Genesys Interactive Insights Universe Guide

Genesys Interactive Insights 8.5 Universe Guide Supplement

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Genesys Interactive Insights 8.5 Universe Guide Supplement

This page supplements the *Genesys Interactive Insights Universe Guide* by providing information about changes introduced in release 8.5.x of Genesys Interactive Insights (GI2).

Post Call Survey

New classes and dimensions were added to support Post Call Survey. (GII-5536)

> **Important**
>
> Post Call Survey is supported in GI2 8.5 releases, and also in GI2 8.1.106.12 and later 8.1.1 releases.

Post Call Survey-related Dimensions

New Dimensions to support Post Call Survey

Dimension	Description	Classes	Data Mart Table.Column	Internal Metric ID	LOV	Data Type
Agent Score	This hidden dimension enables data to be organized by the agent score assigned by the customer during post call survey.	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_F.SURVEY_IAGENTSCORE	T_SURVEY_IAGENTSCORE	None	Number
Call Score	This hidden dimension enables data to be organized by the overall call score assigned by the customer during post-	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_F.SURVEY_ICALLSCORE	T_SURVEY_ICALLSCORE	None	Number

	call surveys.					
Company Score	This hidden dimension enables data to be organized by the overall score assigned to the company by customers during post-call surveys.	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_DIM_1.SURVEY_ICOMPANYSCORE	T_SURVEY_ICOMPANYSCORE A_SURVEY_ICOMPANYSCORE	None	Number
Product Score	This hidden dimension enables data to be organized by the overall score assigned to the product by customers during post-call surveys.	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_DIM_1.SURVEY_IPRODUCTSCORE	T_SURVEY_IPRODUCTSCORE A_SURVEY_IPRODUCTSCORE	None	Number
IQ1	This hidden dimension enables data to be organized by answers given by customers during post-call surveys.	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_DIM_1.SURVEY_IQ1	T_SURVEY_IQ1 A_SURVEY_IQ1	None	Number
IQ2 ... IQ4	These three hidden dimensions enable data to be organized by answers given by customers during post-call surveys.	• Business Attribute\ BA Call Survey • Agent\ Activity Call Survey	POST_CALL_SURVEY_DIM_2.SURVEY_IQ2 ... POST_CALL_SURVEY_DIM_2.SURVEY_IQ4	T_SURVEY_IQ2 ... T_SURVEY_IQ4 A_SURVEY_IQ2 ... A_SURVEY_IQ4	None	Number
SQ1 ... SQ2	These two hidden dimensions enable data to be organized by	• Business Attribute\ BA Call Survey	POST_CALL_SURVEY_DIM_2.SURVEY_SQ1 ... POST_CALL_SURVEY_DIM_2.SURVEY_SQ2	T_SURVEY_SQ1 ... T_SURVEY_SQ2 A_SURVEY_SQ1 ...	None	Number

	answers given by customers during post-call surveys.	• Agent\ Activity Call Survey		A_SURVEY_SQ2		

Post Call Survey-related Classes

New Classes to support Post Call Survey

Class	Description	Dimension Member(s)	Condition(s)	Measure Member(s)	Used In
Agent\Activity\ Activity Call Survey	All members of this hidden class enable the organization and filtering of Info Mart data based on Post Call Survey user data dimensions. Refer to “Using Attached Data” in the *Genesys Interactive Insights User’s Guide* for information about how to use elements in this class.	Agent Score, Call Score, Company Score, IQ1, IQ2, IQ3, IQ4, Product Score, SQ1, SQ2	None	None	None
Business Attribute\BA Call Survey	All members of this hidden class enable the organization, measurement, and filtering of Info Mart data based on the business attributes that are associated with Post Call Survey. Counts and duration measures are attributed to the reporting interval in which consult interactions began within	Agent Score, Call Score, Company Score, IQ1, IQ2, IQ3, IQ4, Product Score, SQ1, SQ2	None	None	None

	the contact center.				

Low cardinality User data

New classes enable the inclusion of low cardinality data (from USER_DATA_CUST_DIM_1/ USER_DATA_CUST_DIM_2) in Detail reports. (GII-5548)

Low cardinality User data-related Classes

Dimension 1...Dimension 10 were updated to include the following new classes:

New Classes to support Low Cardinality User Data in Detail classes

Class	Description	Dimension Member(s)	Condition(s)	Measure Member(s)	Used In
Detail\Handling Attempt\ Handling Attempt User Data Example	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to “Using Attached Data” in the *Genesys Interactive Insights User’s Guide* for information about how to use elements in this class.	Dimension 1...Dimension 10	None	None	None
Transfer\ Transfer User Data Example\ Source	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to “Using Attached Data” in the *Genesys Interactive Insights User’s Guide* for information about how to	Dimension 1...Dimension 10	None	None	None

	use elements in this class.				
Transfer\ Transfer User Data Example\ Target	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to “Using Attached Data” in the *Genesys Interactive Insights User’s Guide* for information about how to use elements in this class.	Dimension 1...Dimension 10	None	None	None

Detail query optimization

A new template condition, PreSetAndDayAndTimeRange MSSQL, was added to the Service Objects class to improve performance of Detail reports on MSSQL Server partitioned databases. To force MSSQL Server to perform partition elimination in Detail reports, you can include this template in standard PreSetAndDayAndTimeRange conditions from the Detail class.

Detail query optimization-related Conditions

New Conditions

Condition	Description	Classes	LOV
PreSetAndDayAndTimeRange MSSQL	This condition is a template for an SQL statement that you can add to the following conditions (for MSSQL only): • Detail\Handling Attempt\ PreSetAndDayAndTimeRange • Detail\Transfer\ PreSetAndDayAndTimeRange • Detail\State\Agent State PreSetAndDayAndTimeRange	Service Objects	None

- Detail\State\Agent State Reason PreSetAndDayAndTimeRange
- Detail\Ixn State\Ixn State PreSetAndDayAndTimeRange
- Detail\Callback Detail\ PreSetAndDayAndTimeRange

The SQL to be inserted must appear in place of "<...NEW SQL PART...>" in the following context:

```
(SELECT
Min(DATE_TIME_KEY)
FROM DATE_TIME
WHERE CAL_DATE
IN (SELECT
Max(CAL_DATE)
FROM DATE_TIME
WHERE CAL_DATE
<= @Prompt(End
Time:)))
  <...NEW SQL
PART...>
 )
 OR
```

Where: <...NEW SQL PART...> is the SQL statement to be inserted.

Use the following syntax: Condition "PreSetAndDayAndTimeRange MSSQL" in Service objects class

```
AND
@Select(<Universe
class
name>\Start
DateTime Key)
BETWEEN
(DATEDIFF(s, '01/
01/1970
00:00:00',
@Prompt(Start
Time:)) -
```

	16*3600) and (DATEDIFF(s, '01/01/1970 00:00:00', @Prompt(End Time:)) + 16*3600) Where: <UNIVERSE_CLASS_NAME> is the appropriate universe class name associated with Start DateTime Key measure from the Detail class. For example, for the Transfer Details Report, replace <UNIVERSE_CLASS_NAME> with `@Select(Transfer\Start DateTime Key)`. **Note**: This condition links to the Start DateTime Key measure. This should not be confused with the similarly-named Agent State Reason PreSetAndDayAndTimeRange condition, which links to the Reason Start DateTime Key measure instead.		

Callback

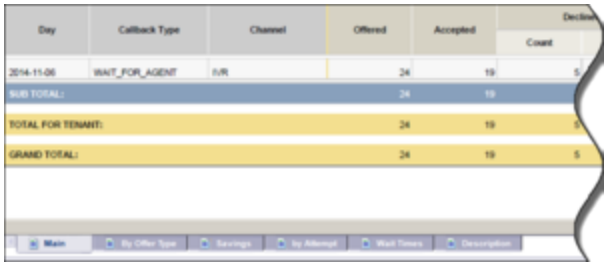
Callback allows customers to provide a number at which the system can call them back when an agent is available; so your customers spend less time on hold, reducing customer frustration and freeing up valuable system resources.

Starting with release 8.5.0, GI2 supports Callback reporting by providing 2 new reports, 2 new classes, 11 new dimensions, 6 new conditions, 2 new List of Values (lov), and more than 80 new measures. Callback is also supported in some release 8.1.1 cloud deployments.

For information about configuring callback reporting, see Callback Reporting, and see also the information in the *Genesys Interactive Insights Deployment Guide* about configuring Interaction Concentrator (ICON) and Genesys Mobile Services (GMS) to enable Callback reporting.

Two reports are added to support callback:

The Callback Summary Report



Callback Summary Report

Use the **Callback Summary Report** to assess overall callback success rates in your contact center. The report shows, at a glance, the number and percentage of offered callbacks that were successful, versus how many were declined, canceled, or abandoned.

In addition to the **Main** tab, this report offers four tabs that you can use to see:

- A breakdown of callback activity by offer type
- The cost savings from callback
- The number of attempts required to complete callbacks
- A breakdown of the customer wait times

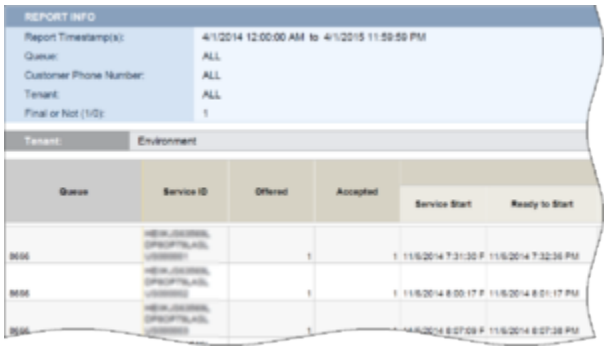
To get a better idea of what this report looks like, view sample output from the report: Sample_Callback_Summary_Report.pdf

The following table explain the prompts you can select when you generate the Callback Summary Report.

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Time	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Day Filter is set to anything except **None**.
End Time	Choose the day and time at which to stop collecting data into the report.
Queue	Select one or more queues from which to gather data into the report. Default: **ALL**
Channel	Enter one or more channels from which to gather data into the report. Default: **ALL**
Callback Type	Select from the list to limit the report to one or more callback types. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**
Minute Price	Enter a price-per-minute, which is used to calculate

Prompt	Description
	cost savings.

The Callback Details Report



Callback Details Report

Use the **Callback Details Report** to learn exactly what happened with each callback scheduled in your contact center, including the time at which each state in the call began and ended, and the duration of each state.

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

The following table explain the prompts you can select when you generate the Callback Details Report.

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Time	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Day Filter is set to anything except **None**.
End Time	Choose the day and time at which to stop collecting data into the report.
Queue	Select one or more queues from which to gather data into the report. Default: **ALL**
Customer Phone Number	Select one or more customer phone numbers for which to gather data into the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**
Final or Not	Enter 1 to restrict the report to only those calls where callback was dialed, or enter `0` to include all scheduled Callbacks, even if they were never dialed.

Callback-related classes

New Classes to support Callback

	Callback	Callback Detail
Description	All members of this class enable the organization, measurement, and filtering of information relating to Callback.	All members of this class enable the organization, measurement, and filtering of information relating to Callback.
Dimension Member(s)	Callback Direction, Callback Offer Type, Callback Type, Channel, Dial Dialog Result, Final Dial Result, Final Target, Offer Timing, Order Connect, Queue, Queue Type	Queue, Queue Type
Condition(s)	DateRange, PreSetAndDateRange, PreSetAndDate, Minute Price, Queue, Channel, Callback Type	PreSetAndDayAndTimeRange, Queue, Final, Phone Number
Measure Member(s)	Abandon Waiting For Agent, % Abandoned, Accepted, Accepted Immediate, Accepted Scheduled, Accepted Wait for Agent, Added Agents, Avg Added Agents, Attempt 1, Attempt 2, Attempt 3, Attempt 4, Attempted, Callback Attempts, Callbacks, Canceled, % Canceled, Customer Connected, % Customer Connected, Declined, % Declined, Establish Time, Max Establish Time, Expected Wait Time, Max Expected Wait Time, Expected Wait Time when Offered, Max Expected Wait Time when Offered, Min Expected Wait Time when Offered, Failed Transfers before Agent is connected, Failed Transfers to Agent, Offer Time, Avg Offer Time, Max Offer Time, Offered, Offline Waiting Time, Max Offline Waiting Time, Position in Queue, Max Position in Queue, Position in Queue when Offered, Max Position in Queue when Offered, Min Position in Queue when Offered, Requested Agent Assistance, Saved Time, Avg Saved Time, Max Saved Time, Min Saved Time, Successful, % Successful, Time To Abandon Waiting For Agent, Avg Time To Abandon, Max Time To Abandon, Waiting For Agent, Time To Wait	Abandoned Waiting, Accepted, Added Agent, Callback Accepted Timestamp, Callback Attempts, Callback Offer Time, Callback Offered Timestamp, Callback Offers per Session, Connect Waiting Time, Customer Connected Timestamp, Customer Phone Number, Customer Ready To Start Timestamp, Desired Time, Establish Time, Expected Wait Time, Expected Wait Time when Offered, Final, Last Callback Offer Time, Last Callback Offered Timestamp, Offered, Offline Waiting Time, Position in Queue, Position in Queue when Offered, Push Delivery Confirmed Timestamp, Ready to Start Timestamp, Requested Agent Assistance, Service ID, Service Start Timestamp, Timeout Waiting, Transfer Failed, Start Date Time Key

	For Agent, Avg Time To Wait For Agent, Max Time To Wait For Agent, Timeout Waiting, % Unsuccessful, Start Date Time Key	
Used In	Dimensions and measures in this class are used exclusively by the Callback Summary Report.	Dimensions and measures in this class are used exclusively by the Callback Details Report.

Callback-related dimensions

New Dimensions to support Callback

Dimension	Description	Classes	Data Mart Table.Column	Internal Metric ID	LOV	Data Type
Callback Direction	This dimension enables data to be organized based on which party originated the call. Values={CUSTOMER_TERMINATED, CUSTOMER_ORIGINATED}	Callback	CALLBACK_DIM_2.CALL_DIRECTION	CB_CALL_DIRECTION	None	Character
Callback Offer Type	This dimension enables data to be organized based on the type of callback offer that was presented to the customer. Values: {SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT} For example: • During off-hours, only the scheduled option is available.	Callback	CALLBACK_DIM_1.CALLBACK_OFFER_TYPE	CB_CALLBACK_OFFER_TYPE	None	Character

	• Business rules can also allow only wait_for_agent option during on-hours, or a combination of scheduled and wait_for_agent.					
Callback Type	This dimension enables data to be organized based on the type of callback. Values: {IMMEDIATE,WAIT_FOR_AGENT, SCHEDULE}	Callback	CALLBACK_DIM_CB_CALLBACK_TYPE		callbacktype_lov	Character
Channel	This dimension enables data to be organized based on the Callback origination channel. Values={ivr, web}.	Callback	CALLBACK_DIM_CB_CHANNEL		callbackchannel_lov	Character
Dial Dialog Result	This dimension enables data to be organized based on the cause of the final dialing result. Values={RIGHT_PERSON, WRONG_PERSON, CANCELED}	Callback	CALLBACK_DIM_CB_DIALDIALOGRESULT			Character
Final Dial	This	Callback	CALLBACK_DIM_CB_FINALDIALRESULT			Character

Result	dimension enables data to be organized based on the final dialing result. Values={BUSY, NO_ANSWER, ANSWERING_MACHINE, ERROR_TONE, FAX, PERSON, REDIAL_LIMIT_REACHED}					
Offer Timing	This dimension enables data within the reporting interval to be organized based on whether the callback arrived during normal hours of operation, or during off-hours. Values={OFF-HOURS, ON-HOURS}: • OFF-HOURS: callback (typically scheduled only) was offered during non-operational hours • ON-HOURS: callback was offered during operational (business) hours	Callback	CALLBACK_DIM_CB_OFFER_TIMING		None	Character

Order Connect	This dimension enables data within the reporting interval to be organized based on the order in which the parties connected. Values={CUSTOMER_FIRST, AGENT_FIRST_PREVIEW, AGENT_FIRST_NO_PREVIEW}.	Callback	CALLBACK_DIM_CB_CONNECT_ORDER			Character
Callback/ Queue	This dimension enables data within the reporting interval to be organized based on the name of the virtual queue.	Callback	RESOURCE_Q.RESOURCE_NAME	CB_RESOURCE_NAME_queue_lov		Character
Callback/ Queue Type	This dimension enables data within the reporting interval to be organized based on the type of the virtual queue.	Callback	RESOURCE_Q.RESOURCE_TYPE			Character
Callback Detail/ Queue	This dimension enables data within the reporting interval to be organized based on the name of the virtual queue.	Callback Detail	RESOURCE_Q.RESOURCE_NAME WHERE RESOURCE_Q.RESOURCE_TYPE in ('QUEUE','NONE','UNKNOWN')	CBF_Q_RESOURCE_NAME_queue_lov		Character
Callback Detail/ Queue Type	This dimension enables data within the reporting interval to	Callback Detail	RESOURCE_Q.RESOURCE_SUBTYPE			Character

	be organized based on the type of the virtual queue.					

Callback-related conditions

New and Updated Conditions to support callback

Condition	Description	Classes	LOV
Callback Type	This condition prompts you to select values from the Callback Type list box of the Callback and Callback Details reports. The condition recognizes a selection of one or more categories or a selection of **ALL**, which returns all categories that are defined within the given tenant. If the default is used, the reports include all category values in the result set when the reports are run.	Callback	callbacktype_lov
Channel	This condition prompts you to select values from the Channel list box of the Callback and Callback Details reports. The condition recognizes a selection of one or more categories or a selection of **ALL**, which returns all categories that are defined within the given tenant. If the default is used, the reports include all category values in the result set when the reports are run.	Callback	callbackchannel_lov
DateRange	The Callback class is added to this existing condition.	Activity, Agent Contact, Business Attribute, Callback, Contact Attempt, Time	daterange_lov
Final	This condition prompts you to restrict the report to only those calls for	Callback Detail	None

	which the Callback Record ID is final.		
Minute Price	This condition prompts you to enter a per-minute price, which is used to calculate cost savings.	Callback	None
Phone Number	This condition prompts you to select one or more customer phone numbers for which to gather data into the report. Default: ALL	Callback Detail	None
PreSetAndDate	The Callback class is added to this existing condition.	Activity, Agent Contact, Callback, Contact Attempt, Summarized State, Time	daydaterange_lov
PreSetAndDateRange	The Callback class is added to this existing condition. The following changes apply to the Description of this condition: Default: None. If the user specifies no value in either set of prompts and the original default values are used, the reports use default values, which are: • The first day of the year as the Start Date (for example,1/1/2016) • The last day of the year as the End Date (for example 12/31/2016) If, however, the report user clears these values, the reports use no value at all and do not run until values are specified.	Activity, Agent Contact, Business Attribute, Callback, Contact Attempt, Queue, Summarized State, Time	daterange_lov
PreSetAndDayAndTimeRange	The Callback Detail class is added to this existing condition.	Callback Detail, Handling Attempt, Transfer	None
Queue	The Callback and Callback Detail classes are added to this existing condition.	Activity, Callback, Callback Detail, Handling Attempt, Queue	queue_lov

Callback-related lov

New lov to support callback

LOV	Description	Prompt Name	LOV Type	Database Table Column
callbackchannel_lov	GI2 dynamically generates the values that make up this list from information that describes the available callback channels in your contact center. When you invoke this list of values, the callback channels appear, in alphanumeric order, in the Channel list box of some reports.	Channel	Dynamic	CALLBACK_DIM_1 .CHANNEL
callbacktype_lov	GI2 dynamically generates the values that make up this list from information that describes the available callback types in your contact center. When you invoke this list of values, the callback types appear, in alphanumeric order, in the Callback Type list box of some reports.	Callback Type	Dynamic	CALLBACK_DIM_1 .CALLBACK_TYPE

Callback-related measures

New Measures to support callback

Measure	Description	Class	Available Media Types	Logical/ Base Interaction	Measure Type	Data Type	Alternate?	Agg'n Function	Database Table Column	Internal Metric ID	Used in Reports
% Abandoned	The percentage of callback customer interactions	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Abandon Waiting For Agent	CB_CALLBACK_ABA	Callback Activity Report

	that were abandoned by the customer while waiting for an agent to connect.							and Accepted Callback measures.		
% Canceled	The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.	Callback	Voice	N/A	Disposition	Number	No	Db delegated	Refer to the Accepted and Canceled callback measures.	CB_CALLBACK_CAN	Callback Report	CB_CALLBACK_CANCELED_PCT
% Customer Connected	The percentage of customer calls that connected after callback dialout,	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Customer Connected and Accepted callback measures.	CB_CALLBACK_CO	Callback Report	CB_CALLBACK_CONNECTED_PC

	including instances where no agent was connected.										
% Declined	The percentage of customer callback offers that were declined by the customer.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Offered and Accepted callback measures.	CB_CALLBACK_DEC	Callback Summary Report
% Successful	The percentage of callbacks that successfully connected the customer with an agent.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Successful and Accepted callback measures.	CB_CALLBACK_SUC	Callback Summary Report
% Unsuccessful	The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Successful and Accepted callback measures.	CB_CALLBACK_UNS	Callback Summary Report
Abandon Waiting For Agent	The total number of times that customer	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].ABANDONED_WAITING	CB_ABANDONED_WAITING	Callback Summary Report

	callbacks were abandoned by the customer while waiting for an agent to connect.										
Abandoned Waiting	Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)	Callback Detail	Voice, Chat	N/A	Disposition	Number	No	Sum	CALLBACK_FACT_G12.ABANDONED_WAITING	CBF_ABANDONED_WAITING	Callback Detail Report
Callback/ Accepted	The total number of times that callback was accepted by a customer	Callback	Voice, Chat	Logical	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_ACCEPTED	CB_CALLBACK_ACCEPTED	Callback Summary Report
Callback Detail/ Accepted	Indicates whether callback was accepted by the customer. (0=no, 1=yes)	Callback Detail	Voice, Chat	Logical	Detail	Number	No	Sum	CALLBACK_FACT_G12.CALLBACK_ACCEPTED	CBF_CALLBACK_ACCEPTED	Callback Detail Report
Accepted Immediate	The total number of times that IMMEDIATE callback	Callback	All	Logical	Disposition	Number	No	Sum	AG2_CALLBACK_*.ACCEPTED_IMMEDIATE	CB_ACCEPTED_IMMEDIATE	Callback Summary Report

	was accepted by a customer.										
Accepted Scheduled	The total number of times that SCHEDULED callback was accepted by a customer.	Callback	All	Logical	Disposition	Number	No	Sum	AG2_CALLBACK_*.ACCEPTED_SCHEDULED	CB_ACCEPTED_SCHEDULED	Callback Summary Report
Accepted Wait for Agent	The total number of times that WAIT FOR AGENT callback was accepted by a customer.	Callback	All	Logical	Disposition	Number	No	Sum	AG2_CALLBACK_*.ACCEPTED_WAIT_FOR_AGENT	CB_ACCEPTED_WAIT_FOR_AGENT	Callback Summary Report
Added Agent	Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G2.AGENT_ADDED_TO_IXN	CBF_AGENT_ADDED_TO_IXN	Callback Detail Report
Added Agents	The total number of times agents were successfully added to a callback call.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].AGENT_ADDED_TO_IXN	CB_AGENT_ADDED_TO_IXN	Callback Summary Report
Attempt	The	Callback	Voice,	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*]	CB_CONNECTED_ATTEMPT1	Callback

1	total number of callback connections that were successfully completed on the first callback attempt.		Chat						.CONNECTED_ATTEMPT1	Summary Report	
Attempt 2	The total number of callback connections that were successfully completed on the second callback attempt.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CB_CONNECTED_ATTEMPT2.CONNECTED_ATTEMPT2	Callback Summary Report	ATTEMPT2
Attempt 3	The total number of callback connections that were successfully completed on the third callback attempt.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CB_CONNECTED_ATTEMPT3.CONNECTED_ATTEMPT3	Callback Summary Report	ATTEMPT3
Attempt 4	The total number of callback connections that were successfully completed on the fourth callback attempt.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CB_CONNECTED_ATTEMPT4.CONNECTED_ATTEMPT4	Callback Summary Report	ATTEMPT4

Attempted	The total number of callback attempts, including the one that succeeded.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_ATTEMPTED	CB_CALLBACK_ATTEMPTED	Callback Summary Report
Avg Added Agents	The average score measuring how often agents were successfully added to a callback call.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Callbacks and Added Agents measures.	CB_AGENTS_ADDED	Callback Summary Report
Avg Offer Time	The average amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Callbacks and Offer Time measures.	CB_CALLBACK_OFFER_TIME_AVG	Callback Summary Report
Avg Saved Time	The average number of minutes of call time that	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Saved Time and Successful measures.	CB_SAVED_TIME_AVG	Callback Summary Report

	were saved because of callback.										
Avg Time To Abandon Waiting For Agent	After successful callback, the average amount of time customers spent waiting for agents before abandoning the call.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Time To Abandon Waiting For Agent and Abandon Waiting For Agent measures.	CB_ABANDONED_WAITING_TIM	Callback Summary Report
Avg Time To Wait For Agent	After a successful callback, the average amount of time a customer spent waiting for an agent.	Callback	Voice, Chat	N/A	Disposition	Number	No	Db delegated	Refer to the Customer Connected and Time To Wait For Agent measures.	CB_CONNECTED_WAITING_AGENT_TI	Callback Summary Report
Callback Accepted Timestamp	The time when the customer accepted callback during the session.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_G2 .CALLBACK_ACCEPTED_TS_TIME	CBF_CALLBACKS_ACCEPTED_TS	Callback Details Report
Callback/ Callback Attempts	The number of times the system attempted to call the	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*] .CALLBACK_ATTEMPTS	CB_CALLBACK_ATTEMPTS	Callback Summary Report

	customer back.										
Callback Detail/ Callback Attempts	The number of times the system attempted to call the customer back.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2.CALLBACK_ATTEMPTS	CBF_CALLBACK_ATTEMPTS	Callback Details Report
Callback Offer Time	The amount of time that elapsed between the instant when a callback was offered to the customer, and the instant when the customer accepted or declined the offer.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2.CALLBACK_OFFER_TIME	CBF_CALLBACK_OFFER_TIME	Callback Details Report
Callback Offered Timestamp	The time when the customer was first offered callback during the session.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_Gt2.CALLBACK_OFFERED_TS_TIME	CBF_CALLBACK_OFFERED_TS	Callback Details Report
Callback Offers per	The number of	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2.CALLBACK_OFFERS_PER_SESSION	CBF_CALLBACK_OFFERS_PER_S	Callback Details Report

Session	times callback was offered, per single interaction.										
Callbacks	The total number of callback calls processed.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACKS	CB_CALLBACKS	Callback Summary Report
Canceled	The total number of callback attempts that were canceled, either by the customer or by the contact center.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_CANCELLED	CB_CALLBACK_CANCELLED	Callback Summary Report
Connect Waiting Time	The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G2.CONN_WAITING_AGENT_TIME	CBF_CONN_WAITING_AGENT_T	Callback Detail Report
Customer Connected	The total number of times	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_CONNECTED	CB_CALLBACK_CONNECTED	Callback Summary Report

	a customer was connected after callback dialout, including instances where no agent was connected.										
Customer Connected Timestamp	The time when the customer started waiting to be connected to an agent.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_Gt2.CUSTOMER_CONNECTED_TS_TIME	CBF_CUSTOMER_CONNECTED_	Callback Detail Report
Customer Phone Number	The phone number provided by the customer for callback. This number is used to dial out (CUSTOMER_TERMINATED scenario) or used to execute match by ANI (CUSTOMER_ORIGINATED scenario).	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2.CUSTOMER_PHONE_NUMBER_	CBF_CUSTOMER_NUMBER	Callback Detail Report
Customer Ready To Start Timestamp	The time when the customer was ready to start media	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_Gt2.CUSTOMER_READY_TO_START_TXN_TS_TIME	CBF_CUSTOMER_READY_TO_ST	Callback Detail Report

	interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.										
Declined	The total number of customer callback offers that were declined by the customer.	Callback	Voice, Chat	Logical	Disposition	Number	No	Sum	Refer to the Offered and Accepted Callback measures.	CB_CALLBACK_DECLINED	Callback Summary Report
Deferred	The total number of customer interactions that entered or began within the contact center, and where the customer accepted a callback offer.	Business Attribute\BA Customer	Voice, Chat	Logical	Disposition	Number	No	Sum	AG2_ID_[*]_DEFERRED		
Desired Time	The callback	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_REQUESTED_TIME_TS	CB_DESIRED_TIME_TS	Callback Details

	time that was promised to the customer when callback was scheduled. For ASAP callback, this value equals Callback Accepted Timestamp.								.DESIRED_TIME		Report
Callback/ Establish Time	The amount of time required to establish the outbound call.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CB_ESTABLISH_MEDIA_IXN_TIME.ESTABLISH_MEDIA_IXN_TIME		Callback Summary Report
Callback Detail/ Establish Time	The amount of time required to establish the outbound call.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G2.CBF_ESTABLISH_MEDIA_IXN_TIME.ESTABLISH_MEDIA_IXN_TIME		Callback Detail Report
Callback/ Expected Wait Time	The customer expected wait time when the callback dial attempt was ready to begin.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CB_EWT_READY_TO_START_IXN.EWT_READY_TO_START_IXN		Callback Summary Report
Callback Detail/ Expected	The customer expected	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G2.CBF_EWT_READY_TO_START_IX		Callback Detail Report

Wait Time	wait time when the callback dial attempt was ready to begin.								.EWT_READY_TO_START_IXN		
Callback/ Expected Wait Time when Offered	At the time callback is offered, the expected time before an agent is available to call back a customer, as of the time callback was offered.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	CALLBACK_FACT_Gt2 .EWT_WHEN_OFFERED	CB_EWT_WHEN_OFFERED	Callback Summary Report
Callback Detail/ Expected Wait Time when Offered	The expected time before an agent is available to call back a customer, as of the time callback was offered.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	AG2_CALLBACK_[*] .EWT_WHEN_OFFERED	CBF_EWT_WHEN_OFFERED	Callback Detail Report
Failed Transfers before Agent	The total number of	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*] .XFER_TO_AGENT_FAIL_CONN	CB_XFER_TO_AGENT_FAIL_CON	Callback Summary Report

is connected	unsuccessful attempts to transfer a caller from the queue to an agent, where the transfer eventually succeeded.										
Failed Transfers to Agent	The number of unsuccessful attempts to transfer a caller from the queue to an agent which did not eventually result in a successful transfer.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].XFER_TO_AGENT_FAIL_NOGONN	CB_XFER_TO_AGENT_FAIL_NOG	Callback Summary Report
Final	Whether the Callback Record ID is final. (0=additional callback attempts will be processed, 1=no more dial attempts will be processed).	Callback Detail	Voice, Chat	N/A	Detail	Number	No	None	CALLBACK_FACT_G12.FINAL_RECORD	CBF_FINAL_RECORD	Callback Detail Report
Last	The	Callback	Voice,	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12.LAST_CALLBACK_OFFER_T	CBF_LAST_CALLBACK	Callback

Callback Offer Time	duration (in seconds) of the last callback offered to a customer during the session.	Detail	Chat						.LAST_CALLBACK_OFFER_TIME	Details Report
Last Callback Offered Timestamp	The date and time of the last callback offered to a customer during the session.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_G2 .LAST_CALLBACK_OFFERED_TS_TIME	Callback Details Report
Max Connect Waiting Time	The maximum amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*] .CONN_WAITING_AGENT_TIME_MAX	Callback Summary Report
Max Establish. Time	The maximum amount of time, in seconds, required to establish	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*] .ESTABLISH_MEDIA_IXN_TIME_MAX	Callback Summary Report

	an outbound call.										
Max Expected Wait Time	The largest recorded Expected Wait Time of any callback session, in seconds.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].EWT_READY_TO_START_IXN_MAX	CB_EWT_READY_TO_START_IXN_MAX	Callback Summary Report
Max Expected Wait Time when Offered	The largest Expected Wait Time of any callback session, in seconds, recorded at the instant when the callback was offered.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MAX	CB_EWT_WHEN_OFFERED_MAX	Callback Summary Report
Max Offer Time	The largest recorded amount of time that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].CALLBACK_OFFER_TIME_MAX	CB_CALLBACK_OFFER_TIME_MAX	Callback Summary Report

	offer.										
Max Offline Waiting Time	The maximum amount of time, in seconds, that any customer waited offline for an agent to become available.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].WAIT_AGENT_OFFLINE_TIME_MAX	CB_WAIT_AGENT_OFFLINE_TIME_MAX	Callback Summary Report
Max Position in Queue	The maximum position any customer had in the queue when the contact center was ready to begin the callback outbound dial attempt.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].POS_READY_TO_START_IXN_MAX	CB_POS_READY_TO_START_IXN_MAX	Callback Summary Report
Max Position in Queue when Offered	The maximum position any customer had in the queue when callback was offered.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].POS_WHEN_OFFERED_MAX	CB_POS_WHEN_OFFERED_MAX	Callback Summary Report
Max Saved Time	The maximum number of	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].SAVED_TIME	CB_SAVED_TIME_MAX	Callback Summary Report

	minutes of call time that were saved because of callback.										
Max Time To Abandon Waiting For Agent	After a successful callback, the maximum amount of time any customer spent waiting before abandoning the call.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].ABANDONED_WAITING_TIME_MAX	CB_ABANDONED_WAITING_TIM	Callback Summary Report
Max Time To Wait For Agent	After a successful callback, the maximum amount of time any customer spent waiting for an agent.	Callback	Voice, Chat	N/A	Disposition	Number	No	Max	AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME_MAX	CB_CONN_WAITING_AGENT_TI	Callback Summary Report
Min Expected Wait Time when Offered	The smallest Expected Wait Time of any callback session, in seconds, recorded at the instant when a	Callback	Voice, Chat	N/A	Disposition	Number	No	Min	AG2_CALLBACK_[*].EWT_WHEN_OFFERED_MIN	CB_EWT_WHEN_OFFERED_MIN	Callback Summary Report

	callback was offered.										
Min Position in Queue when Offered	The minimum position any customer had in the queue when callback was offered.	Callback	Voice, Chat	N/A	Disposition	Number	No	Min	AG2_CALLBACK_[*].POS_WHEN_OFFERED_MIN	CB_POS_WHEN_OFFERED_MIN	Callback Summary Report
Min Saved Time	This measure, which is hidden from report designers and viewers, is used for internal computations.	Callback	All	N/A	N/A	Number	No	Min	min(AG2_CALLBACK_[*].SAVED_TIME)	CB_SAVED_TIME_MIN	Callback Summary Report
Offer Time	The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_OFFER_TIME	CB_CALLBACK_OFFER_TIME	Callback Summary Report
Callback Offered	The total	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*]	CB_CALLBACK_OFFERED	Callback Summary

	number of times that callback was offered to a customer.								.CALLBACK_OFFERED	Report	
Callback Detail/ Offered	Indicates whether callback was offered to the customer. (0=no, 1=yes)	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2 .CALLBACK_OFFERED	Callback Detail Report	CBF_CALLBACK_OFFERED
Offline Waiting Time	The total amount of time, during the reporting interval, that customers waited offline for an agent to become available.}	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*] .WAIT_AGENT_OFFLINE_TIME	Callback Agent Summary Report	CB_WAIT_AGENT_OFFLINE_TIM
Callback Detail/ Offline Waiting Time	The amount of time, in seconds, the customer waited offline for an agent to become available.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2 .WAIT_AGENT_OFFLINE_TIME	Callback Detail Report	CBF_WAIT_AGENT_OFFLINE_TI
Callback/ Position in Queue	The customer's position in the	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*] .POS_READY_TO_START_IXN	Callback Agent Summary Report	CB_POS_READY_TO_START_IXN

	queue when the callback outbound dial attempt was ready to begin.										
Callback Detail/ Position in Queue	The customer's position in the queue when the callback outbound dial attempt was ready to begin.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12.POS_READY_TO_START_IXN	CBF_POS_READY_TO_START_IX	Callback Detail Report
Callback/ Position in Queue when Offered	The customer’s position in the queue when callback was offered.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].POS_WHEN_OFFERED	CB_POS_WHEN_OFFERED	Callback Summary Report
Callback Detail/ Position in Queue when Offered	The customer’s position in the queue when callback was offered.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12.POS_WHEN_OFFERED	CBF_POS_WHEN_OFFERED	Callback Detail Report
Push Delivery Confirmed Timestamp	The time when the application confirmed that push notification was received.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_G12.PUSH_DELIVERY_CONFIRMED_TS_TIME	CBF_PUSH_DELIVERY_CONFIRM	Callback Detail Report

	This is used for CUSTOMER_ORIGINATED scenarios.										
Ready to Start Timestamp	Either: • The time when the contact center was ready to start the outbound dial attempt for CUSTOMER_TERMINATED scenarios, or • The time when the contact center sent push notification to the user device in CUSTOMER_ORIGINATED scenarios.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_Gt2.READY_START_MEDIA_IXN_TS_TIME	CBF_READY_START_MEDIA_IXN_TS	Callback Detail Report
Callback Requested Agent Assistance	The total number of callback calls wherein the customer requested agent assistance.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].IXN_REQ_AGENT	CB_IXN_REQ_AGENT	Callback Summary Report
Callback	The	Callback	Voice,	N/A	Detail	Number	No	Sum	CALLBACK_FACT_Gt2	CBF_IXN_REQ_AGENT	

Detail/ Requested Agent Assistance	number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)	Detail	Chat						.IXN_REQ_AGENT		Details Report
Saved Time	The total number of minutes of call time that were saved because of callback.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*] .SAVED_TIME	CB_SAVED_TIME	Callback Summary Report
Service ID	Original SCXML/ GMS session ID.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12 .SERVICE_ID	CBF_SERVICE_ID	Callback Details Report
Service Start Timestamp	The date and time (UTC) when the Callback service started.	Callback Detail	Voice, Chat	N/A	Detail	Date	No	None	CALLBACK_FACT_G12 .SERVICE_START_TS_TIME	CBF_SERVICE_START_TS	Callback Details Report
Callback/ Start Date Time Key	This hidden measure is reserved for internal use to employ a key for a particular	Callback	All	N/A	N/A	Number	No	None	AG2_CALLBACK_[*] .DATE_TIME_KEY	CB_DATE_TIME_KEY	

	date and time from the AG2_CALLBACK_* hierarchy.										
Callback Detail/ Start Date Time Key	This hidden measure is reserved for internal use to employ a key for a particular date and time from the CALLBACK_FACT_GI2.* hierarchy.	Callback Detail	All	N/A	N/A	Number	No	None	CALLBACK_FACT_GI2.START_DATE_TIME_KEY	CBF_START_DT_DATE_TIME_KEY	None
Successful	The total number of callbacks that successfully connected the customer with an agent.	Callback	Voice, Chat	Base	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CALLBACK_RETURNED	CB_CALLBACK_SUCCESSFUL	Callback Summary Report
Time To Abandon Waiting For Agent	After successful callback, the total amount of time all customers spent waiting for agents before abandoning the	Callback	Voice, Chat	Base	Disposition	Number	No	Sum	AG2_CALLBACK_[*].ABANDONED_WAITING_TIME	CB_ABANDONED_WAITING_TIM	Callback Summary Report

	call.										
Time To Wait For Agent	After successful callbacks, the total amount of time all customers spent waiting for an agent.	Callback	Voice, Chat	Base	Disposition	Number	No	Sum	AG2_CALLBACK_[*].CONN_WAITING_AGENT_TIME	CB_CONN_WAITING_AGENT_TI	Callback Summary Report
Callback/ Timeout Waiting	The total number of times that a customer was disconnected because the max timeout limit was reached.	Callback	Voice, Chat	N/A	Disposition	Number	No	Sum	AG2_CALLBACK_[*].TIMEOUT_WAITING	CB_TIMEOUT_WAITING	Callback Summary Report
Callback Detail/ Timeout Waiting	The number of times that a customer was disconnected because the max timeout limit was reached.	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12.TIMEOUT_WAITING	CBF_TIMEOUT_WAITING	Callback Detail Report
Transfer Failed	The number of failed attempts to transfer the callback	Callback Detail	Voice, Chat	N/A	Detail	Number	No	Sum	CALLBACK_FACT_G12.XFER_TO_AGENT_FAILED	CBF_XFER_TO_AGENT_FAILED	Callback Detail Report

	interaction to the agent.										

Predictive Routing

Genesys Predictive Routing draws on accumulated agent and interaction data, enabling you to analyze omnichannel interactions and outcomes and generate models to predict outcomes. From this analysis, combined with machine learning, you can determine the best possible match between waiting interactions and available agents, and then route the interactions accordingly.

Starting with release 8.5.0, GI2 provides reports to help you understand the overall effectiveness of predictive routing by analyzing how predicted outcomes match up to actual outcomes. GI2 provides 5 new reports, assorted new classes, dimensions, conditions, Lists of Values (lov), and more than 50 new measures.

For information about:

- configuring predictive routing reporting in Genesys Info Mart, see the Deploying: Integrating with Genesys Reporting page in the *Predictive Routing Deployment and Operations Guide*.
- configuring RAA to aggregate predictive routing data, see the How Do I Configure Genesys Info Mart for Aggregation? page in the *Reporting and Analytics Aggregates Deployment Guide*.
- new Info Mart tables for GPR reporting, see the Physical Data Model for your RDBMS.
- new RAA tables for GPR reporting, see the Physical Data Model for your RDBMS.

Five reports and a workspace/dashboard are added to support Predictive Routing:

The Predictive Routing A/B Testing Report

Predictive Routing A/B Testing Report

Use the **Predictive Routing A/B Testing Report** to compare results for predictive models and predictors based on time-sliced A/B testing. This report includes a First Contact Resolution Rate calculation, which allows you to quickly see how often customer concerns were resolved on the first attempt, and allows you to contrast interactions that were processed when Predictive Routing was

switched ON compared to when it was OFF. The report also profiles response time, engage time, wrap time, and other relevant Key Performance Indicators (KPI).

This report presents data on one tab:

- Main

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

The following table explain the prompts you can select when you generate the Predictive Routing A/B Testing Report.

Prompts in the Predictive Routing A/B Testing Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. This prompt overrides the Start Time and End Time values.
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.
Media Type	Select one or more media types for which to gather data into the report. Default: **ALL**
Predictor	Select one or more predictors for which to gather data into the report. Default: **ALL**
Model	Select one or more models for which to gather data into the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

Dimensions in the Predictive Routing A/B Testing Report

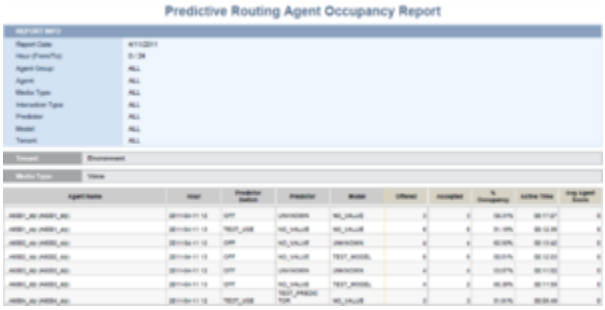
Dimension	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Day	Enables the organization of data by the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data by whether predictive routing is ON or OFF.
Predictor	Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data by the identifier for the model that was used to calculate agent scores for predictive routing.

Measures in the Predictive Routing A/B Testing Report

Measure	Description
Offered	The total number of customer interactions that entered or began within the contact center during the reporting interval, and were offered to a resource, excluding interactions that were abandoned within the short-abandoned threshold.
Accepted	The total number that customer interactions and warm consultations that were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert) within the reporting interval.
Avg Handle Time	The average amount of time (HH:MM:SS), within the reporting interval, that this agent spent handling interactions that the agent received. Computed as handle time divided by the sum of accepted interactions and received consultations.
First Contact Resolution Result	First Contact Resolution (FCR) measures whether issues were resolved during the first customer attempt. A value of NO indicates that the customer raised the same issue again within 7 days. The logic for calculating FCR is as follows: • Retrieve interaction data from the INTERACTION_FACT table for 7 and 35 days leveraging the START_DATE_TIME_KEY column. • Group the interactions based on the value of CUSTOMER_ID and SERVICE_TYPE user data for each interaction. • If the number of interactions within the reporting interval for a given CUSTOMER_ID and SERVICE_TYPE combination is more than 1, then FCR=NO • The FCR for each interaction is stored in a separate table with the following columns: CUSTOMER_ID, SERVICE_TYPE, EMPLOYEE_ID (from RESOURCE_), and FCR_IND.
Avg Accept Time	The average amount of time (HH:MM:SS), that customer interactions were queued and/or alerting or ringing before the interactions were accepted, answered, or pulled by the first-handling resource.
Avg Wrap Time	The average amount of time (HH:MM:SS), within the reporting interval, that this agent spent on customer interactions while in ACW (Wrap) state.
Avg Engage Time	The average amount of time (HH:MM:SS), within the reporting interval, that this agent was engaged with customers on interactions.
Avg Hold Time	The average number of seconds, within the reporting interval, that customers spent on hold for

	interactions. This measure is attributed to the interval in which the interactions were accepted by a resource.
Transfer Rate	The percentage of interactions that were transferred. Calculated as the total number of transferred interactions divided by the total number of interactions.

The Predictive Routing Agent Occupancy Report



Predictive Routing Agent Occupancy Report

Use the **Predictive Routing Agent Occupancy Report** to assess the percentage of time agents were occupied, as opposed to idle time, and to contrast situations where Genesys Predictive Routing was active against situations where it was not. The report also allows you to view the volume of interactions Offered and Accepted, and to compare various Predictors and Models.

This report organizes data in two tabs:

- Active Time & Predictive
- Interaction Time

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

The following table explain the prompts you can select when you generate the Predictive Routing Agent Occupancy Report.

Prompts in the Predictive Routing Agent Occupancy Report

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.
Report Date	Choose a day from the list of preset options. This prompt has not effect if Pre-set Day Filter is set to anything other than **none**.
From Hour	Choose the first hour for which to gather data into the report. Default: **0**
To Hour	Choose the last hour for which to gather data into the report. Default: **24**

Agent Group	Select one or more agent groups from which to gather data into the report. Default: **ALL**
Agent	Select one or more agents from which to gather data into the report. Default: **ALL**
Media Type	Select one or more media types for which to gather data into the report. Default: **ALL**
Interaction Type	Select one or more interactions types for which to gather data into the report. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Model	Select one or more prediction models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

Dimensions in the Predictive Routing Agent Occupancy Report

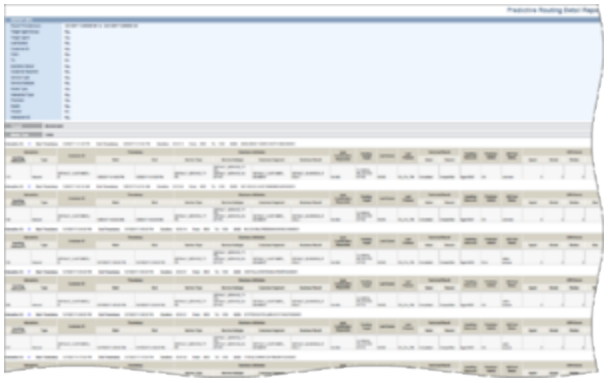
Dimension	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Agent Name	Enables the organization of data by the name of the agent who handled the call.
Hour	Enables the organization of data by the hour of the day in which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Predictor	Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data by the identifier for the model that was used to score the agent for predictive routing.

Measures in the Predictive Routing Agent Occupancy Report

Active Time & Predictive Tab	
Measure	**Description**
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource within the reporting interval.
Accepted	The total number of times, within the reporting interval, that customer interactions and warm consultations were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
% Occupancy	The percentage of time within the reporting interval that this agent’s state was Busy, relative to the total duration within the interval of the agent’s active session on a particular media channel.

Active Time & Predictive Tab	
	This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
Active Time	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.
Interaction Time Tab	
Active Time	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.
Ready Time	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media type.
Not Ready Time	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel.
Busy Time	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work (ACW).
Wrap Time	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW.
Other State Time	The total amount of time (HH:MM:SS) that the state of this agent was neither Ready nor NotReady after login to a particular media channel.
% Ready Time	The percentage of time within the interval that this agent's state was in the Ready state.
% Not Ready Time	The percentage of time within the interval that this agent's state was in the NotReady state.
% Busy Time	The percentage of time spent by agent on interaction processing activities during a day (login-logout).
% Wrap Time	The percentage of time that this agent spent in ACW
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.

The Predictive Routing Detail Report



Predictive Routing Detail Report

Use the **Predictive Routing Detail Report** to view detailed interaction-level data about how Genesys Predictive Routing (GPR) is used in your contact center, and to understand how it impacts Key Performance Indicators (KPI), including detailed metrics that profile agent scoring, and allow you to compare different models or predictors.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. You can also limit the data that is retrieved, and thereby improve report performance, by specifying agent and queue prompts.

Unlike prompt behavior in other reports, the time component of the Start and End Time prompts is active.

For multiple-switch environments that share the same queue names across switches, you can customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

For Oracle RDBMSs, the Handling Attempt Hint dimension must be listed first on the query panel in order for the instructions of optimization to be processed.

This report presents data on one tab:

- Main

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

The following tables explain the objects that make up the Predictive Routing Detail Report, including prompts you can select when you generate the report.

Prompts in the Predictive Routing Detail Report

Prompt	Description
Preset Day Filter	From the list of preset options, choose the day on which to report.
Start Time	Choose the day and time from which to begin collecting data into the report (the report shows no

	more than one day at a time).
End Time	Choose the day and time at which to stop collecting data into the report (the report shows no more than one day at a time).
Target Agent Group	Choose the Agent group on which to report.
Target Agent	Choose individual agents on which to report.
Last Queue	This dimension enables the organization of data based on the name of the last queue in which the interaction traveled before it was handled. This dimension excludes virtual queues.
Customer ID	This dimension enables the organization of data based on the customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined GIM key that has an ID of 10053. Refer to the Genesys Info Mart 8.0 Deployment Guide for information about GIM attached data key assignments.
From	Enables the organization of data by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For e-mail, the source address is the customer's e-mail address. For chat, the source address is empty.
To	Enables the organization of data by the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For e-mail, the target address is a contact center email address. For chat, the target address is empty.
Business Result	Enables the organization of data by business result.
Customer Segment	Enables the organization of data by customer segment.
Service Type	Enables the organization of data by service type.
Service Subtype	Enables the organization of data by service subtype.
Media Type	Enables the organization of data by media type.
Interaction Type	Enables the organization of data by interaction type.
Predictor	Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data by the identifier for the model that was used to score the agent for predictive routing.
Tenant	Enables the organization of data by tenant name.

Interaction ID	Enables the organization of data based on the identifiers associated with interactions.

Dimensions in the Predictive Routing Detail Report

Dimension	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.
Interaction ID	Enables the organization of data based on the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.
Start Timestamp	Enables the organization of data based on the moment when the interaction entered the contact center.
End Timestamp	Enables the organization of data based on the moment when the interaction ended.
Duration	Enables the organization of data based on the difference of the start and end timestamps of the interaction.
From	Enables the organization of data based on the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For e-mail, the source address is the customer's e-mail address. For chat, the source address is empty.
To	Enables the organization of data based on the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For e-mail, the target address is a contact center email address. For chat, the target address is empty.
GUID	Enables the organization of data based on the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.
Interaction/Handling Attempt ID	Enables the organization of data based on the primary key of the INTERACTION_RESOURCE_FACT table.

Interaction/Type	Enables the organization of data based on the interaction's type—for example, Inbound, Outbound, and Internal.
Customer ID	The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the Genesys Info Mart Deployment Guide for information about Genesys Info Mart attached data key assignments. The Customer ID dimension in the Flow class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.
Timestamp/Start	Enables the organization of data based on the moment when the strategy started processing the interaction.
Timestamp/End	Enables the organization of data based on the moment when the completed processing the interaction.
Business Attributes/Service Type	Enables the organization of data based on the type of service that was assigned to the interaction.
Business Attributes/Service Subtype	Enables the organization of data based on the detailed type of service that the customer requested.
Business Attributes/Customer Segment	Enables the organization of data based on the configured customer segment.
Business Attributes/Business Result	Enables the organization of data based on the configured business result.
Skill Combination Requested	Enables the organization of data based on the Skill Combination requested by the interaction.
Routing Target	Enables the organization of data based on the name of the agent group, place group, or skill expression that served as the target of the routing strategy.
Last Queue	Enables data within the reporting interval to be organized based on the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin. Adding this Last Queue to a report can have a significant impact on performance.
Last VQueue	Enables the organization of data based on the name of the last virtual queue in which the interaction traveled before it was handled.
Technical Result/Name	Enables the organization of data based on its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Technical Result/Reason	Enables the organization of data based on the reason for the technical result—for example,

	Abandoned-WhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Handling Resource	Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Status	Enables the organization of data by whether an interaction was processed by GPR under the 'Agent-Surplus' or 'Interaction Surplus' regime, when running in A/B Testing interleaved mode.
Model ID	Enables the organization of data based on the identifier for the model that was used to score the agent for predictive routing.
Model	Enables the organization of data based on the name of the model that was used to score the agent for predictive routing.
Predictor ID	Enables the organization of data based on the identifier for the predictor that was used to request scoring for predictive routing.
Predictor	Enables the organization of data based on the name of the predictor that was used to request scoring for predictive routing.
Mode	Enables the organization of data based on the value of **gpm-mode**, which indicates the current mode of operation of GPR. Value is one of: `prod`, `off`, `gpm-discovery`, `ab-test-time-sliced`, or `unknown`.
Result	Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.
Customer Data Found	Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores.

Measures in the Predictive Routing Detail Report

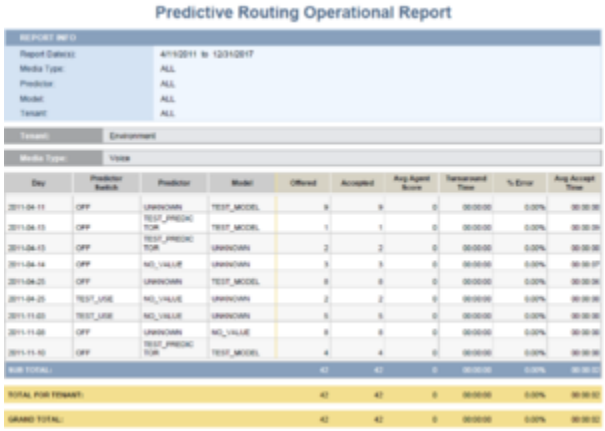
Measure	Description
Agent Score	Predictive routing score for the agent that handled the interaction.
Global Score	The average predictive routing score for all agents in the target group.
Median Score	The median predictive routing score for the target group of agents.
Max Score	The highest predictive routing score for any agent in the target group.
Min Score	The lowest predictive routing score for any agent in the target group.
Agent Rank	The agent's predictive routing score ranked against

<table>
<tr><td></td><td>all other agents in the target group, where 1 is the rank of the agent with the best score.</td></tr>
<tr><td>Target Pool Size</td><td>The number of available agents with the requested skill set.</td></tr>
<tr><td>Predictive Routing/Message</td><td>If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned, or an integer between 1 and 10 to identify the error as one of the following strings:<table>
<tr><td>1</td><td>ok</td></tr>
<tr><td>2</td><td>Authentication to scoring engine failed</td></tr>
<tr><td>3</td><td>Scoring request failed</td></tr>
<tr><td>4</td><td>Agent list is empty</td></tr>
<tr><td>5</td><td>URS overload, ixn skipped</td></tr>
<tr><td>6</td><td>Predictor not found</td></tr>
<tr><td>7</td><td>Failed to build scoring request</td></tr>
<tr><td>8</td><td>SetIdealAgent or SetReadyContdition execution error</td></tr>
<tr><td>9</td><td>Interaction log not found in global map</td></tr>
<tr><td>10</td><td>Unknown error</td></tr>
</table></td></tr>
<tr><td>Turnaround Time</td><td>Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.</td></tr>
<tr><td>Transfer Initiated Agent</td><td>The total number of times that agents transferred customer interactions that were routed using Predictive Routing.</td></tr>
<tr><td>Abandoned Waiting</td><td>The total number of times that customer interactions that were routed using Predictive Routing were abandoned or dropped for any reason before the interactions could be distributed</td></tr>
<tr><td>Abandoned Waiting Time</td><td>The total amount of time, in seconds, associated with customer interactions that were routed using Predictive Routing that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.</td></tr>
<tr><td>Response Time</td><td>The time that elapsed (HH:MM:SS) before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or</td></tr>
</table>

	reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted. Additionally, this measure includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.
Customer Handle Time	The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.
Customer Engage Time	The amount of time (HH:MM:SS) that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.
Customer Hold Time	The amount of time (HH:MM:SS) that the agent had the customer on hold. This measure excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.
Customer Alert Time	For voice interactions, the amount of time (HH:MM:SS) that the interaction was ringing at the resource during a voice handling attempt while a customer was present. For multimedia interactions, the amount of time (HH:MM:SS) that the customer-related interaction was alerting at the resource during an interaction handling attempt. For email interactions, this measure includes agent's handling of an inbound email from a customer or an internal email from another agent, or handling a reply email back to the customer. This measure excludes handling a collaboration, whether on the initiating or receiving side.
Customer Dial Time	The amount of time (HH:MM:SS) that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.
Customer Wrap Time	The amount of time (HH:MM:SS) that the resource was in interaction-related After-Call Work (ACW or

	Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.
Queue Time	The sum of the durations (HH:MM:SS) that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.
Total Duration	The total duration (HH:MM:SS) of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This measure excludes alert duration, received consultations, and received collaborations.

The Predictive Routing Operational Report



Predictive Routing Operational Report

Use the **Predictive Routing Operational Report** to track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions Offered and Accepted, and measures 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 table explain the prompts you can select when you generate the Predictive Routing Operational 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.
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. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Model	Select one or more models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

Dimensions in the Predictive Routing Operational Report

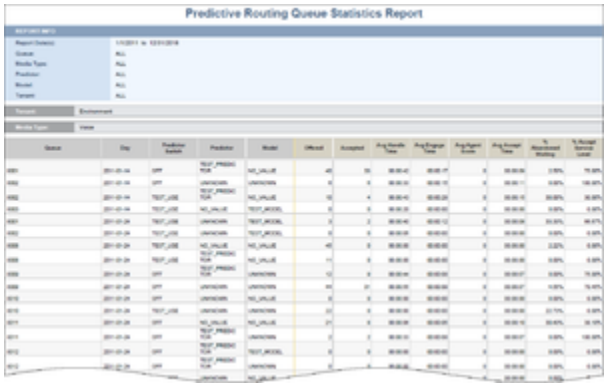
Dimension	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Day	Enables the organization of data based 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	This dimension enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing.

Measures in the Predictive Routing Operational Report

Measure	Description
Offered	Total number of call that were offered.
Accepted	Total number of call that were 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.
Turnaround Time	Average amount of time 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.

The Predictive Routing Queue Statistics Report



Predictive Routing Queue Statistics Report

Use the **Predictive Routing Queue Statistics Report** to track KPIs for each Queue when Genesys Predictive Routing (GPR) is used to optimize routing. The report allows you to monitor overall interaction-processing performance of queues, including contrasting, for each Model and Predictor, the number of Offered and Accepted interactions, Accept, Handle, and Engage Time, as well as abandoned and service level measures.

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_Queue_Statistics_Report.pdf

The following table explain the prompts you can select when you generate the Predictive Routing Queue Statistics Report.

Prompts in the Predictive Routing Queue Statistics Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Date	Choose the date 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 date at which to stop collecting data into the report.

Queue	Select one or more queues from which to gather data into the report. Default: **ALL**
Media Type	Select one or more media types to include in the report. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Model	Select one or more models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

Dimensions in the Predictive Routing Queue Statistics Report

Dimension	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.
Queue	Enables the organization of data based on the name of the ACD queue, virtual queue, interaction queue, or workbin.
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. (PREDICTOR ID-PREDICTOR NAME)
Model	This dimension enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing. (MODEL ID - MODEL DESC)

Measures in the Predictive Routing Queue Statistics Report

Measure	Description
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource
Accepted	The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
Avg Handle Time	The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

Avg Engage Time	For customer interactions that were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that agents were engaged with customers.
Avg Agent Score	Calculated as the sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions that were distributed from this queue, where GPR was active.
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.
% Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.
% Accept Service Level	The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.

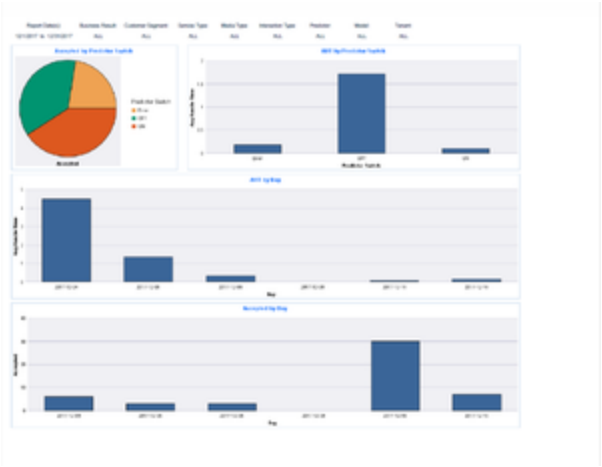
The PR Performance Dashboard

The **PR Performance Dashboard** provides visual summary reports that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR). The dashboard organizes data on the following tabs:

- The AHT tab provides comparisons of handle time and breakdowns of interaction volume and average handle time by day.
- The Agent Utilization tab provides graphical summaries of the percentage of time that agents were busy or ready when GPR was active, and shows the percentage of interactions that encountered an error during predictive routing.
- The Model Efficiency tab provides graphical summaries of average agent scores, average time interactions waited in queue before being scored by predictive routing and distributed, and the percentage of interactions that encountered an error during predictive routing.

To get a better idea of what this dashboard looks like, view sample output from the report:
Sample_Predictive Dashboard — AHT Tab.pdf
Sample_Predictive Dashboard — Agent Utilization Tab.pdf
Sample_Predictive Dashboard — Model Efficiency Tab.pdf

AHT Tab



PR Performance Dashboard / AHT

The AHT Tab provides various daily views of handle times and interaction volumes. The following table explains the prompts you can select when you generate the PR Performance Dashboard / AHT Tab:

Prompts on the PR Performance Dashboard / AHT Tab

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.
Start Date	Choose the first date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
Business Result	Select one or more business reults for which to gather data into the report. Default: **ALL**
Customer Segment	Select one or more customer segments for which to gather data into the report. Default: **ALL**
Service Type	Select one or more service types for which to gather data into the report. Default: **ALL**
Media Type	Select one or more media types for which to gather data into the report. Default: **ALL**
Interaction Type	Select one or more interaction types for which to gather data into the report. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Model	Select one or more prediction models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report.

	Default: **ALL**

The following table explains the dimensions used on the AHT Tab:

Dimensions on the PR Performance Dashboard / AHT Tab

Dimension	Description
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.

The following table explains the measures used on the AHT Tab:

Measures on the PR Performance Dashboard / AHT Tab

Measure	Description
Accepted	Total number of calls that were accepted.
Avg Handle Time	The average amount of time that agents spent handling each interaction.

PR Performance Dashboard / Agent Utilization

Agent Utilization Tab

The Agent Utilization Tab provides daily views of agent occupancy, ready, and busy time. The following table explains the prompts you can select when you generate the PR Performance Dashboard / Agent Utilization Tab:

Prompts on the PR Performance Dashboard / Agent Utilization Tab

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.

Start Date	Choose the first date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
Business Result	Select one or more business reults for which to gather data into the report. Default: **ALL**
Customer Segment	Select one or more customer segments for which to gather data into the report. Default: **ALL**
Service Type	Select one or more service types for which to gather data into the report. Default: **ALL**
Media Type	Select one or more media types for which to gather data into the report. Default: **ALL**
Interaction Type	Select one or more interaction types for which to gather data into the report. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Predictor Switch	Select whether to include only interactions for which Predictive Routing is ON, OFF, or for which an Error occurred. Default: **ON**
Model	Select one or more prediction models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

The following table explains the dimensions used on the PR Performance Dashboard / Agent Utilization Tab:

Dimensions on the Agent Utilization Tab

Dimension	Description
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.

The following table explain the measures used on the Agent Utilization Tab:

Measures on the PR Performance Dashboard / Agent Utilization Tab

Measure	Description
%Busy Time	The percentage of time agents spent on interaction-processing activities.
% Occupancy	The percentage of time within the reporting interval that this agent’s state was Busy, relative to the total duration within the interval of the agent’s active session on a particular media channel. This measure reflects the percentage of time that agents actually spent handling interactions against

	their available or idle time. This measure is computed as (active time minus ready and not-ready time) divided by (active time minus not-ready time).
%Ready Time	The percentage of time within the interval that agents were in the Ready state, divided by the total duration, within the interval, of active agent sessions.

Model Efficiency Tab

PR Performance Dashboard / Model Efficiency

The Model Efficiency Tab provides various views of handle times and interaction volumes. The following table explains the prompts you can select when you generate the PR Performance Dashboard / Model Efficiency Tab:

Prompts on the PR Performance Dashboard / Model Efficiency Tab

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.
Start Date	Choose the first date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has not effect if Pre-set Date Filter is set to anything other than **none**.
Business Result	Select one or more business reults for which to gather data into the report. Default: **ALL**
Customer Segment	Select one or more customer segments for which to gather data into the report. Default: **ALL**
Service Type	Select one or more service types for which to gather data into the report. Default: **ALL**
Media Type	Select one or more media types for which to gather

	data into the report. Default: **ALL**
Interaction Type	Select one or more interaction types for which to gather data into the report. Default: **ALL**
Predictor	Select one or more predictors to include in the report. Default: **ALL**
Predictor Switch	Select one or more predictors to include in the report. Default: **ALL**
Model	Select one or more prediction models to include in the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

The following table explains the dimensions used on the Model Efficiency Tab:

Dimensions on the Model Efficiency Tab

Dimension	Description
Day	Enables the organization of data based on the day/ date on which the interaction occurred.

The following table explains the measures used on the Model Efficiency Tab:

Measures on the PR Performance Dashboard / Model Efficiency Tab

Measure	Description
% Error	Percentage of active interactions that received a predictive routing error score.
Accepted	Total number of calls accepted.
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.
Turnaround Time	Average amount of time 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.

> **Tip**
>
> Interactions pertaining to an object are attributed to each group of which the object is a member. So, in scenarios where an agent is a member of more than one Agent Group, interactions are counted against each group, and can therefore appear more than once in historical reports. The same holds true for queues that are members of more than one Queue Group; interactions that are attributed to such a queue are reported against all associated Queue Groups.