Predictive Routing Queue Statistics Report

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

Tenant:	Environment

Media Type:	Voice

Queue	Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Handle Time	Avg Engage Time	Avg Agent Score	Avg Accept Time	% Abandoned Waiting	% Accept Service Level
8001	2011-01-14	OFF	TEST_PREDICTOR	NO_VALUE	40	33	00:00:42	00:00:17	0	00:00:09	2.50%	75.00%
8002	2011-01-14	OFF	UNKNOWN	UNKNOWN	6	6	00:00:33	00:00:15	0	00:00:11	0.00%	100.00%
8002	2011-01-14	TEST_USE	TEST_PREDICTOR	NO_VALUE	10	4	00:00:43	00:00:29	0	00:00:15	30.00%	30.00%
8003	2011-01-14	TEST_USE	NO_VALUE	TEST_MODEL	0	0	00:00:20	00:00:00	0	00:00:00	0.00%	0.00%
8001	2011-01-24	TEST_USE	UNKNOWN	TEST_MODEL	3	2	00:00:40	00:00:12	0	00:00:08	33.33%	66.67%
8002	2011-01-24	TEST_USE	UNKNOWN	TEST_MODEL	0	0	00:00:05	00:00:00	0	00:00:00	0.00%	0.00%
8008	2011-01-24	TEST_USE	NO_VALUE	NO_VALUE	45	0	00:00:00	00:00:00	0	00:00:00	2.22%	0.00%
8008	2011-01-24	TEST_USE	TEST_PREDICTOR	NO_VALUE	11	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8009	2011-01-24	OFF	TEST_PREDICTOR	UNKNOWN	12	9	00:00:44	00:00:08	0	00:00:07	0.00%	75.00%
8009	2011-01-24	OFF	UNKNOWN	UNKNOWN	44	31	00:00:55	00:00:09	0	00:00:07	4.55%	70.45%
8010	2011-01-24	OFF	UNKNOWN	NO_VALUE	0	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8010	2011-01-24	TEST_USE	UNKNOWN	UNKNOWN	22	0	00:00:00	00:00:00	0	00:00:00	22.73%	0.00%
8011	2011-01-24	OFF	NO_VALUE	NO_VALUE	21	8	00:00:06	00:00:05	0	00:00:10	30.43%	38.10%
8011	2011-01-24	OFF	TEST_PREDICTOR	UNKNOWN	2	2	00:00:33	00:00:08	0	00:00:07	0.00%	100.00%
8012	2011-01-24	OFF	TEST_PREDICTOR	TEST_MODEL	0	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8012	2011-01-24	OFF	TEST_PREDICTOR	UNKNOWN	0	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8013	2011-01-24	TEST_USE	UNKNOWN	NO_VALUE	0	0	00:00:06	00:00:00	0	00:00:00	0.00%	0.00%
8001	2011-04-11	OFF	NO_VALUE	UNKNOWN	5	5	00:00:52	00:00:43	0	00:00:15	0.00%	80.00%
8002	2011-04-11	TEST_USE	TEST_PREDICTOR	UNKNOWN	10	10	00:01:05	00:00:53	0	00:00:12	0.00%	80.00%
8003	2011-04-11	OFF	NO_VALUE	NO_VALUE	1	0	00:00:00	00:00:00	0	00:00:00	100.00%	0.00%
8003	2011-04-11	OFF	NO_VALUE	UNKNOWN	6	3	00:01:06	00:01:01	0	00:00:11	16.67%	50.00%
8004	2011-04-11	OFF	NO_VALUE	NO_VALUE	1	1	00:01:52	00:01:43	0	00:00:13	0.00%	100.00%
8001	2011-04-13	TEST_USE	NO_VALUE	UNKNOWN	2	2	00:03:06	00:01:40	0	00:00:41	0.00%	50.00%

Queue	Day	Predictor Switch	Predictor	Model	Offered	Accepted	Avg Handle Time	Avg Engage Time	Avg Agent Score	Avg Accept Time	% Abandoned Waiting	% Accept Service Level
8002	2011-04-13	TEST_USE	UNKNOWN	NO_VALUE	0	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8003	2011-04-13	TEST_USE	TEST_PREDICTOR	TEST_MODEL	2	2	00:00:10	00:00:04	0	00:00:19	0.00%	50.00%
8003	2011-04-13	TEST_USE	UNKNOWN	TEST_MODEL	1	1	00:00:45	00:00:27	0	00:00:15	0.00%	100.00%
8004	2011-04-13	OFF	TEST_PREDICTOR	NO_VALUE	2	2	00:00:13	00:00:07	0	00:00:14	0.00%	50.00%
8004	2011-04-13	OFF	UNKNOWN	TEST_MODEL	1	1	00:00:04	00:00:04	0	00:00:08	0.00%	100.00%
8001	2011-04-14	TEST_USE	NO_VALUE	NO_VALUE	2	2	00:01:30	00:00:51	0	00:00:08	0.00%	100.00%
8002	2011-04-14	OFF	TEST_PREDICTOR	UNKNOWN	1	1	00:00:30	00:00:23	0	00:00:12	0.00%	100.00%
8003	2011-04-14	OFF	UNKNOWN	UNKNOWN	0	0	00:00:00	00:00:00	0	00:00:00	0.00%	0.00%
8001	2011-04-25	TEST_USE	NO_VALUE	TEST_MODEL	2	2	00:00:10	00:00:10	0	00:00:12	0.00%	100.00%
8002	2011-11-03	TEST_USE	NO_VALUE	UNKNOWN	5	5	00:01:12	00:00:55	0	00:00:07	0.00%	100.00%
8003	2011-11-03	TEST_USE	UNKNOWN	UNKNOWN	4	4	00:00:44	00:00:14	0	00:00:09	0.00%	100.00%
8004	2011-11-03	OFF	NO_VALUE	UNKNOWN	0	0	00:01:03	00:00:00	0	00:00:00	0.00%	0.00%
8005	2011-11-03	OFF	TEST_PREDICTOR	UNKNOWN	0	0	00:00:17	00:00:00	0	00:00:00	0.00%	0.00%
8002	2011-11-08	OFF	UNKNOWN	NO_VALUE	8	8	00:01:03	00:00:43	0	00:00:07	0.00%	100.00%
8003	2011-11-08	OFF	NO_VALUE	TEST_MODEL	7	7	00:01:00	00:00:30	0	00:00:09	0.00%	100.00%
8004	2011-11-08	TEST_USE	NO_VALUE	UNKNOWN	3	2	00:00:40	00:00:38	0	00:00:16	0.00%	33.33%
8005	2011-11-08	TEST_USE	TEST_PREDICTOR	TEST_MODEL	0	0	00:00:11	00:00:00	0	00:00:00	0.00%	0.00%
8002	2011-11-10	OFF	UNKNOWN	UNKNOWN	1	1	00:01:45	00:01:21	0	00:00:07	0.00%	100.00%
8002	2011-11-10	TEST_USE	UNKNOWN	NO_VALUE	3	3	00:00:52	00:00:42	0	00:00:06	0.00%	100.00%
8003	2011-11-10	OFF	TEST_PREDICTOR	NO_VALUE	3	3	00:00:33	00:00:29	0	00:00:10	0.00%	100.00%
8003	2011-11-10	OFF	UNKNOWN	TEST_MODEL	1	1	00:01:17	00:00:55	0	00:00:08	0.00%	100.00%
8004	2011-11-10	OFF	UNKNOWN	NO_VALUE	0	0	00:00:24	00:00:00	0	00:00:00	0.00%	0.00%
SUB TOTAL:					287	161	00:00:45	00:00:24	0	00:00:10	7.61%	52.26%
TOTAL FOR TENANT:					287	161	00:00:45	00:00:24	0	00:00:10	7.61%	52.26%
GRAND TOTAL:					287	161	00:00:45	00:00:24	0	00:00:10	7.61%	52.26%

Predictive Routing Queue Statistics Report

Report Description

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 interactionprocessing 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.

Measure Description

Column Name	Universe Measure Name	Description
Offered	Q Customer \ Offered	The total number of interactions that entered this queue and were subsequently offered to a resource.
Accepted	Q Customer \ 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	Q Customer \ Avg Handle Time	The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.
Avg Engage Time	Q Customer \ Avg Engage Time	For customer interactions that were distributed or pulled from this queue, the average amount of time, in seconds, that agents were engaged with customers.
Avg Agent Score	Queue Predictive Routing \ Avg Agent Score	
Avg Accept Time	Q Customer \ Avg Accept Time	The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
% Abandoned Waiting	Q Customer \ % Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed to the total number of interactions that entered this queue.
% Accept Service Level	Q Customer \ % 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 to all interactions that entered this queue and were offered to a resource.