GENESYS™

Genesys Customer Experience Insights User's Guide

Chat Message Statistics Report

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Chat Message Statistics Report

This page describes how you can use the (**Chat** folder) Chat Message Statistics Report to learn more about how chat is used in the contact center.

Understanding the Chat Message Statistics Report

Chat Message Statistics Report

Day	Tenant	Media Type	Avg Messages sent by Agent	Avg Messages sent by Customer	Avg Characters per Session typed by Agent
2018-02-19	Environment	Chat	3.52	4.03	176.07
	Total		**3.52**	**4.03**	**176.07**
2018-02-20	Environment	Chat	3.15	3.71	157.61
	Total		**3.15**	**3.71**	**157.61**
Total			**3.36**	**3.89**	**167.94**

This report provides detailed information about the number and duration of chat messages exchanged between customers and agents.

To get a better idea of what this report looks like, view sample output from the report: Sample Chat Message Statistics Report.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 Message Statistics 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

Prompt	Description
	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.
End Reason	Optionally, show only chat sessions that ended for a given reason.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	Optionally, select a tenant on which to report.

Attributes used in Chat Message Statistics Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data within the reporting interval to be organized by media type.

Metrics used in the Chat Message Statistics Report

Metric	Description
Avg Messages sent by Agent	The average number of messages sent by agents, per chat session.
Avg Messages sent by Customer	The average number of messages sent by callers / customers, per chat session.
Avg Characters per Session typed by Agent	The average number of characters typed by agents, per session.