

GENESYS

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Conversation Manager Overview

Journey Dashboard

Journey Dashboard

The Journey Dashboard is a visual representation of key performance indicators, showing rules execution and journey metrics. It can display things like customer history and data, as well as repeat contact activity across channels with trending for optimization. For information on how to customize the Journey Dashboard, please see Customize Journey Dashboard for Pulse.

GAX Dashboard Agents Configuration Routing Parameters Administration Users				Arnaud Lejeune ?
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Journey Name		Mobile Subscription KPIs	Subscription by Brand	Task Ditribution
% completed	\$	On Boarding	% completed 🛛 🛊	Information requests
Cancelations	85% 🥥		HTC 59.1% 🥥	
Customer Retail Offer	76%	Aug Decelution Time	iPhone 4 46.6% 🛕	3070
Mobile Subscription	57.5% 🛕	Avg Resolution Time	iPhone 4s 46.6% 🛕	Corro C
Technical Support	53.4% 🛕	01:01:40	iPhone 5 24.2% ()	В
ADSL Subscription	37.5% ()	0 0 0	Samsung S3 9.5% ()	A HTC 1052 B iPhone 5 852 C Samsung S3 642
- v/v		•••	when and the second sec	D iPhone 4s 524
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Service Ditribution	Retailed Store Activities		Customer Offer KPIs	Activity Channel
% completed	% completed	÷	Customer Retail Offer	% completed \$
A	Self-Service	88% 🖉		mobile 71% 🥥
c	Generate Coupon	80.2% 🖉	% completed	voice 62%
	Redeem Coupon	71.5%	% completed	email 56%
В	Survey	59% 🛕	63.7% 🔺	chat 52% 🛕
A Cancelations 85% ♂ B Customer Retail 76% C Mobile Subscri 57.5% ▲ D ADSL Subscripti 37.5% ❶	Ad Displays	31.8% ()		sms 42% ()