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Genesys Customer Experience Insights User's Guide

Predictive Routing Queue Statistics Report

12/19/2025

Predictive Routing Queue Statistics Report

Predictive Routing Queue Statistics Report														
Tenant	Media Type	Queue	Day	Predictor Status	Predictor	Model	Offered	Accepted	Req. Handle Time (Sec)	Engage Time (Sec)	Req. Agent Time (Sec)	Req. Agent Time (Sec)	% Abandoned	% Accepted Service Level
Enterprise	Voice	VCL-Tel (P)	2023-12-04	Q17	ML-VCL-L2	ML-VCL-L2	6	6	00:00:05	0:00	00:00:00	0.00%	100.00%	
			ML-VCL-L2	ML-VCL-L2	7	7	00:00:02	0:00	00:00:02	0.00%	100.00%			
			ML-VCL-L2	ML-VCL-L2	1	1	00:00:00	0:00	00:00:00	0.00%	100.00%			
			Q18	ToolPredictor	Composite	1	1	00:00:00	0:00	00:00:00	0.00%	100.00%		
			Q18	ToolPredictor	Composite	246	2	00:00:00	0:00	00:00:01	0.01%	0.01%		
			Q18	ToolPredictor	Composite	1	1	00:00:01	0:00	00:00:01	0.00%	100.00%		
		2023-12-05	Q17	ML-VCL-L2	ML-VCL-L2	138	0	00:00:00	0:00	00:00:00	0.00%	0.00%		
		Q17	ToolPredictor	CRM/NOA	13	11	00:00:00	0:00	00:00:00	0.00%	100.00%			
		Q17	ML-VCL-L2	ML-VCL-L2	10	0	00:00:00	0:00	00:00:00	0.00%	100.00%			
		Q18	ToolPredictor	Composite	10	10	00:00:00	0:00	00:00:00	0.00%	100.00%			
		Q18	ToolPredictor	Composite	10	10	00:00:00	0:00	00:00:00	0.00%	100.00%			
		2023-12-30	Q17	ML-VCL-L2	ML-VCL-L2	10	0	00:00:00	0:00	00:00:00	0.00%	100.00%		
		Q18	ToolPredictor	Composite	7	7	00:00:00	0:00	00:00:00	0.00%	100.00%			
		Total							367	40	00:00:01	0:00	00:00:01	1.04%
Total								367	40	00:00:01	0:00	00:00:01	1.04%	0.00%
Total								367	40	00:00:01	0:00	00:00:01	1.04%	0.00%

Predictive Routing Queue Statistics Report

Use the **Predictive Routing Queue Statistics Report** to track KPIs for each queue when Genesys Predictive Routing (GPR) is used to optimize routing. The report allows you to monitor overall interaction-processing performance of queues, including contrasting, for each Model and Predictor, the number of Offered and Accepted interactions, Accept, Handle, and Engage Time, as well as abandoned and service level metrics.

This report organizes data on the following tabs:

- Main

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

[Sample_Predictive_Routing_Queue_Statistics_Report.pdf](#)

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing Queue Statistics Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Date	Choose the date from which to begin collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except None .
End Date	Choose the date at which to stop collecting data into the report.
Queue	Select one or more queues from which to gather data into the report. Default: ALL
Media Type	Select one or more media types to include in the report. Default: ALL
Predictor	Select one or more predictors to include in the report. Default: ALL
Model	Select one or more models to include in the report. Default: ALL
Tenant	Select one or more tenants to include in the report. Default: ALL

Attributes in the Predictive Routing Queue Statistics Report

Attribute	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Queue	Enables the organization of data based on the name of the ACD queue, virtual queue, interaction queue, or workbin.
Day	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Predictor	Enables the organization of data based on the identifier for the predictor that was used to request scoring for predictive routing. (PREDICTOR ID - PREDICTOR NAME)
Model	Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing. (MODEL ID - MODEL DESC)

Metrics in the Predictive Routing Queue Statistics Report

Metric	Description
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource
Accepted	The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
Avg Handle Time	The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.
Avg Engage Time	For customer interactions that were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that agents were engaged with customers.
Avg Agent Score	Calculated as the sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions that were distributed from this queue, where GPR was active.
Avg Accept Time	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.

% Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.
% Accept Service Level	The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.