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Genesys Customer Experience Insights User's Guide

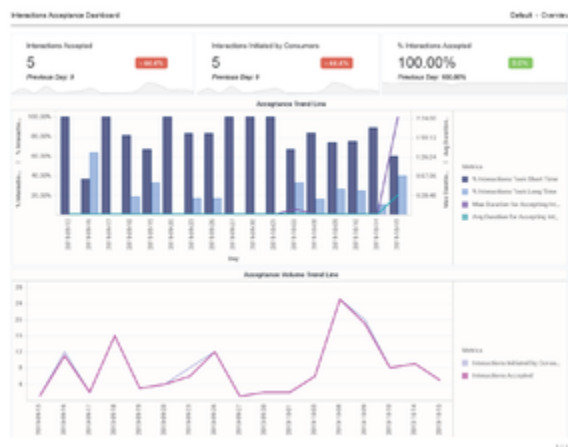
Interactions Acceptance Dashboard

Interactions Acceptance Dashboard

This page describes how you can use the (**Chat** folder) Interactions Acceptance Dashboard to understand how long it takes for agents to accept customer interactions, and to identify what percentage of interactions are accepted promptly, or with some delay.

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text, data filtering, and layers of organization.

Understanding the Interactions Acceptance Dashboard



The Interactions Acceptance Dashboard

The **Interactions Acceptance Dashboard** shows detailed statistics about the speed and rate of agent acceptance of customer interactions. The report displays the time it takes for agents to accept interactions, and the percentage of interactions that are accepted promptly, or with some delay. Use this report to understand interaction acceptance rate and speed, which you can use to optimize agent performance and, by monitoring the time that customers wait before connecting to an agent, help to improve customer experience.

To get a better idea of what this dashboard looks like, view sample output from the report: [Sample Interactions Acceptance Dashboard.pdf](#)

The following table explains the prompts you can select when you generate the Interactions Acceptance Dashboard:

Prompts on the Interactions Acceptance Dashboard	
Prompt	Description
Pre-set Date Filter	Choose a time period from the list of preset options

	and move it to the Selected list. If this prompt is set to anything other than none , the Date prompts are ignored. Default: Year to Date
Start Date	Choose the first 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 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 one or more tenants to include in the report.
Agent Group	Optionally, select one or more Agent Groups from which to gather data into the 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

The following table explains the attributes used on the Interactions Acceptance Dashboard:

Attributes on the PR Performance Dashboard / Queue tab

Attribute	Description	Source Table
Tenant	Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New	AG2_*.TENANT.KEY???

	connections are required for access to other tenant schemas.	
Media Type	Enables data to be organized based on the media type of the interaction; for example, Voice, Email, or Chat.	MEDIA_TYPE.MEDIA_NAME???
Media Origin	Enables data to be organized based on where the chat session originated; for example, Chat, Facebook, Twitter, or SMS.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Agent Group	Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_A.GROUP_NAME
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_A.AGENT_NAME
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.	FORECAST_DATE_TIME.LABEL_YYYY_MM_DD, DATE_TIME.LABEL_YYYY_MM_DD

The following table explains the metrics used on the Interactions Acceptance Dashboard:

Metrics on the Interactions Acceptance Dashboard

Metrics	Description	Source Table or Calculation
Offered	The total number of engagements that were offered to agents. Identical to the metric 'Interactions Initiated by Consumers'.	AG2_CHAT_AGENT_*.OFFERED
Accepted	The total number of assigned engagements that were accepted by agents. Identical to the metric 'Interactions Accepted'.	AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED
Acceptance Rate	The percentage of engagements that were accepted by agents. Identical to the metric '% Interactions Accepted'.	Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.
Avg Duration for Accepting Interactions	The average amount of time ([H]:MM:SS) that passed after an engagement was offered, before it was accepted by an agent.	Calculated as the value of the Chat > Agent > Alert Duration metric divided by the value of the Chat > Agent > Accepted metric.
Max Duration for Accepting Interactions	The maximum amount of time ([H]:MM:SS) that passed after an engagement was offered, before it was accepted by an agent.	AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX

% Interactions Less Time to Accept	The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.
% Interactions Long Time to Accept	The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.