Genesys Customer Experience Insights User's Guide

Customer Segment Service Level Dashboard

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Customer Segment Service Level Dashboard

The Customer Segment Service Level Dashboard provides insights into the fulfillment of Service Level Agreements, by exploring the percentage of tasks that were completed during a specified interval. It illustrates the handling volumes by customer segment and business process, allowing you to compare achievements against your business objectives with a focus on each customer segment's progress over time.

Summary tab

The dashboard report organizes data on the following tabs:

- **Summary** tab — This tab provides a high-level summary, presenting a summary for each product, for the entire reporting period, as a single line item, and provides representations of work completed broken out by Product, Department and Process, and Customer Segment. It provides a **Day** slider, which you can use to quickly focus on a given day or range of days.

- **Throughput Calendar** tab — This tab breaks down performance for each product, by day, and provides a calendar widget that shows you the relative performance on each day in the reporting period, and allows you to easily focus on a day, or range of days.
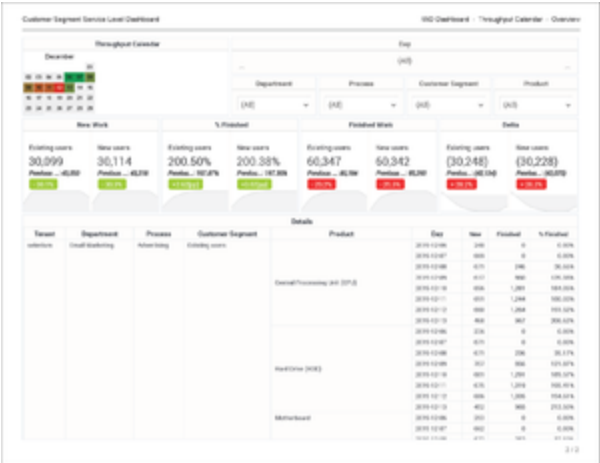
Throughput Calendar tab

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

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Customer Segment Service Level Dashboard.pdf

The following table explains the prompts you can select when you generate the Customer Segment Service Level Dashboard:

Prompts on the Customer Segment Service Level Dashboard

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Customer Segment	Optionally, select a Customer Segment on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.

The following table explains the attributes used in the Customer Segment Service Level Dashboard:

Attributes in the Customer Segment Service Level Dashboard

Attribute	Description	Data Mart Column
Summary Tab		
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.	DATE_TIME.LABEL_YYYY_MM_DD
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NA
Product	Enables data to be organized by the type of product.	PRODUCT.PRODUCT_TYPE
Throughput Calendar Tab		
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NA
Product	Enables data to be organized by the type of product.	PRODUCT.PRODUCT_TYPE
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are	DATE_TIME.LABEL_YYYY_MM_DD

| | presented in YYYY-MM-DD format. | |

The following table explains the metrics used in the Customer Segment Service Level Dashboard:

Metrics in the Customer Segment Service Level Dashboard

Metric	Description	Source or Calculation
% Finished	The percentage of tasks of this classification that were completed during the reporting interval.	Calculated based on the Finished and Pending metrics, where: • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Pending is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T
Finished / Finished Work	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
Delta	The change in the number of tasks during the time period. A positive value indicates that there are more tasks incomplete at the end of the interval than there were at the beginning, while a negative value indicates fewer incomplete tasks.	Calculated as the the difference between the value of the New metric, and the value of the Finished metric.
New / New Work	Number of new tasks that were submitted to iWD during the given time interval. Tasks are counted only after they have been classified.	TASK_CLASSIF_FACT.NEW_TASK_COUNT