GENESYS™

Genesys Customer Experience Insights User's Guide

Intraday Process Dashboard

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This page describes how you can use the (**CX Insights for iWD** folder) > **Intraday Process Dashboard** to see an intraday overview of the completed iWD tasks that were overdue, along with the counts, percentages, and averages of completed iWD tasks, breaking down the average amount of time it took to complete tasks using three key metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,

- Avg Accept Time — measuring the average amount of time that tasks were backlogged before they reached a handling resource, and

- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The dashboard also provides an overview of the task backlog for a day or reporting interval, providing summary information about how many tasks are pending, how many tasks are overdue, and how many of the completed tasks were overdue. Data is organized by day, tenant, department, and business process.

Understanding the Intraday Process Dashboard

The dashboard is divided into four tabs:

- **Summary** tab — Provides an intraday high-level summary of the backlog for the period chosen. This is intended to be the starting point for analysis, enabling you to quickly spot trends in KPI and potential bottlenecks in tasks. For example, it can enable you to quickly recognize that the backlog is growing or shrinking.

- **Trending** tab — Provides at-a-glance information about trends occurring in the workload processing, and helps you to understand bottlenecks and intraday processing in more detail.

- **Task Handling** tab — Enables you to examine how handle time may be affecting the processing of tasks, and helps you to quickly spot any exceptions.

- **Finished Overdue** tab — Provides insights into tasks that were not serviced before their Service Level Agreement (SLA).

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

The following tables explain the prompts you can select when you generate the dashboard, and the attributes and metrics that are represented in the dashboard:

Prompts for the Intraday Process Dashboard

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

Prompt	Description
	data.
Department	Optionally, select one or more departments to include in the report.
Process	Optionally, select one or more processes to include in the report.
Tenant	Optionally, select one or more tenants to include in the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.

Attributes used in the Intraday Process Dashboard

Attribute	Description	Data Mart Table.Column
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
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

Metrics used in the Intraday Process Dashboard

The Intraday Process Dashboard is divided into four tabs:

- Summary
- Trending
- Task Handling
- Finished Overdue

Metric	Description	Source or Calculation
Summary tab		
Pending Diff	The difference between the Entered and Finished metrics.	Calculated as the difference between the Entered and Finished metrics (Entered-Finished), where: • Entered is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].N • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
Finished	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
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Trending tab		
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
Finished	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
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA

Metric	Description	Source or Calculation
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Task Handling tab		
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Accept Time	For completed tasks, the average amount of time that elapsed within the iWD system before tasks were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Finish Time	The average amount of time that elapsed before agents completed tasks. This metric includes the time that tasks were backlogged, as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Finished Overdue tab		
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue %	The percentage of pending tasks that were overdue at the end of the reporting interval.	Calculated based on the value of the Pending Overdue and Pending metrics, where: • Pending is:

Metric	Description	Source or Calculation
		IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T • Pending Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Finished Overdue %	The percentage of completed tasks of this classification that were overdue during the reporting interval.	Calculated based on the Finished Overdue and Finished metrics, where: • Finished Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C