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Genesys Customer Experience Insights User's Guide

Interactions Acceptance Report

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Interactions Acceptance Report

Use this report to view statistics about the acceptance of interactions by agents, including the amount of time it took for agents to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay.

Understanding the Interactions Acceptance Report

Interactions Acceptance Report														
Tenant	Media Type	Media Origin	Agent Group	Agent Name			Day	Interactions Accepted	% Interactions Accepted	Avg Duration for Accepting Interactions (Pmt)	Max Duration for Accepting Interactions (Pmt)	% Interactions Less Time to Accept	% Interactions Long Time to Accept	
Environment	Chat	Chat	Agnet_grp-2	a1002_4002	a1002_4002	a1002_4002	2019-09-18	4	100.00%	00:00:06	00:00:09	100.00%	0.00%	
							2019-09-26	5	100.00%	00:00:08	00:00:13	80.00%	20.00%	
							2019-10-08	6	100.00%	00:00:04	00:00:06	100.00%	0.00%	
							2019-10-09	4	100.00%	00:00:07	00:00:13	75.00%	25.00%	
							Total	19	100.00%	00:00:06	00:00:41	89.47%	10.53%	
				Total	19	100.00%	00:00:06	00:00:41	89.47%	10.53%				
			Customer40-02_AgentGrp	a1001_4002	a1001	a1001_4002	2019-09-13	1	100.00%	00:00:02	00:00:02	100.00%	0.00%	
							2019-09-16	9	90.00%	00:00:20	00:01:05	33.33%	66.67%	
							2019-09-17	2	100.00%	00:00:07	00:00:08	100.00%	0.00%	
							2019-09-18	12	100.00%	00:00:07	00:00:16	75.00%	25.00%	
							2019-09-19	2	100.00%	00:00:08	00:00:12	50.00%	50.00%	
							2019-09-20	3	100.00%	00:00:05	00:00:08	100.00%	0.00%	
							2019-09-23	6	75.00%	00:00:15	00:00:59	83.33%	16.67%	
							2019-09-26	7	100.00%	00:00:05	00:00:11	85.71%	14.29%	
							2019-09-27	1	100.00%	00:00:06	00:00:06	100.00%	0.00%	
							2019-10-01	1	100.00%	00:00:02	00:00:02	100.00%	0.00%	
							2019-10-03	4	100.00%	00:00:09	00:00:11	75.00%	25.00%	
							2019-10-08	18	100.00%	00:00:06	00:00:13	83.33%	16.67%	
							2019-10-09	13	92.86%	00:00:07	00:00:14	76.92%	23.08%	
							Total	79	95.18%	00:00:09	00:03:47	75.95%	24.05%	
			Total	a1008_4002	a1008	a1008_4002	2019-09-19	1	100.00%	00:00:03	00:00:03	100.00%	0.00%	
							2019-09-20	1	100.00%	00:00:08	00:00:08	100.00%	0.00%	
							2019-10-08	1	100.00%	00:00:24	00:00:24	0.00%	100.00%	
							2019-10-09	2	100.00%	00:00:11	00:00:16	50.00%	50.00%	
				Total			5	100.00%	00:00:11	00:00:51	60.00%	40.00%		
			Total	84		95.45%	00:00:09	00:04:38	75.00%	25.00%				
			Total	103		96.26%	00:00:08	00:05:19	77.67%	22.33%				
			Facebook	Agnet_grp-2	a1002_4002	a1002_4002	a1002_4002	2019-10-03	1	100.00%	00:00:09	00:00:09	100.00%	0.00%
								2019-10-10	2	100.00%	00:00:08	00:00:13	50.00%	50.00%
								Total	3	100.00%	00:00:08	00:00:22	66.67%	33.33%
				Total				3	100.00%	00:00:08	00:00:22	66.67%	33.33%	
				Customer40-02_AgentGrp	a1001_4002	a1001	a1001_4002	2019-09-16	1	100.00%	00:00:11	00:00:11	0.00%	100.00%
								2019-09-30	1	100.00%	00:00:04	00:00:04	100.00%	0.00%
								2019-10-03	1	100.00%	00:08:14	00:08:14	0.00%	100.00%
				2019-10-10				6	100.00%	00:00:07	00:00:11	83.33%	16.67%	
			Total	4		100.00%		00:08:40	00:08:40	66.67%	33.33%			

Customer experience is directly impacted if there is a delay before an agent accepts an interaction. Use this report to understand interaction acceptance rate and speed, which can help you to optimize the agent performance and consumer experience.

To get a better idea of what this report looks like, view sample output from the report: [InteractionsAcceptanceReport.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 Interactions Acceptance 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 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 from which to gather data into the 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 Interactions Acceptance 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 the table Media Type vs Media Origin for more information.	MEDIA_ORIGIN.MEDIA_ORIGIN
Agent Group	Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_A.GROUP_NAME
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_A.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 Interactions Acceptance Report

Metric	Description	Source or Calculation
Interactions Accepted	The number of interactions accepted during the reporting period. This metric is identical to Chat > Agent > Accepted.	AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED
% Interactions Accepted	Percentage of interactions which were accepted, relative to the total number of interactions initiated by customers. This metric is identical to Chat > Agent > Acceptance Rate.	Calculated as the value of Chat > Agent > Accepted divided by the value of Chat > Agent > Offered.
Avg. Duration for Accepting Interaction	Average amount of time ([H]:MM:SS) that elapsed before agents accepted interactions.	Calculated as the value of Chat > Agent > Alert Duration divided by the value of Chat > Agent > Accepted.

Metric	Description	Source or Calculation
Max. Duration for Accepting Interaction	The maximum amount of time ([H]:MM:SS) that elapsed before an agent accepted an interaction.	AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX
% Interactions Less Time to Accept	The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.
% Interactions Long Time to Accept	The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.