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# Reporting and Analytics Aggregates

Tenant Options

# Tenant Options

## agg-gim-thld-AGENT-IXN Section

- **<media>**
- **default**

This section must be named either: **[agg-gim-thld-AGENT-IXN]** or **[agg-gimthld-AGENT-IXN-<GIMAppObj>]** where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example:

**[agg-gim-thld-AGENT-IXN-MyGIM]**

The thresholds that you configure in this section affect measures whose definition relies on the definition of short-engagement (or short-talk) in the H\_AGENT, H\_AGENT\_GRP, H\_AGENT\_CAMPAIGN, and H\_AGENT\_QUEUE hierarchies.

### <media>

**Default Value:** The value specified by the default option.

**Valid Values:** From 0 to  $(2^{31} - 1)$

**Changes Take Effect:** After the next run of aggregation.

Specifies one short-engagement threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers could not have taken place on the specific media that is identified by the name of this option.

The option name must correspond to a value that exists in the **MEDIA\_TYPE.MEDIA\_NAME\_CODE** field of Info Mart.

For example:

email=300 (5 minutes)

For the named media only, the value of this option overrides the default value.

### default

**Default Value:** 5

**Valid Values:** From 0 to  $(2^{31} - 1)$

**Changes Take Effect:** After start of the next aggregation cycle

Specifies one threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers (for those interactions that an agent accepts) could not have taken place, such as when an agent accepts and then immediately releases the interaction—whether intentionally or not. This option controls what data the aggregation process writes to the **SHORT** field of the AG2\_AGENT\_\* aggregate tables. (Refer to the *Reporting and Analytics Aggregates Reference Manual* for information about this group of tables.)

Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option enables the configuration of up to 19 thresholds.

### agg-gim-thld-ID-IXN Section

- **<media>**
- **default**

This section must be named **[agg-gim-thld-ID-IXN]** or **[agg-gim-thld-ID-IXN-<GIMAppObj>]** where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment—for example, **[agg-gim-thld-ID-IXN-MyGIM]**. The values that you configure in this section affect those measures in the H\_ID hierarchy whose definition relies on one of the following thresholds:

For example:

**[agg-gim-thld-ID-IXN-MyGIM].**

The values that you configure in this section affect those measures in the H\_ID hierarchy whose definition relies on one of the following thresholds:

- Short-abandoned threshold—the number of seconds that you determine to be too few or an insufficient amount of time for any contact center interaction to have been answered or accepted by a first handling resource before that interaction was abandoned by the customer or dropped for any other reason.
- Acceptance threshold—the number of seconds that you determine to be too great for any contact center interaction not to have been answered or accepted by a first handling resource.
- Response threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have had a response sent.
- Finish threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have been completed.

Refer to column descriptions of the AG2\_ID table in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of the aforementioned thresholds.

## <media>

**Default Value:** The value specified by the default option.

**Valid Values:** Same as the default option.

**Changes Take Effect:** Upon the next run of aggregation.

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds for the specific media that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA\_TYPE.MEDIA\_NAME\_CODE** field of Info Mart.

Example: voice=5,10,15,20 For the named media only, the value of this option overrides the previously defined default value.

## default

**Default Value:** 5,15,3600,7200

**Valid Values:** a,b,c,d where each letter represents an integer from 0 to  $2^{31}-1$  that represents one of the following thresholds:

- a=short-abandoned threshold
- b=acceptance threshold
- c=response threshold
- d=finish threshold

The sequence of values does not have to consist of increasing values.

**Changes Take Effect:** After start of the next aggregation cycle

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds.

If you specify fewer than four thresholds, the aggregation process internally supplies a value of 0 for each unspecified threshold; that is: 5,15 is equivalent to 5,15,0,0.

Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option actually enables the configuration of up to 19 thresholds.

## agg-gim-thld-QUEUE-ABN Section

- **<media>**
- **default**

This section must be named **[agg-gim-thld-QUEUE-ABN]** or **[agg-gim-thld-QUEUE-ABN-<GIMAppObj>]** where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example:

**[agg-gim-thld-QUEUE-ABN-MyGIM].**

The thresholds that you configure in this section pertain to the H\_QUEUE\_ABN hierarchy. You can configure up to 19 abandon-in-queue thresholds for classifying abandoned interactions. Refer to column descriptions of the H\_QUEUE\_ABN hierarchy in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of thresholds in this section.

### <media>

**Default Value:** The value specified by the default option.

**Valid Values:** Same as the default option.

**Changes Take Effect:** Upon the next run of aggregation.

Specifies up to 19 thresholds for the time, in seconds, of abandonment for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA\_TYPE.MEDIA\_NAME\_CODE** field of Info Mart.

For example:

voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200

For the named media only, the value of this option overrides the previously defined default value.

### default

**Default Value:**

5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200

**Valid Values:** a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s (19 integers) where each letter represents an integer from 0 to  $2^{31}-1$  and the sequence must increase monotonically. Specifying a 0 value at any position terminates the sequence from that point at which 0 was specified.

**Changes Take Effect:** Upon start of the next aggregation cycle

Specifies up to 19 thresholds for the time, in seconds, that interactions are abandoned. This option controls what data the aggregation process writes to the ABANDONED\_STI columns of the AG2\_QUEUE\_ABN\_\* aggregate tables.

For example, RAA attributes an interaction to the ABANDONED\_STI\_1 column if the amount of time that elapsed before the interaction was abandoned,  $x$ , falls within the first bucket:  $0 < x \leq 1stThreshold$  (where  $1stThreshold$ , by default, is 5 seconds)

Interactions are attributed to the ABANDONED\_STI\_18 column if they were abandoned within the 18th bucket, which is defined, by default, as:  $86400 < x_i \leq 172800$  (where  $i$  is a specific interaction)

ABANDONED\_STI\_20 receives the tally of all interactions that were abandoned beyond the 19th threshold (259200 seconds or 3 days, by default).

If you specify fewer than 19 thresholds, the aggregation process internally supplies a value of 0 for each unspecified threshold to terminate the sequence; that is: 5, 15, 30 is equivalent to 5, 15, 30, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0, 0

## agg-gim-thld-QUEUE-ACC Section

- **<media>**
- **default**

This section must be named **[agg-gim-thld-QUEUE-ACC]** or **[agg-gim-thld-QUEUE-ACC-<GIMAppObj>]**, where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example:

**[agg-gim-thld-QUEUE-ACC-MyGIM].**

The thresholds that you configure in this section pertain to the H\_QUEUE\_ACC\_AGENT hierarchy. You can configure up to 19 thresholds for classifying speed-of-accept times for the first handling of interactions that are distributed from a particular queue.

Refer to column descriptions of the H\_QUEUE\_ACC\_AGENT hierarchy in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of thresholds in this section.

## <media>

**Default Value:** The value specified by the default option.

**Valid Values:** Same as the default option.

**Changes Take Effect:** Upon the next run of aggregation.

Specifies up to 19 thresholds of agent-response times, in seconds, for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA\_TYPE.MEDIA\_NAME\_CODE** field of Info Mart.

For example:

voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200

For the named media only, the value of this option overrides the previously defined default value.

## default

### Default Value:

5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200

**Valid Values:** a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s where each letter represents an integer from 0 to  $2^{31}-1$  and the sequence must increase monotonically. Specifying a 0 value at any position terminates the sequence from that point at which 0 was specified.

**Changes Take Effect:** Upon start of the next aggregation cycle

Specifies up to 19 thresholds of agent-response times, in seconds, for the first handling of contact center interactions. This option controls what data the aggregation process writes to the ACCEPTED\_AGENT\_STI columns of the AG2\_QUEUE\_ACC\_AGENT\_\* aggregate tables.

For example, RAA attributes an interaction to the ACCEPTED\_AGENT\_STI\_1 column if the agent's response time,  $x$ , for the interaction falls within the first bucket:  $0 < x \leq 1stThreshold$ , where 1stThreshold, by default, is 5 seconds.

Interactions are attributed to the ACCEPTED\_AGENT\_STI\_9 column if the agents' response times fall within the 9th bucket, which is defined, by default, as:  $180 < x_i \leq 240$ , where  $i$  is a specific interaction.

ACCEPTED\_AGENT\_STI\_20 receives the tally of all interactions in which agent response times fall beyond the 19th threshold (259200 seconds or 3 days, by default). If you specify fewer than 19 thresholds, the aggregation process internally supplies a values of 0 for each unspecified threshold to terminate the sequence; that is: 5,15,30 is equivalent to 5,15,30,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0.

## agg-gim-thld-QUEUE-IXN Section

- **<media>**

This section must be named **[agg-gim-thld-QUEUE-IXN]** or **[agg-gim-thld-QUEUE-IXN-<GIMAppObj>]**, where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example: **[agg-gim-thld-QUEUE-IXN-MyGIM]**

The values that you configure in this section affect measures in the H\_QUEUE and H\_QUEUE\_GRP hierarchies—measures whose definition relies on two sets of the following thresholds:

- Short-abandoned threshold—the number of seconds in queue that you determine to be an insufficient amount of time for interactions to have been distributed before that interaction was abandoned by the customer or dropped for any other reason.
- Acceptance threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to a first handling resource.
- Accepted-by-agent threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to an agent resource.

One set of each of these thresholds is exclusively for consult interactions; the other set is for interactions that exclude consultations. Refer to columns descriptions of the H\_QUEUE and H\_QUEUE\_GRP hierarchies in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of the aforementioned thresholds.

### <media>

**Default Value:** The value specified by the default option.

**Valid Values:** Same as the default option.

**Changes Take Effect:** Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA\_TYPE.MEDIA\_NAME\_CODE** field of Info Mart.

For example:

voice=5,15,30,5,15,30

For the named media only, the value of this option overrides the previously defined default.