GENESYS™

Genesys Customer Experience Insights Project Guide

Chat Bot folder

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Chat Bot folder

The Chat Bot folder contains numerous objects that you can use to build reports that describe chat bot volumes, statistics, and outcomes in your contact center. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Chat Bot folder and subfolders

This folder contains the following root folder and subfolders.

- Chat Bot

Folder: Chat Bot

Introduced: 9.0.007.03

Description: The root Chat Bot folder. Objects in this folder enable the organization and measurement of Info Mart Chat Bot data based on high-level characteristics of bot sessions.		
Metrics:		
• % Failed	• Customer Terminated	• Messages Sent
• Avg Messages Received	• Failed	• Rejected
• Avg Messages Sent	• Initiated	• Session Time
• Avg Session Time	• Messages Received	• Started
Attributes:		
• Bot Category	• End Reason	• Ended By
• Bot Function	• End Result	

Reports built primarily from the objects in the Chat Bot folder and subfolders

- Bot Dashboard

For more information about Chat Bot reports, see the *Genesys CX Insights 9.0 User's Guide*.