Predictive Routing AB Testing Report

REPORT INFO	
Report Date(s):	1/1/2011 to 12/31/2018
Media Type:	ALL
Predictor:	ALL
Model:	ALL
Tenant:	ALL

Tenant:	Environment

Media Type:	Voice

Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Handle Time	First Contact Resolution Result	Avg Accept Time	Avg Wrap Time	Avg Engage Time	Avg Hold Time	Transfer Rate
2011-01-14	OFF	NO_VALUE	UNKNOWN	39	34	00:01:05		00:00:10	00:00:24	00:00:22	00:00:27	17.95%
2011-01-24	OFF	NO_VALUE	NO_VALUE	5	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
2011-01-24	OFF	UNKNOWN	UNKNOWN	52	44	00:01:00		00:00:23	00:00:08	00:00:09	00:00:43	25.00%
2011-04-11	OFF	UNKNOWN	TEST_MODEL	9	9	00:03:46		00:00:00	00:00:00	00:03:23	00:00:43	44.44%
2011-04-13	OFF	TEST_PREDICTOR	TEST_MODEL	1	1	00:02:35		00:00:09	00:00:00	00:01:06	00:01:11	100.00%
2011-04-13	OFF	TEST_PREDICTOR	UNKNOWN	2	2	00:06:45		00:00:00	00:00:00	00:04:57	00:01:26	0.00%
2011-04-14	OFF	NO_VALUE	UNKNOWN	3	3	00:01:45		00:00:08	00:00:00	00:01:03	00:00:39	0.00%
2011-04-25	OFF	UNKNOWN	TEST_MODEL	8	8	00:00:22		00:00:06	00:00:00	00:00:13	00:00:08	37.50%
2011-04-25	TEST_USE	NO_VALUE	UNKNOWN	2	2	00:00:08		00:00:00	00:00:00	00:00:08	00:00:00	0.00%
2011-11-03	TEST_USE	NO_VALUE	UNKNOWN	5	5	00:02:38		00:00:00	00:00:00	00:01:06	00:00:17	0.00%
2011-11-08	OFF	UNKNOWN	NO_VALUE	8	8	00:02:29		00:00:00	00:00:00	00:01:18	00:00:26	62.50%
2011-11-10	OFF	TEST_PREDICTOR	TEST_MODEL	4	4	00:03:06		00:00:00	00:00:28	00:02:26	00:00:21	50.00%
SUB TOTAL:				138	120	00:01:32		00:00:12	00:00:16	00:00:46	00:00:34	25.36%
TOTAL FOR TENANT:				138	120	00:01:32		00:00:12	00:00:16	00:00:46	00:00:34	25.36%
GRAND TOTAL:				138	120	00:01:32		00:00:12	00:00:16	00:00:46	00:00:34	25.36%

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Report Description

Use the Predictive Routing A/B Testing Report to track A/B testing results for predictive models and predictors. 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).

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 Handle Time	BA Customer \ Avg Handle Time	The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute.
First Contact Resolution Result	BA Customer \ First Contact Resolution Result	
ASA	BA Customer \ ASA	The average amount of time, in seconds, it took agents to accept, answer, or pull customer interactions assigned this business attribute.
Avg Wrap Time	BA Customer \ Avg Wrap Time	The average amount of time, in seconds, that agents spent performing after call work for customer interactions that were assigned this business attribute.
Avg Engage Time	BA Customer \ Avg Engage Time	The average amount of time, in seconds, that agents were engaged with customers on interactions assigned this business attribute.
Avg Hold Time	BA Customer \ Avg Hold Time	The average amount of time, in seconds, that customers spent on hold for interactions assigned this business attribute. This measure is attributed to the interval in which the interactions were accepted by a resource.
Transfer Rate	None. Report only.	Transfer rate for interactions.