Genesys Interactive Insights User's Guide

Available Media Types

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Available Media Types

The *Genesys Interactive Insights Universe Guide* lists which media types can yield results different from zero for each measure in the universe. For example, the available media types for the Consult Standard Abandoned Waiting measure in the Q Consults class is described as "Voice, Open (Sync)", indicating that voice and all open synchronous media types are available.

The following table summarizes the applicable media types for groupings of measures across all of the classes in which they are found. "All Abandon measures", for instance, applies to all of those that measure the abandonment of interactions, whether they be consultations that were abandoned, abandoned inviting and waiting measures, short-abandoned measures, standard abandons, or abandoned-within-a-service-time-interval measures including durations, counts, maximums, averages, and percentages thereof:

[+] Applicable Media Types Within the Universe

	Voice Media	Sync Media	All Media	N/A
All Abandon measures		X		
All Accepted/Not Accepted measures			X	
All Active Time measures			X	
All Bound measures and Is Current Data				X
All Busy measures			X	
All Clear measures			X	
All Conference measures			X	
All Consult measures			X	
All Dial measures	X			
All Distributed measures			X	
All Duration measures (not to be confused with all measures that measure duration)			X	
All Engage measures			X	
All Entered measures			X	
All Finish measures			X	

	Voice Media	Sync Media	All Media	N/A
All Handle measures			X	
All Hold measures	X			
All Invite measures			X	
All Offered measures			X	
All Outbound measures	X			
All Ready/Not Ready/Occupancy measures			X	
All Redirected measures			X	
All Rejected measures			X	
All Response, No Response, and Responded measures			X	
All Revenue and Satisfaction measures			X	
All Routed Other measures			X	
All Skill measures			X	
All Stuck measures			X	
All Transfer measures			X	
All Unknown measures			X	
All Warm measures	X			
All Wrap measures	X			

Where the listed applicable media types for a particular measure within the group differs from the norm, the differences are footnoted at the bottom of the table. For those measures that can be classified as belonging to more than one grouping (that is, represented by two or more rows in the table), the most restrictive media-type rule applies.

For example, the Consult Received Warm Wrap Time measure can be classified under:

- "All Consult measures", which apply to all but Chat media.
- "All Warm measures", which apply only to Voice media.
- "All Wrap measures", which apply only to Voice media.

The last two media rules are the most restrictive of the three; therefore, they apply to the Consult Received Warm Wrap Time measure.