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Genesys Intelligent Automation Help

Reports

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Reports

The **Reports** view displays various data about your contact center, including:

- **Online Reports** - Statistics about how your contact center is operating, including the number of inbound calls, business task success rate, recognition accuracy, and much more.
- **Customer Journeys** - Detailed maps of how customers proceed through your callflow(s).
- **Raw Data** - Detailed information about each call recorded in the database.

Online Reports

You can use the **View Online Reports** tab to generate various reports on the operation of your contact center. The table below describes details about the standard reports included with Intelligent Automation. For more detailed information, see the **Report types** section below.

Type	Description	Example Use Cases
Summary	Shows high-level statistics on call volumes, business tasks, and input recognition.	<ul style="list-style-type: none"> • How many calls went through an application in October? • What percentage of calls originated from mobile devices? • What is the average call duration compared to last month? • Following a prompt-wording change, what percentage of people successfully went through the Identification and Verification module last month compared to the month before? • Which menus are giving the highest breakouts?
Calls per Day	Shows the total calls per day for a module or application.	How many calls did we receive on the 27th of December following the Christmas period?
Calls by Time of Day	Shows total calls per hour for a module or application.	<ul style="list-style-type: none"> • What is our busiest hour? • How many staff do we need?

Type	Description	Example Use Cases
Block Results	Shows the volume of callers and results for each callflow step in the IVR application.	<ul style="list-style-type: none"> • How many callers hung up at the welcome prompt? • How many times were callers not found after entering their account number? • How many callers had trouble answering a particular question? • Of all callers that reached a particular call step, what percentage hung up?
Recognition Summary	Shows detailed recognition statistics for each question in the callflow including, percent recognized, percent unsuccessful, average duration and average retries.	<ul style="list-style-type: none"> • How many callers hit the Get Identifier question? • Which question has the lowest recognition rate? • Where do most people hang up? • Which question is taking the longest to answer? • Which question requires the most retries?
Business Task Summary	Shows the number and percentage of business tasks completed throughout the IVR application.	<ul style="list-style-type: none"> • How many callers successfully passed through Identification and Verification? • What percentage of people did not make it through Identification and Verification? • What is the average call duration for someone to make a payment?

Generating a report

To generate a report, configure the following:

- **Report Type** - Select one of the report types (described in the table above).
- **Start Date** - Select the start date for reporting data.
- **End Date** - Select the end date for reporting data.
- **Call type** - Select whether to use test-version data or production-version data.

- **Application** - Select whether to use all applications, or a specific application, for reporting data.
- **Report Options** - This section only appears if you choose the **Block Results** or **Recognition Summary** report type.
 - **Include All Modules** - If checked, the report includes data from all modules. If not checked, you can choose one or more modules to include in the report.
 - **Show Tagged Blocks Only** - For the **Blocks Results** report only. If you have tagged (filtered) certain blocks previously, you can select this box to use this tagging schema again. Otherwise, do not select this box. See the **Block Results** section for more information.
- **Report Format** - Select whether to view the report on-screen or to download a CSV file.

Click **Generate Report**.

Report types

The following table provides detailed information about each report.

Summary

Section	Statistic	Description
Calls	Number of calls	Total number of inbound calls.
	Average calls per day	Average number of inbound calls for the date range.
	% were mobile calls	Percentage of inbound calls from mobile devices.
	Average call duration	Average call duration for all inbound calls in the IVR application.
Business Tasks	% Task success rate	Percentage of callers who completed a business task (for example, making a payment). This statistic includes outcomes such as card declined, as the underlying product is still behaving according to specification.
	% Caller perceived success rate	Percentage of callers who completed a business task (for example, making a payment). This statistic only includes outcomes in which the caller was successful (for example, the card was not declined).
	Most frequent tasks	Shows the three most-frequent tasks.
Recognition	Average timeouts/retries	Average number of attempts to get a successful recognition. For example, if the statistic is 0.069 , then on average it takes callers

Section	Statistic	Description
		1.069 attempts to complete a question.
	Average recovery attempts	Average number of attempts to use the recovery default path.
	Last menu	Shows the three most-frequent menus where someone has exited the application.

Calls per Day

Section	Statistic	Description
Calls by Date	Date	Date the calls occurred.
	Number of Calls	Number of inbound calls received.

Calls by Time of Day

Section	Statistic	Description
Calls by Hour	Time	The hour in which the calls occurred.
	Number of Calls	Number of inbound calls received during the hour.

Block Results

The report shows one or more sections, depending on the number of modules and business processes available in your company, and whether you selected to view specific applications when you generated the report.

You can also create tags to filter which blocks appear in the report.

- Create a tag: In the **Report Options** section, click the link to create a tag. A pop-up window appears in which you can select which blocks to display in the report. After you select one or more blocks, enter a name for this tag in the **Tag Name** field and click **Save** at the bottom of the block list. To create another tag, you must ensure a tag is currently applied to the report before the link appears to create a tag.
[Link to video](#)
- Delete a tag: In the **Report Options** section, apply the tag you want to delete. Next, click the **tag** link to open the tag's properties. In the pop-up window, click the link to delete the tag.
[Link to video](#)

Statistic	Description
Block	The name of a block within this module or product.
Result	The result of the block. Each block can have different results.
Count	Number of calls that encountered this result for this block.

Statistic	Description
% of All Visits to This Block	Percentage of visits to this block that encountered this result.

Recognition Summary

The report shows one or more sections, depending on the number of modules and business processes available in your company, and whether you selected to view specific applications when you generated the report.

Statistic	Description
Block	The name of a block within this module or product.
Number of Visits	Number of times this input block has been entered.
% Recognised	Percentage of callers who successfully passed this input block by using either DTMF or voice.
% Hangups	Percentage of callers who hung up during this block.
% Max Retries	Percentage of callers who had trouble providing a response at this input block and received the maximum number of retries.
% Max Timeouts	Percentage of callers who did not respond to the question for this block and received the maximum number of attempts.
% Other	Percentage of callers who encountered another event at this block, such as a platform error due to licensing.
Ave. Duration (secs)	Average duration that a caller spends on this input block.
Ave. Retries	Average number of retry attempts that it takes for a caller to respond successfully to this input block.
Ave. Timeouts	Average number of timeout attempts that it takes for a caller to respond to this input block.
Ave. Helps	Average number of help requests for this input block.
Ave. Recovery Attempts	Average number of recovery attempts for this input block.

Business Task Summary

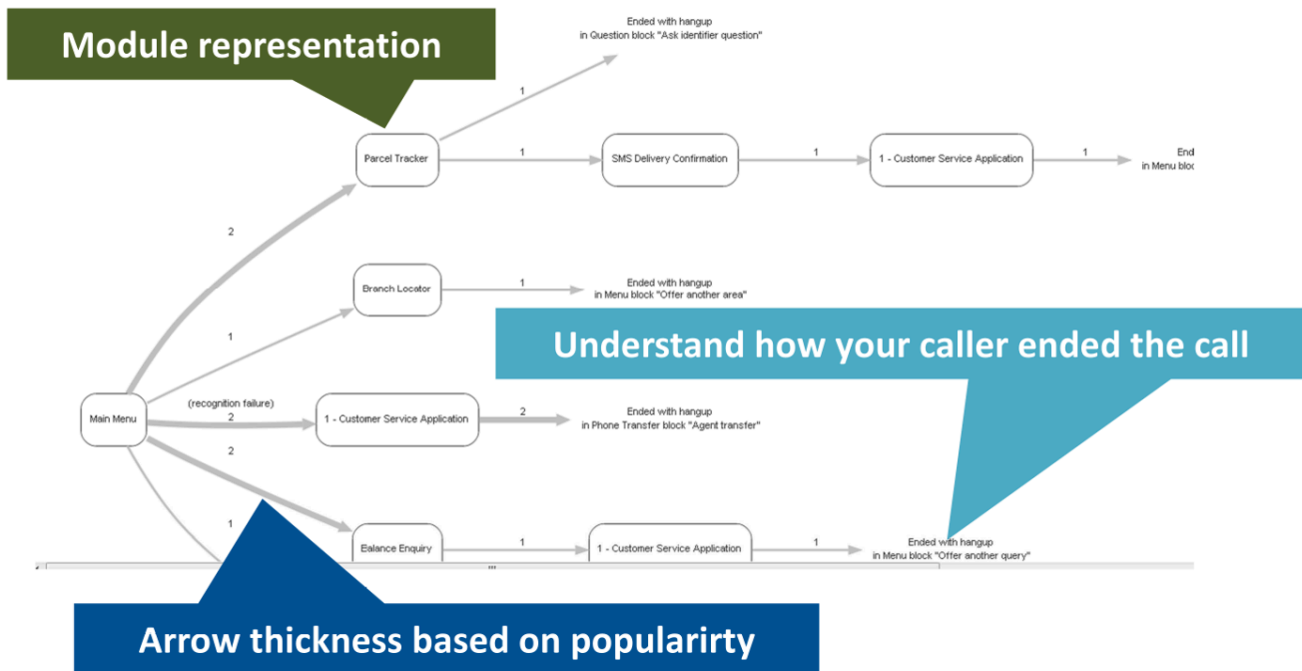
The report shows one or more sections, depending on the number of modules and business processes available in your company, and whether you selected to view specific applications when you generated the report.

Statistic	Description
Outcome Category	Type of outcome for this business task.
Outcome Description	The event generated by this outcome.
Count	The number of times this event has been

Statistic	Description
	generated by this outcome.
% of All Attempts	The percentage of attempts that resulted in this event for this outcome.
Ave. Duration (secs)	The average duration spent on achieving this event for this outcome.

Customer Journeys

You can use the **View Customer Journeys** tab to view easy-to-understand graphical representations of how callers progress through your applications.



Viewing customer journeys offers various benefits to your business, such as:

- Tracking the most-popular paths through an application at particular points in time to better understand the impact of business changes.
- Rearranging call-steering or self-service options based on usage, to ensure your applications present the most-popular options first to reduce the cost to serve.
- Determine up-sell and cross-sell opportunities based on customer behavior.
- Easily compare the customer experience between two versions of the same application to see which is more efficient.

- Monitor the impact of self-service or call-steering changes.
- Make improvements to other parts of the business based on consumer behavior.

Viewing customer journeys

Important

The journey report is a two-step process.

- Intelligent Automation generates a list of journeys based on the **Number of Journeys Displayed per Report** option and the rules except the **Filter options**.
- The **Filter options** are applied to that list to generate the final report.

The screenshot shows a configuration window titled "View Customer Journeys". It has two main sections. The top section, labeled "1", contains the following fields: "Start Date" (05 Jul 2020), "End Date" (05 Aug 2020), "Call type" (Production Calls Only), "Application" (All Applications), "Number of Journeys Displayed per Report" (30), "Number of Journey Steps per Customer Journey" (Between 0 and 9999), and "Order Journeys by Popularity" (Most Popular selected). The bottom section, labeled "2", contains "Filter Options" with four checkboxes: "Journeys Matching a Module Result or Call Outcome", "Journeys Starting with Selected Module", "Journeys Containing Selected Module", and "Journeys Excluding Selected Modules". A "View" button is located at the bottom left of the form.

To view customer journeys, configure the following:

- **Start Date** - Select the start date for the journey report.
- **End Date** - Select the end date for the journey report.
- **Call type** - Select whether to view journeys from test-version applications or production-version applications.
- **Application** - Select whether to use all applications, or a specific application, for the journey report.
- **Number of Journeys Displayed per Report** - Specify how many journeys to view per journey report.
- **Number of journey steps per customer journey** - Specify the minimum and maximum number of steps a journey must use to be included in this journey report.
- **Order journeys by popularity** - Select whether to view the most-popular journeys first, or the least-popular journeys first.
- **Filter Options** - Select a filter.
 - **Journeys Matching a Module Result or Call Outcome** - Journeys must match the specified

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result or outcome to be included in this journeys report.

- **Journeys Starting With Selected Module** - Journeys must start with the specified module to be included in this journeys report.
- **Journeys Containing Selected Module** - Journeys must contain the specified module to be included in this journeys report.
- **Journeys Excluding Selected Modules** - Journey must not contain the specified module to be included in this journeys report.

Click **View** to view the journeys report.

Viewing calls related to a specific journey

While viewing the journeys report, you can go to the **Calls** table to view a list of journeys associated with this report, along with how many calls generated each specific journey.

To see information about calls related to a specific journey, click **Show Calls**.

Filter Options				
No filter currently applied. Show Filter				
Calls				
Journey	Calls	%		
Make a Payment -> Main menu -> Make a Payment (ended with system hangup in Message: 'Goodbye')	27	30.00	Show Calls	
Make a Payment (ended with hangup in Start: 'Start')	14	15.56	Show Calls	
Make a Payment -> Main menu (ended with hangup in Menu: 'New menu 1')	13	14.44	Show Calls	
Make a Payment -> Main menu (123) -> Main menu -> Make a Payment (ended with system hangup in Message: 'Goodbye')	4	4.44	Show Calls	
Make a Payment -> Main menu -> Main menu -> Make a Payment (ended with system hangup in Message: 'Goodbye')	3	3.33	Show Calls	
Make a Payment (ended with hangup in Link: 'Call main menu')	3	3.33	Show Calls	
Make a Payment -> Main menu (5) -> Make a Payment (ended with system hangup in Message: 'Goodbye')	2	2.22	Show Calls	
Make a Payment (ended with hangup in Message: 'Welcome')	2	2.22	Show Calls	
Customer Service -> Update Account Details (ended with success in End: 'New end 2')	2	2.22	Show Calls	
Make a Payment -> Main menu -> Main menu (123) -> Make a Payment (ended with system hangup in Message: 'Goodbye')	2	2.22	Show Calls	
Show more Show all				
TOTAL	90	100		

Genesys Intelligent Automation displays a detailed breakdown of each call related to the journey, similar to the information provided in a **Raw Data report**. You can click the arrows beside each call record to view more detailed information about that particular call.

Raw Data

You can use the **View Raw Data** tab to view detailed data about various aspects of your contact center, including data that are not present in the standard **Online Reports**.

Reports

Company: Sprint 2 Report generated on: 31 Oct 2017 at 11:17:55 Current period: 5 Sep 2016 - 1 Nov 2017

Filter Options

DNS Filter:

CLI Filter:

[Apply Filter](#)

Displaying records 1-12 of 13

Call ID	CLI	DNS	Is Test Call	Call Start Time	Call Duration (secs)	Application Name	CTI Fields	Call End Site Name	Call End Block Type	Call End Block Name	Call End Result	Has Recent Failure	Last Menu Type	Last Menu Block Name	Voice Platform Session ID	Voice Platform Full Call ID
10005	022223334	1234	true	2017-08-23 11:43:12.24	86	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	virtual (c3593981-1013-4037-a308-41542c4393a6)	virtual (6325cbf4-2ca8-47db-b7f4a2917f9)
10006	022223334	1234	true	2017-08-23 14:34:50.743	352	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	virtual (0116362a-5499-4f6c-b859-4c27f992a397)	virtual (7b6f2c2b-c878-44d0-754ac939b4749)
10019	022223334	1234	true	2017-09-06 14:29:03.533	33	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	virtual (456c87f5-0b49-45d2-aea9-7977c68ba40)	virtual (6f580052-7557-40ab-5b1554726db0)
10023	022223334	1234	true	2017-09-06 15:23:42.26	50	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	virtual (895641ec-55cc-4607-8f1d-8d66f790169f)	virtual (a6d300c-7320c-4a3b-419ad46823d)
10025	022223334	1234	true	2017-09-07 13:45:48.183	23	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	virtual (f19d7ca4-8229-46ac-44e4-7491660b0b1)	virtual (5d578853-f12d-429f-e1358ebabccf)
10028	0123456789	4613	true	2017-09-08 15:25:46.06	23	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	1730028D-C877-4D41-BDC1-3F85E1ED3A1F-568910101026215	G730C0EYKID17HAJMQD7JU
10029	0123456789	4613	true	2017-09-08 15:26:12.663	24	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	1730028D-C877-4D41-BDC1-3F85E1ED3A1F-568910101026215	G730C0EYKID17HAJMQD7JU
10032	0123456789	8888	true	2017-09-08 15:46:53.913	17	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114056620170908	
10033	0123456789	8888	true	2017-09-08 15:48:25.69	14	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114056620170908	
10042	0123456789	8888	true	2017-09-12 16:44:19.037	11	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114068820170912	
10043	0123456789	8888	true	2017-09-12 16:44:43.153	9	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114068920170912	
10069	0123456789	8888	true	2017-09-15 11:04:49.85	7	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114061820170915	
10074	0123456789	8888	true	2017-09-20 14:40:00.917	5	Standard Application whisper		Blank Submodule whisper	5	New menu 1	hangup	false	5	New menu 1	200114062720170920	

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The table below describes the report types.

Type	Description
Call Details	Low-level data based on calls during a particular time period. This report give details on a per-call basis.
Call Steps	Low-level data based on calls steps during a particular time period. This report gives details on a per-block basis.
Business Tasks	Low-level data based on the outcome of business tasks within the IVR. This report gives details on each business task recorded.
GUI Actions	Detailed data on changes made to applications within the Graphical User Interface (GUI). This report provides data such as the person who made the change, what module(s) were changed, and when.

Generating a report

To generate a report, configure the following:

- **Data Set** - Select one of the report types (described in the table above).
- **Start Date and Time** - Select the start date and time to include in reporting data.
- **End Date and Time** - Select the end date and time to include in reporting data.
- **Number of Records Displayed per Page** - Specify the number of records to display on each page when viewing online. Each page provides controls to navigate to another page. This option does not

apply to downloaded reports.

- **Include Header Row** - If checked, the header row is included in the report.
- **Search Calls by CLI** - If checked, only data pertaining to the specified CLI is included in the report.
- **Search Calls by DNIS** - If checked, only data pertaining to the specified DNIS is included in the report.

Click **View Report** to view the report in your browser, or click **Download Report** to download the report as a CSV file.

Important

Contact your Genesys representative if you have questions about specific fields in a **Raw Data** report.