GENESYS™

Genesys Customer Experience Insights User's Guide

Predictive Routing Operational Report

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Use the **Predictive Routing Operational** Report to track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions offered and accepted, and metrics that indicate how long interactions waited to be scored, and how long they waited in queue.

This report organizes data on the following tabs:

- Main

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

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing Operational Report

Prompt	Description
Pre-set Date Filter	Choose a day from the list of preset options. This prompt overrides the Start Date and End Date values. Default: Year to Date.
Start Date	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **None**.
End Date	Choose the day and time at which to stop collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **None**.
Media Type	Select one or more media types to include in the report.
Predictor	Select one or more predictors to include in the report.
Model	Select one or more models to include in the report.

| Tenant | Select one or more tenants to include in the report. |

Attributes in the Predictive Routing Operational Report

Attribute	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Day	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Predictor	Enables the organization of data based on the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing.
Result	Enables the organization of data based on the result of Predictive Routing processing. If there is an error, this metric displays the error message (gpmMessage) as a value between 1 and 15. • 1 - Ok • 2 - Authentication to scoring engine failed • 3 - Scoring request failed • 4 - Agent list is empty • 5 - URS overload, interaction skipped • 6 - Predictor not found • 7 - Failed to build scoring request • 8 - SetIdealAgent or SetReadyCondition execution error • 9 - Interaction log not found in global map • 10 - Unknown error • 11 - Channel is not supported • 12 - Reserved for future use • 13 - Call Abandoned • 14 - Call Routing Failed • 15 - Predictive Routing is turned off or not used for this interaction

Metrics in the Predictive Routing Operational Report

Metric	Description
Offered	Total number of calls offered.
Accepted	Total number of calls accepted.

Avg Agent Score	The average score, calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.
Avg Turnaround Time (Fmt)	Average amount of time (HH:MM:SS) that interactions waited for predictive routing scoring to be completed. This calculation considers all calls, within the reporting period, that used a given Predictor and Model.
% Error	Percentage of active interactions that received a predictive routing error score.
Avg Accept Time	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.