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Genesys Customer Experience Insights User's Guide

Interaction Volume Business Attribute Report

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Understanding the Interaction Volume Business Attribute Report

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This report provides detailed information about how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment, including analysis (based on the Entered with Objective metric) of the service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction.

If the interaction does not reach a handling resource, the last associated business result is attached to the interaction. Percentages that yield zero (0) values indicate either 0 duration or 0 count. So, for example, % Abandoned Waiting could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the metrics in this report are disposition metrics, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete. Genesys supports customization of the % First Response Time Service Level metric to align its definition with your business.

Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

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

[HRCXIIInteractionVolumeBusinessAttributeReport.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 for the Interaction Volume Business Attribute Report

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.
Business Result	Optionally, select a configured Business Result on which to report.
Customer Segment	Optionally, select the customer segment to include in the report.
Service Type	Optionally, select the type of service to include in

Prompt	Description
	the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Volume Business Attribute Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
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.

Metrics used in the Interaction Volume Business Attribute Report

Metric	Description
% First Response Time Service Level	The service level that is delivered for this business attribute, measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling

Metric	Description
	resources.
Entered With Objective	The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the [agg-gim-thld-QUEUE-IXN] section) that was greater than zero.
Finished No Response	<p>The total number of completed interactions for which no response was created. This count includes interactions that were abandoned or otherwise stopped for any reason.</p> <p>This metric is calculated as the difference between finished interactions (Finished) and finished interactions that had a response (Finished Response).</p>
Accepted	The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource.
% Accepted	<p>The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource.</p> <p>This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.</p>
Abandoned Waiting	The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.
% Abandoned Waiting	The percentage of customer interactions of this business attribute that were abandoned, relative to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval.
ASA (Fmt)	<p>The average amount of time (HH:MM:SS) it took agents to accept, answer, or pull customer interactions assigned this business attribute.</p> <p>This metric is identical to BA Customer\Avg Accept Time Agent.</p>
Max Accept Time Agent (Fmt)	The longest amount of time (HH:MM:SS) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.

Metric	Description
Avg Abandoned Waiting Time (Fmt)	The average amount of time (HH:MM:SS) that interactions of this business attribute waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent's desktop.
Max Abandoned Waiting Time (Fmt)	The maximum amount of time (HH:MM:SS) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.
Avg Finish Response Time (Fmt)	The average duration, (HH:MM:SS) of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling interactions assigned this business attribute.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that agents were engaged with customers on interactions assigned this business attribute.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that customers spent on hold for interactions assigned this business attribute. This metric is attributed to the interval in which the interactions were accepted by a resource.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent performing after call work for customer interactions that were assigned this business attribute.
Transfer Initiated Agent	The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated Agent	The percentage of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.