

Predictive Routing Operational Report

REPORT INFO	
Report Date(s):	4/11/2011 to 12/31/2017
Media Type:	ALL
Predictor:	ALL
Model:	ALL
Tenant:	ALL

Tenant:	Environment
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Media Type:	Voice
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Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Agent Score	Turnaround Time	% Error	Avg Accept Time
2011-04-11	OFF	UNKNOWN	TEST_MODEL	9	9	0	00:00:00	0.00%	00:00:00
2011-04-13	OFF	TEST_PREDICTOR	TEST_MODEL	1	1	0	00:00:00	0.00%	00:00:09
2011-04-13	OFF	TEST_PREDICTOR	UNKNOWN	2	2	0	00:00:00	0.00%	00:00:00
2011-04-14	OFF	NO_VALUE	UNKNOWN	3	3	0	00:00:00	0.00%	00:00:07
2011-04-25	OFF	UNKNOWN	TEST_MODEL	8	8	0	00:00:00	0.00%	00:00:06
2011-04-25	TEST_USE	NO_VALUE	UNKNOWN	2	2	0	00:00:00	0.00%	00:00:00
2011-11-03	TEST_USE	NO_VALUE	UNKNOWN	5	5	0	00:00:00	0.00%	00:00:00
2011-11-08	OFF	UNKNOWN	NO_VALUE	8	8	0	00:00:00	0.00%	00:00:00
2011-11-10	OFF	TEST_PREDICTOR	TEST_MODEL	4	4	0	00:00:00	0.00%	00:00:00
SUB TOTAL:				42	42	0	00:00:00	0.00%	00:00:02
TOTAL FOR TENANT:				42	42	0	00:00:00	0.00%	00:00:02
GRAND TOTAL:				42	42	0	00:00:00	0.00%	00:00:02

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Report Description

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.

Measure Description

Column Name	Universe Measure Name	Description
Offered	BA Customer \ Offered	The total number of customer interactions that entered or began within the contact center during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold.
Accepted	BA Customer \ Accepted	The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource.
Avg Agent Score	BA Predictive Routing \ Avg Agent Score	
Turnaround Time	BA Predictive Routing \ Turnaround Time	
% Error	BA Predictive Routing \ % Error	
Avg Accept Time	BA Customer \ Avg Accept Time	The average amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.