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Genesys Pulse Help

Report Templates

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Report Templates

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

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.
Objects: Agent Groups, Place Groups.

[+] Statistics

- Logged In
- Ready
- Not Ready
- Break
- Lunch
- Offline
- ACW
- Consult
- Dialing
- On Hold
- Inbound
- Outbound
- Internal
- Ringing
- Logged Out
- % Read
- % Not Ready
- % Inbound

Agent KPI

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.
Objects: Agent, Agent Place, Agent Groups, Place Groups.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Break Time
- Lunch Time
- Offline Time
- Ringing Time
- Dialing Time
- Handle Time
- In Time
- Out Time
- Hold Time
- Answered
- Answered (last Hr)
- Abandoned Ringing
- Calls Dropped
- Out
- Internal
- Held
- Transfers Made
- Consult Made
- Short Talk < 10s
- AHT
- Avg ACW

Agent Login

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.
Objects: Agent.

[+] Statistics

- Current Status
- Time in Status
- Login Time
- Continuous Login Time
- Reason
- Employee Id
- Place
- Switch
- Login Id
- Extension
- Position
- Current Status KVP
- Service Type
- Service Sub Type
- Customer Segment
- Business Result

	• ACW Time • Consult Time • Internal Time • Offered Time • Avg Hold Time • Avg In Time • Avg Out Time • Avg Ring Time • Agent Occupancy	
IWD Agent Activity This report presents agent or agent group activity as it relates to the processing iWD work items type contacts. **Objects:** Agent Place, Agent, Agent Group, Place Group. **[+] Statistics** • Offered • Accepted • Rejected • Terminated • Processed • Timed Out • Transfers Made • Processing Time • Avg Processing Time	IWD Queue Activity This queue report provides an overview of current or near real-time activity associated with the iWD queues. **Objects:** Staging Area. **[+] Statistics** • Entered • Stopped • Moved • Max Processed • Min Processed • Current Waiting • Current In Queue	

Campaign reports

See Campaign statistic definitions.

> **Important**
>
> Callback templates are not supported by Genesys Pulse and only available for customization through Genesys Professional Services.

Campaign Activity

This report allows you to monitor the activity associated with outbound campaigns.
Objects: Calling List, Campaign.

[+] Statistics

- 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

Campaign Callback Status

This report presents information related to campaign initiated callbacks.
Objects: Calling List, Campaign, Campaign Calling List.

[+] Statistics

Completed

- Missed
- Scheduled
- Personal Completed
- Personal Missed
- Personal Scheduled

Campaign Group Activity

This report allows you to monitor the activity associated with outbound Campaign Groups.
Objects: Campaign Group.

[+] Statistics

- 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. Allowed
Objects: Campaign Group.

[+] Statistics

- 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)
- Short < 30s
- 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

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)
- Abandoned (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

- % Trans Made
- Transfers Made
- Agent Reply Total Number
- Agent Reply Total Time
- Total Agent Message Size
- Total Agent Message Count

Email Queue Activity

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

eServices Queue KPIs

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

	Time

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

Twitter 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
- Offered (60m)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (60m)
- Rejected
- Rejected (60m)
- Missed
- Missed (60m)
- Concurrent Twitters

Queue reports

See Queue statistic definitions.

Callback Activity

This report provides call activity statistics associated with the queues.
Objects: Queue.

[+] Statistics

- In Queue
- Offered
- Accepted
- Declined
- Abandoned From Ringing
- Current Accepted

Queue KPIs

This reports 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 Level
- Current AWT

Queue Overflow Reason

This reports presents reasons why calls were cleared from queues.
Objects: Queue Group, Queue, Route Point.

[+] Statistics

- Entered
- Cleared
- % Cleared
- Overflow Dissuaded
- Overflow Route

Connected Answered Cancelled	Current Connected Wait Time Wait Time Answered Wait Time Declined Total Cleared	Service Level (10s) Service Level (20s) Service Level (30s) Service Level (45s) Service Level (60s) Distinct Entered Entered Abandoned Abandoned Ringing Cleared Answered Answered < 10s Answered 10 and 20s Answered < 30s Answered < 60s Current Calls	Max Calls Min Calls Forwarded Oldest Call Waiting Max Answer Time ASA AHT AWA AWT % Abandoned % Cleared Wait Time Agents Logged In Agents Ready % Agents Ready	Overflow Closed Overflow Special Day Overflow Emergency	Overflow Voicemail Overflow Message Overflow Outsourced