. Statistics: Service Current Level Calls **Queue Overflow Reason** Service Current AWT This report presents reasons why calls Level (10s) **Callback Activity** were cleared from queues. Max Calls Service Objects: Queue Group, Queue, Route Min Calls This report provides call activity statistics Level (20s) associated with Callback queues. Forwarded Service Statistics: Objects: Queue. Level (30s) Oldest Call Entered Overflow **Statistics:** Waiting Dissuaded Service Cleared Accepted Callbacks Level (45s) Max Answer Overflow % Cleared Time · Answered Callbacks Service Route Level (60s) Overflow ASA Overflow • In Queue Closed Voicemail Distinct AHT · Total Wait Time Entered Overflow Overflow AWA Total Wait Time Answered Special Day Entered Message AWT Overflow Overflow Abandoned Emergency Outsourced Abandoned Abandoned Ringing · % Cleared Cleared · Wait Time Answered Agents Answered Logged In Answered Agents 10 and 20s Ready Answered % Agents Ready Answered