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Genesys Customer Experience Insights User's Guide

Chat Engagement Report

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Contents

- 1 Chat Engagement Report
 - 1.1 Understanding the Chat Engagement Report
 - 1.2 Prompts for the Chat Engagement Report
 - 1.3 Attributes used in Chat Engagement Report
 - 1.4 Metrics used in the Chat Engagement Report

Chat Engagement Report

This page describes how you can use the (**Chat** folder) Chat Engagement Report to learn more about the number of chat engagements agents had, and the duration of each. Sessions can contain more than one *engagement*; each engagement represents an agent's participation in that part of a session.

Understanding the Chat Engagement Report

Chat Engagement Report

Chat Engagement Report													
Tenant	Media Type	Media Origin	Agent Group	Agent Name			Day	Offered	Accepted	Acceptance Rate	Engagement Handle Time (Pmt)	Focus Time (Pmt)	
Environment	Chat	facebook	No Group	a1001	surname01	name01	e1001	2019-02-20	1	1	100.00%	00:05:55	00:00:00
		unknown	No Group	a1001	surname01	name01	e1001	2019-01-30	1	1	100.00%	00:00:59	00:00:00
								2019-02-11	2	2	100.00%	00:01:43	00:00:00
								2019-02-20	2	2	100.00%	00:01:04	00:00:00
								2019-02-22	2	0	0.00%	00:00:00	00:00:00
								2019-03-01	2	0	0.00%	00:00:00	00:00:00
								2019-03-04	6	4	66.67%	00:15:22	00:00:00
		a1002	surname02	name02	e1002	2019-03-04	3	1	33.33%	00:39:18	00:00:00		

This report shows statistics about the number and duration of chat engagements, as well as a comparison of the total time required to handle each one to the amount of time the agent spent focused on the engagement.

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

[SampleChatEngagementReport.pdf](#)

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

Prompts for the Chat Engagement Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the Selected list. Default: Current month. If this prompt is set to anything other than none , the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except none , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report

Prompt	Description
	data. If the Pre-set Date Filter is set to any value except none , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Agent Group	Optionally, select one or more agent groups on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS
WhatsApp	CHAT	WhatsApp

Attributes used in Chat Engagement Report

Attribute	Description	Data Mart Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_TYPE.MEDIA_NAME
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See	CHAT_SESSION_DIM.MEDIA_ORIGIN

Attribute	Description	Data Mart Column
	the table Media Type vs Media Origin for more information.	
Agent Group	Enables data to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_.GROUP_NAME WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN', 'NO_VALUE')
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_GI2.AGENT_NAME
Day	Enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Chat Engagement Report

Metric	Description	Source or Calculation
Offered	Total number of engagement which were offered to the agents.	AG2_AGENT_[*].OFFERED
Accepted	Total number of assigned engagements which were accepted by the agents.	AG2_AGENT_[*].ACCEPTED
Acceptance Rate	Percentage of accepted engagements / assigned engagements.	Offered / Accepted
Engagement Handle Time (Fmt)	Total duration (HH:MM:SS) of the agent engagement. Calculated as the difference between the time when the agent joins the chat and the time when the agent leaves the chat (or the time the chat ends).	
Focus Time (Fmt)	The total amount of time (HH:MM:SS) spent handling chat interactions received by agent(s) or agent group(s). This metric excludes dormant time.	