



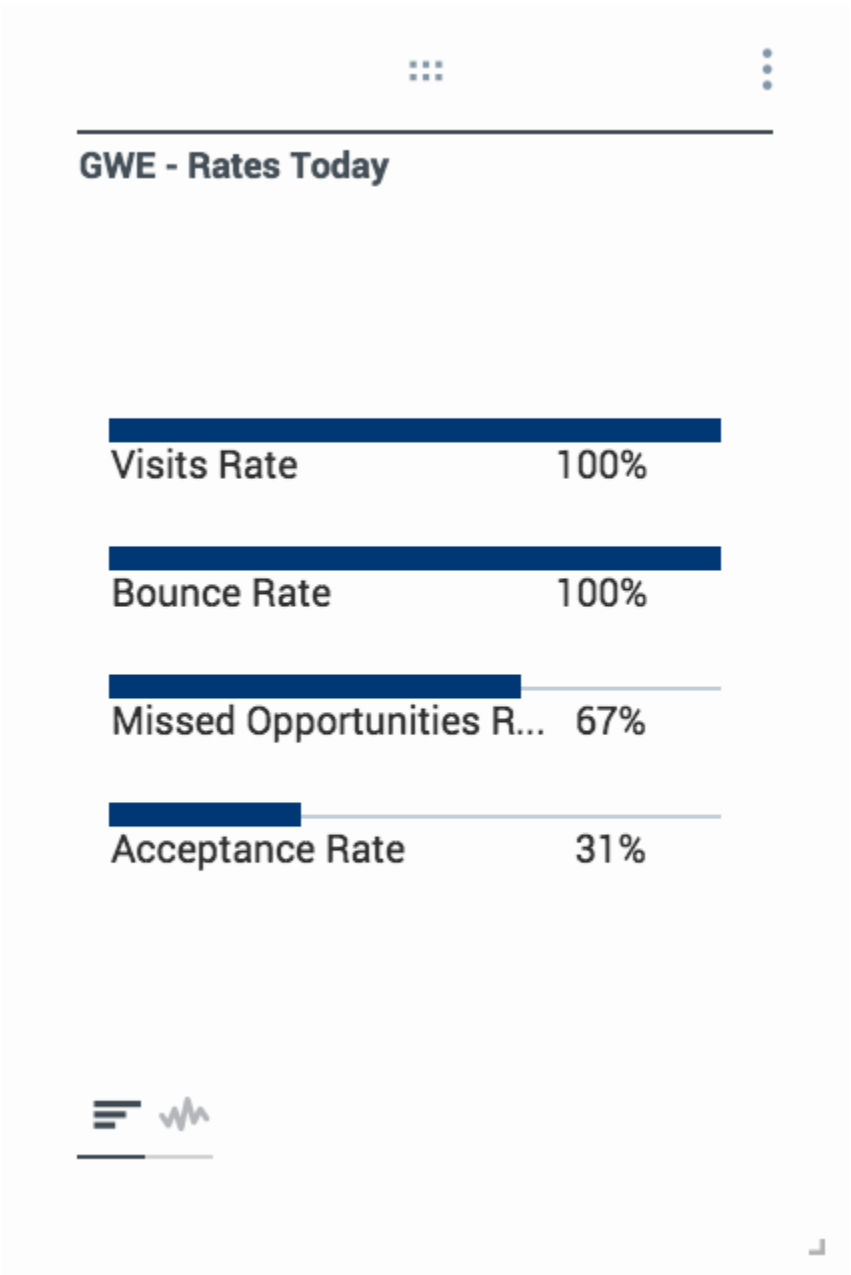
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Reporting Guide

GWE - Rates Today

12/19/2025

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Shows the most common engagement rates, calculated for visits that started after midnight.

The **Bounce** rate shows the percentage of visits that only included a single page, whether or not the visit led to an engagement attempt.

The **Missed Opportunities** rate is the percentage of qualified customers who were not offered an engagement due to a decision in the routing strategy, based on factors such as the lack of available agents.

The **Acceptance** rate shows the percentage of visitors who have accepted an engagement request.

*A note on the **Visit Rate**:*

By default, this widget displays the **Visit Rate** statistic, which always has a value of 100 percent. (We have to include it in the widget so we can base the values for the other statistics on the total number of visits.) You can hide it in the Add Widget wizard, as we did before taking the picture on this page.