Genesys Customer Experience Insights User's Guide

Chat Session Report

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Chat Session Report

This page describes how you can use the (**Chat** folder) Chat Session Report to learn more about the volume of chat sessions handled in your contact center within a specific time period, including details about the number of messages within chat sessions, and about how often chat sessions were missed or transferred.

Understanding the Chat Session Report

Chat Session Report

Tenant	Media Type	Media Origin	Day	Chats	Chats Missed	Chats Transferred	% Chats Missed	% Chats Transferred	Messages From Customer	Messages From Agent	Avg Session Time (Fmt)
Environment	Chat	facebook	2019-02-20	1	0	0	0.00%	0.00%	0	1	00:00:20
			Total	1	0	0	0.00%	0.00%	0	1	00:00:20
		unknown	2019-01-30	1	0	0	0.00%	0.00%	3	3	00:01:06
			2019-02-11	1	0	1	0.00%	100.00%	2	1	00:02:12
			2019-02-20	2	0	0	0.00%	0.00%	1	2	00:22:47
			2019-02-22	1	0	0	0.00%	0.00%	0	0	00:54:39
			2019-03-01	5	1	0	20.00%	0.00%	3	0	00:01:14
			2019-03-04	6	0	0	0.00%	0.00%	3	3	00:09:38
			Total	16	1	1	6.25%	6.25%	12	9	00:10:28
		Total		17	1	1	5.88%	5.88%	12	10	00:09:52
	Total			17	1	1	5.88%	5.88%	12	10	00:09:52
Total				17	1	1	5.88%	5.88%	12	10	00:09:52

This report shows statistics about the number of chat sessions handled, and session durations, as well as the number and percentage of chat sessions that were missed or transferred, and the number of chat messages within the chat sessions.

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

Prompt	Description
	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.
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 Chat Session Report

Attribute	Description	Data Mart Column
Tenant	This attribute enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	This attribute 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

Attribute	Description	Data Mart Column
Media Origin	This attribute 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.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Day	This attribute enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Chat Session Report

Metric	Description	Source or Calculation
Chats	The total number of chat sessions.	
Chats Missed	Total number of chats requested by clients that were not answered by agents during the reporting period.	SESSIONS_MISSED = sum(case when sf.MSG_FROM_CUSTOMERS_COUNT > 0 and sf.MSG_FROM_AGENTS_COUNT = 0 then 1 else 0 end))
Chats Transferred	Total number of chats that were transferred to an agent during the reporting period.	SESSIONS_TRANSFERRED = sum(case when sf.AGENTS_COUNT> 1 then 1 else 0 end)
% Chats Missed	Percentage of chats requested by clients that were not answered by agents.	Total Missed Chats / Total Chats
% Chats Transferred	Percentage of chats requested by clients that were transferred to an agent.	Total Transferred Chats / Total Chats
Messages From Customer	Total number of customer messages in all chat sessions within the reporting period.	AG2_CHAT_STATS_x.MSG_FROM_CUSTOMERS
Messages From Agent	Total number of agent messages in all chat sessions within the reporting period.	AG2_CHAT_STATS_x.MSG_FROM_AGENTS
Avg Session Time (Fmt)	The average duration (HH:MM:SS) of chat sessions within the reporting period.	Session Time / Media Session