GENESYS™

Genesys Customer Experience Insights User's Guide

Blocks Summary Report

12/25/2025

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Blocks Summary Report

This page describes how you can use the (**IVR** folder) Blocks Summary Report to learn more about traffic and errors in each application block.

Understanding the Blocks Summary Report

Blocks Summary Report								
Day	Block	Strikeout	Blocks	No Input Error	No Match Error	Avg No Input Error	Avg No Match Error	Avg Block Duration (Fmt)
	AM PM Menu	0	6	6	6	1.00	1.00	00:00:06
	Ask Retry or Return	0	1	1	1	1.00	1.00	00:00:08
	Child Menu	4	9	9	9	1.00	1.00	00:00:15
	Collect Phone Number	28	53	53	53	1.00	1.00	00:00:10
	Confirm Number Menu	2	7	7	7	1.00	1.00	00:00:11
	Confirm Phone Number	2	108	108	108	1.00	1.00	00:00:10
	Confirm Time Slot Selected	0	10	10	10	1.00	1.00	00:00:09
	Description of callback	1	1	1	1	1.00	1.00	00:00:17
	Existing Callback Menu	2	12	12	12	1.00	1.00	00:00:12
	Get Day of Week	0	18	18	18	1.00	1.00	00:00:14
	Get Time	1	17	17	17	1.00	1.00	00:00:09
	Hail Caller Menu	18	71	71	71	1.00	1.00	00:00:36
2017	main Menu	3	9	9	9	1.00	1.00	00:00:10

This report provides information about the frequency of use of each application block, and the number and type of errors encountered in each application block.

To get a better idea of what this report looks like, view sample output from the report: SampleBlocksSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Blocks Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Blocks Summary Report

Attribute	Description
Day	This attribute enables data to be organized by the day.
Block	This attribute enables data to be organized by application block.

Metrics used in the Blocks Summary Report

Metric	Description
Strikeout	The total number of times that the maximum number of retries was reached.
Blocks	The total number of hits to a given block. A session can hit a block more than once.
No Input Error	The total number of times that a No Input error was encountered in each block.
No Match Error	The total number of times that a No Match error was encountered in each block.
Avg No Input Error	The average number of No Input errors encountered in each block.
Avg No Match Error	The average number of No Match errors encountered in each block.
Avg Block Duration (Fmt)	The average amount of time spent in each block (HH:MM:SS).