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Genesys Customer Experience Insights User's Guide

Queue Priority Range Report

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Contents

- 1 Queue Priority Range Report
 - 1.1 Understanding the Queue Priority Range Report
 - 1.2 Prompts in the Queue Priority Range Report
 - 1.3 Attributes in the Queue Priority Range Report
 - 1.4 Metrics in the Queue Priority Range Report
 - 1.5 Customizing the report

Queue Priority Range Report

This page describes how you (as a technical business user) can use the **(CX Insights for iWD folder) > Queue Priority Range Report** to tune the priorities in the rules system and routing strategies in order to reduce average durations at processing milestones. This report is particularly useful if you manage your operations around service level-based or business outcome-based priorities.

Understanding the Queue Priority Range Report

Queue Priority Range Report									
Tenant	Department	Process	Queue	Priority Range 100	Day	Entered	Exited	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
selenium	Email Marketing	Advertising	iwd_bp_comp.Main.iWD_Captured	1-100	2019-12-06	3,911	0	00:00:00	00:00:00
					2019-12-07	10,631	0	00:00:00	00:00:00
					2019-12-08	10,604	0	00:00:00	00:00:00
					2019-12-09	10,629	0	00:00:00	00:00:00
					2019-12-10	10,694	0	00:00:00	00:00:00
					2019-12-11	10,937	0	00:00:00	00:00:00
					2019-12-12	10,791	0	00:00:00	00:00:00
					2019-12-13	10,807	0	00:00:00	00:00:00
					2019-12-14	10,799	0	00:00:00	00:00:00
					2019-12-15	10,682	0	00:00:00	00:00:00
					2019-12-16	10,929	0	00:00:00	00:00:00
					2019-12-17	10,703	0	00:00:00	00:00:00
					2019-12-18	10,649	0	00:00:00	00:00:00
					2019-12-19	10,790	0	00:00:00	00:00:00
					2019-12-20	10,737	0	00:00:00	00:00:00
					2019-12-21	10,902	0	00:00:00	00:00:00
					2019-12-22	10,670	0	00:00:00	00:00:00
					2019-12-23	10,898	0	00:00:00	00:00:00
					2019-12-24	10,800	0	00:00:00	00:00:00
					2019-12-25	10,859	0	00:00:00	00:00:00
					2019-12-26	10,801	0	00:00:00	00:00:00
					2019-12-27	10,801	0	00:00:00	00:00:00
					2019-12-28	11,151	0	00:00:00	00:00:00
					2019-12-29	10,874	0	00:00:00	00:00:00
					2019-12-30	10,811	0	00:00:00	00:00:00
					2019-12-31	10,786	0	00:00:00	00:00:00
					2020-01-01	10,752	0	00:00:00	00:00:00
					2020-01-02	10,782	0	00:00:00	00:00:00
					2020-01-03	10,515	0	00:00:00	00:00:00
					2020-01-04	10,789	0	00:00:00	00:00:00
					2020-01-05	10,761	0	00:00:00	00:00:00
					2020-01-06	10,888	0	00:00:00	00:00:00
					2020-01-07	10,712	0	00:00:00	00:00:00
					2020-01-08	10,851	0	00:00:00	00:00:00
					2020-01-09	10,751	0	00:00:00	00:00:00
					2020-01-10	10,796	0	00:00:00	00:00:00
					2020-01-11	10,671	0	00:00:00	00:00:00
					2020-01-12	10,601	0	00:00:00	00:00:00
					2020-01-13	42,342	23	00:00:00	00:00:00
					2020-01-14	14,366	3,897	00:00:00	00:00:00
					2020-01-15	45,154	2,232	00:00:00	00:00:00
							2	00:00:00	00:00:00

This report breaks down the overall average that is spent to complete tasks (from inception within the presource system, to termination within iWD) into average task durations at defined milestones along a task's routed path for each range of queue priorities.

Although this report is defined using the Priority Range attribute, you can drill along this attribute to display larger ranges in which task priorities fall.

To get a better idea of what this report looks like, view sample output from the report:
[SampleQueuePriorityRangeReport.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 in the Queue Priority Range Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day and time from which to gather report data.
End Date	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Queue	Optionally, select a queue on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.

Attributes in the Queue Priority Range Report

Attribute	Description	Data Mart Table.Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Queue	Enables data to be organized by the name of the interaction queue, agent workbin, agent	QUEUE.QUEUE_NAME

Attribute	Description	Data Mart Table.Column
	group workbin, place workbin, or place group workbin into which tasks or work items entered.	
Priority Range 100	Enables data to be organized by the range in which the task's priority falls. Ranges are character values that have a granularity of 100—for example: 1-100, 101-200, 201-300.	PRIORITY.PRIORITY_RANGE_100
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Queue Priority Range Report

Metric	Description	Source or Calculation
Entered	The total number of new tasks that were distributed from this queue and were submitted to iWD during the reporting interval.	IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].ENTERED
Exited	The total number of tasks that exited the queue or workbin during the reporting interval.	IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].EXITED
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed within the iWD system before tasks that were distributed from this queue were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: - Accept Time is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM_ACCEPT_TIME - Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM_FINISH_TIME
Avg Finish Time (Fmt)	The average amount of time that elapsed before agents completed tasks that were distributed from this queue. This measure includes the time that tasks were backlogged, as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: - Finish Time is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM_FINISH_TIME - Finished is: IWD_AGG_TASK_QUEUE_[Y,Q,M,W,D,H,15].CM_FINISH

Customizing the report

Some dashboards contain attributes representing different granularity of an attribute, such as Priority Range, or Business Value. You can change the granularity of the data shown in the report by replacing this attribute with another; this procedure uses Business Value Range in the Capture Point Business Value Report as an example.

Queue Priority Range Report

The screenshot displays the Queue Priority Range Report interface. On the left, the 'ALL OBJECTS' sidebar lists various data objects. The 'Priority Range 500' object is highlighted with a red circle. An arrow points from this object to the 'Priority Range 500' column in the main data table. Another arrow points to the 'ALL OBJECTS' tab in the sidebar.

The main data table shows the following columns: Department, Process, Queue, Priority Range 500, Priority Range 100, Day, and Entered. The data is filtered by Department (Email Marketing) and Process (Advertising). The Queue is iwd_bp_comp.Main.IWD_Captured. The Priority Range 500 column shows values from 1-500, and the Priority Range 100 column shows values from 1-100. The Day column shows dates from 2019-12-06 to 2020-01-08. The Entered column shows values from 3,911 to 10,851.

Department	Process	Queue	Priority Range 500	Priority Range 100	Day	Entered
					2019-12-06	3,911
					2019-12-07	10,631
					2019-12-08	10,604
					2019-12-09	10,629
					2019-12-10	10,694
					2019-12-11	10,937
					2019-12-12	10,791
					2019-12-13	10,807
					2019-12-14	10,799
					2019-12-15	10,682
					2019-12-16	10,929
					2019-12-17	10,703
					2019-12-18	10,649
					2019-12-19	10,790
					2019-12-20	10,737
					2019-12-21	10,902
					2019-12-22	10,670
					2019-12-23	10,898
					2019-12-24	10,800
					2019-12-25	10,859
					2019-12-26	10,801
					2019-12-27	10,801
					2019-12-28	11,151
					2019-12-29	10,874
					2019-12-30	10,811
					2019-12-31	10,786
					2020-01-01	10,752
					2020-01-02	10,782
					2020-01-03	10,515
					2020-01-04	10,789
					2020-01-05	10,761
					2020-01-06	10,888
					2020-01-07	10,712
					2020-01-08	10,851

Changing the granularity of the report data

Procedure: Changing the granularity of the report data

Purpose: Change the granularity range of an attribute. In this example, we change the Capture Point Business Value Report, which by default is configured to use the "Business Value Range 100" attribute.

Steps

1. Log in with an account having Administrator privileges.
2. Open and run the report. It's best to modify a copy of the report, rather than the original:
 1. Click **Report Home > Save As**.
 2. In the **Save As** editor:
 1. In the **Save in** list, choose one of the following paths:
 - **Shared Reports > Custom** — to make the modified report accessible to other users.
 - **My Reports** — to make the modified report accessible only to you.
 2. Enter a **Name** for the report, and optionally modify the **Description**.
 3. Click **OK**.
 3. In the **Report Saved** editor, click **Run newly saved report**, and answer the prompts to generate the report.
3. You can now modify the report:
 1. From the **Report Objects** menu, click **All Objects**.
In the **All Objects** hierarchy, drag the new attribute (for example **Business Value Range 1000**) into the report, releasing the left mouse button when over the appropriate location in the report.
 2. Drag the unwanted attribute (for example **Business Value Range 100**) out of the report grid.
4. Click **Report Home > Save**. Rerun the report to verify the results.