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Genesys Customer Experience Insights User's Guide

Asynchronous Chat Dashboard

12/19/2025

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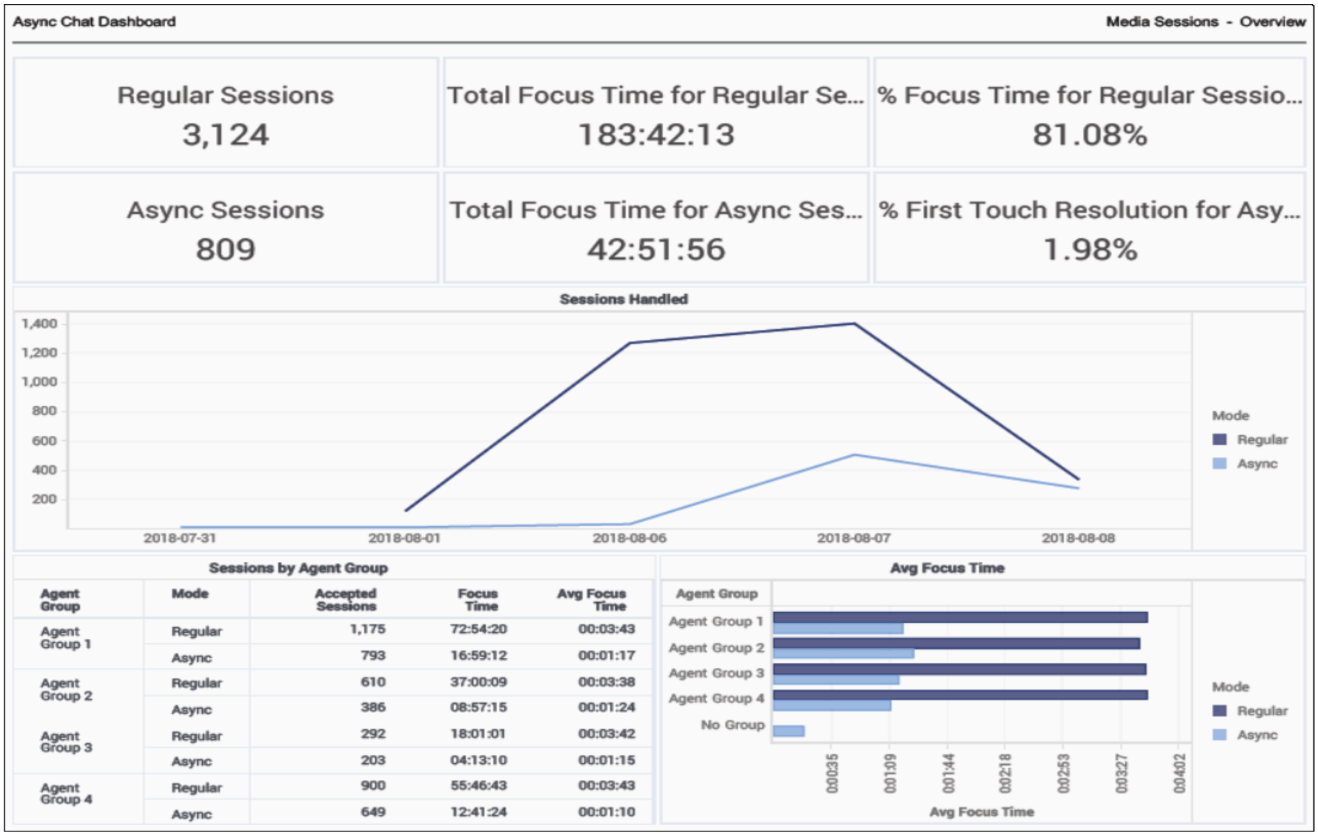
Asynchronous Chat Dashboard

Use the (**Chat** >) Asynchronous Chat Dashboard to see detailed information about asynchronous (async) chat sessions in the contact center. Async chat sessions are single chat sessions between a customer and a contact center that last for a long period of time (potentially several days). Agents can return a chat session back into the workflow (into a dormant state), and then reconnect to the session later.

Note that this dashboard, like many other reports and dashboards, can provide useful information only if your environment is configured to provide it.

Understanding the Asynchronous Chat Dashboard



Async Chat Dashboard

Media Sessions - Overview

Regular Sessions
3,124

Total Focus Time for Regular Se...
183:42:13

% Focus Time for Regular Sessio...
81.08%

Async Sessions
809

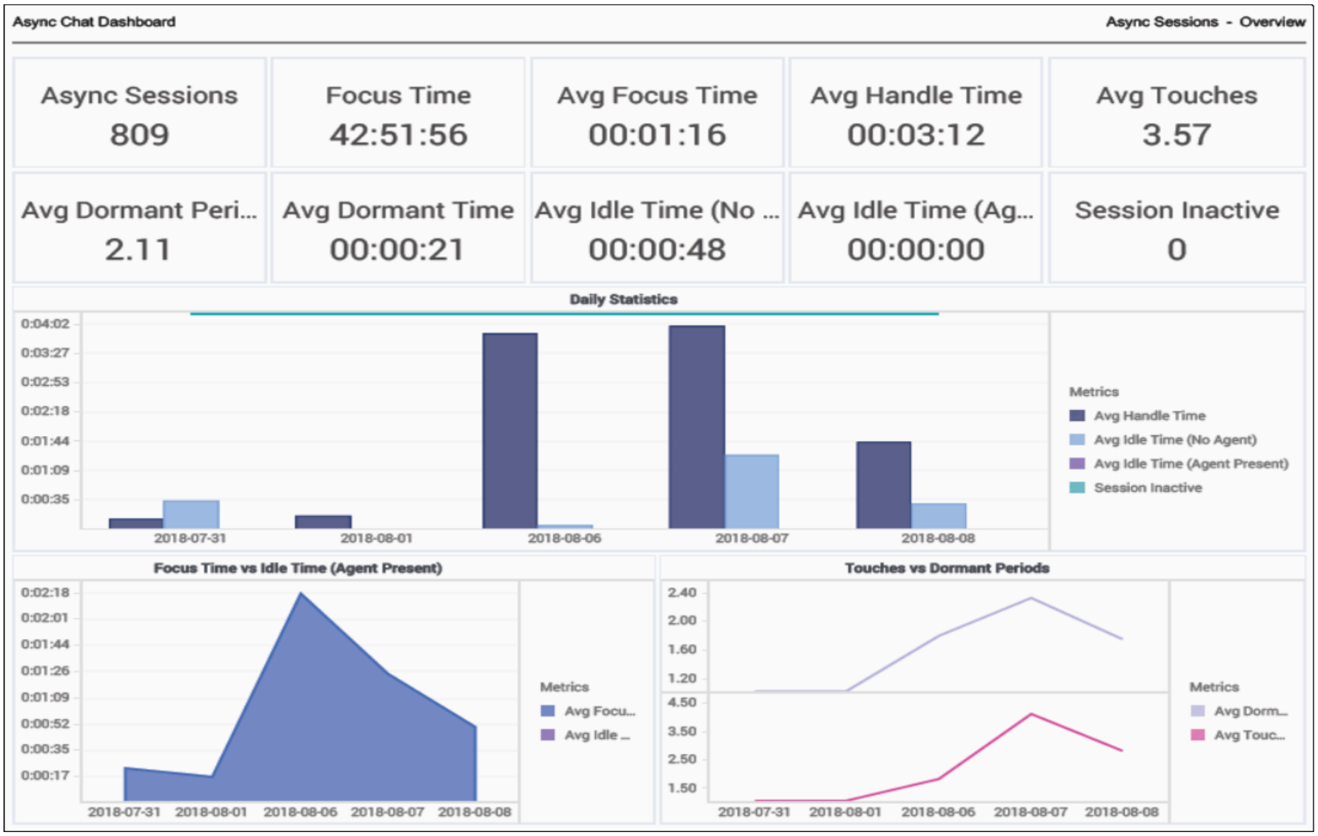
Total Focus Time for Async Ses...
42:51:56

% First Touch Resolution for Asy...
1.98%

Sessions by Agent Group

Agent Group	Mode	Accepted Sessions	Focus Time	Avg Focus Time
Agent Group 1	Regular	1,175	72:54:20	00:03:43
	Async	793	16:59:12	00:01:17
Agent Group 2	Regular	610	37:00:09	00:03:38
	Async	386	08:57:15	00:01:24
Agent Group 3	Regular	292	18:01:01	00:03:42
	Async	203	04:13:10	00:01:15
Agent Group 4	Regular	900	55:46:43	00:03:43
	Async	649	12:41:24	00:01:10

Sessions Handled
1,400
1,200
1,000
800
600
400
200
2018-07-31
2018-08-01
2018-08-06
2018-08-07
2018-08-08
Mode
Regular
Async
Avg Focus Time
Agent Group
Agent Group 1
Agent Group 2
Agent Group 3
Agent Group 4
No Group
0:00:35
0:01:09
0:01:44
0:02:18
0:02:53
0:03:27
0:04:02
Avg Focus Time
Mode
Regular
Async



Async Chat Dashboard

Async Sessions - Overview

Async Sessions
809

Focus Time
42:51:56

Avg Focus Time
00:01:16

Avg Handle Time
00:03:12

Avg Touches
3.57

Avg Dormant Peri...
2.11

Avg Dormant Time
00:00:21

Avg Idle Time (No ...
00:00:48

Avg Idle Time (Ag...
00:00:00

Session Inactive
0

Daily Statistics
0:04:02
0:03:27
0:02:53
0:02:18
0:01:44
0:01:09
0:00:35
2018-07-31
2018-08-01
2018-08-06
2018-08-07
2018-08-08
Metrics
Avg Handle Time
Avg Idle Time (No Agent)
Avg Idle Time (Agent Present)
Session Inactive
Focus Time vs Idle Time (Agent Present)
0:02:18
0:02:01
0:01:44
0:01:26
0:01:09
0:00:52
0:00:35
0:00:17
2018-07-31
2018-08-01
2018-08-06
2018-08-07
2018-08-08
Metrics
Avg Focu...
Avg Idle ...
Touches vs Dormant Periods
2.40
2.00
1.60
1.20
4.50
3.50
2.50
1.50
2018-07-31
2018-08-01
2018-08-06
2018-08-07
2018-08-08
Metrics
Avg Dorm...
Avg Touc...

Specially designed to capture information about async chat sessions, the dashboard is divided into two tabs:

- Media Sessions — This tab provides several tools you can use to compare the number and relative focus time for regular versus Async chat sessions, and to compare the relative performance of agent groups. It includes three handy charts illustrating the number of sessions handled over a period of days, comparing the number of sessions handled by various agent groups, and comparing the average focus time for various agent groups.
- Async Sessions — This tab provides more detailed information about Async sessions, helping you to understand how customers experience Async chat sessions. It includes charts that illustrate several statistics, including Handle Time, Session Inactive Time, Idle Time (as compared to Focus Time), and compares Touches to Dormant Periods.

Note that this dashboard displays information only about *completed* async chat sessions. You can view not-yet-completed chat sessions in other Genesys CX Insights chat reports, which combine metrics for regular or async sessions without distinguishing between the two.

Use this dashboard to evaluate the relative efficiency of async chat sessions, compared to regular chat sessions, and to understand how agents interact with Async chat sessions in your contact center.

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

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

Prompts for the Asynchronous Chat Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Media Type	Optionally, select the type of media to include in the dashboard — for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the dashboard.

Attributes used in the Asynchronous Chat Dashboard

Attribute	Description
Day	This attribute 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.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, Voice, Email, and Chat.
Mode	This attribute enables data to be organized by the mode (Regular or Async).
Tenant	This attribute enables data within the reporting interval to be organized by tenant.

Metrics used in the Asynchronous Chat Dashboard

The Asynchronous Chat Dashboard is divided into two tabs:

- Media Sessions
- Async Sessions

Metric	Description
Media Sessions tab	
Regular Sessions	The total number of online chat sessions started within the reporting period.
Total Focus Time for Regular Sessions	The total amount of time (HH:MM:SS), during the reporting period, that agents spent handling regular chat interactions received by the agent or agent group.
% Focus Time for Regular Sessions	The percentage of agent time, during the reporting period, that agents spent handling Async chat interactions received by the agent or agent group.
Async Sessions	The total number of Async chat sessions started within the reporting period.
Total Focus Time for Async Sessions	The total amount of time (HH:MM:SS), during the reporting period, that agents spent working on Async chat sessions.
% First Touch Resolution for Async Sessions	The percentage of Async chat sessions that were handled with one touch. This metric counts sessions that were either never placed in dormant state, were placed in a dormant state once, and never woken from that state, and includes sessions whether ended by agent, customer, or by timeout.
Sessions Handled	The total number of online chat sessions started

Metric	Description
	within reported period.
Avg Focus Time	The average amount of time (HH:MM:SS), spent handling chat interactions received by agent(s).
Async Sessions tab	
Async Sessions	The total number of Async chat sessions started within the reporting period.
Focus Time	The total amount of time (HH:MM:SS) spent handling Async chat interactions received by Agent(s) or Agent Group(s). This metric excludes dormant time.
Avg Focus Time	The average amount of time (HH:MM:SS), spent handling Async chat interactions received by Agent(s).
Avg Handle Time	The average duration (HH:MM:SS) of Async chat sessions.
Avg Touches	The average number of times sessions were in active state (not dormant).
Avg Dormant Period	The average number of times sessions entered a dormant state during the reporting period.
Avg Dormant Time	The average amount of time (HH:MM:SS) that customer interactions ware in the dormant state or on hold (with no Agent participant). Routing time is excluded from dormant time.
Avg Idle Time (no Agent)	The average amount of time (HH:MM:SS), exceeding the configured threshold, with no activity when interaction was in the active state and no agents were participating in the chat.
Avg Idle Time (Agent Present)	The average amount of time (HH:MM:SS), exceeding the configured threshold, with no activity when interaction was in the active state and at least one agent was participating in the chat.
Session Inactive Time	The total amount of time that sessions were inactive during the reporting period.
Focus Time	The total amount of time (HH:MM:SS) spent handling (excluding dormant time) Async chat interactions received by Agent(s) or Agent Group(s).
Idle Time (Agent Present)	The total amount of time (HH:MM:SS), with no activity, when interaction was in the active state and at least one agent was participating in the chat. This metric counts only the time that exceeds the configured threshold.