



PureConnect®

2020 R1

Generated:

18-February-2020

Content last updated:

02-August-2019

See [Change Log](#) for summary of changes.



CX Insights

Printed Help

Abstract

This document contains the application help for CX Insights.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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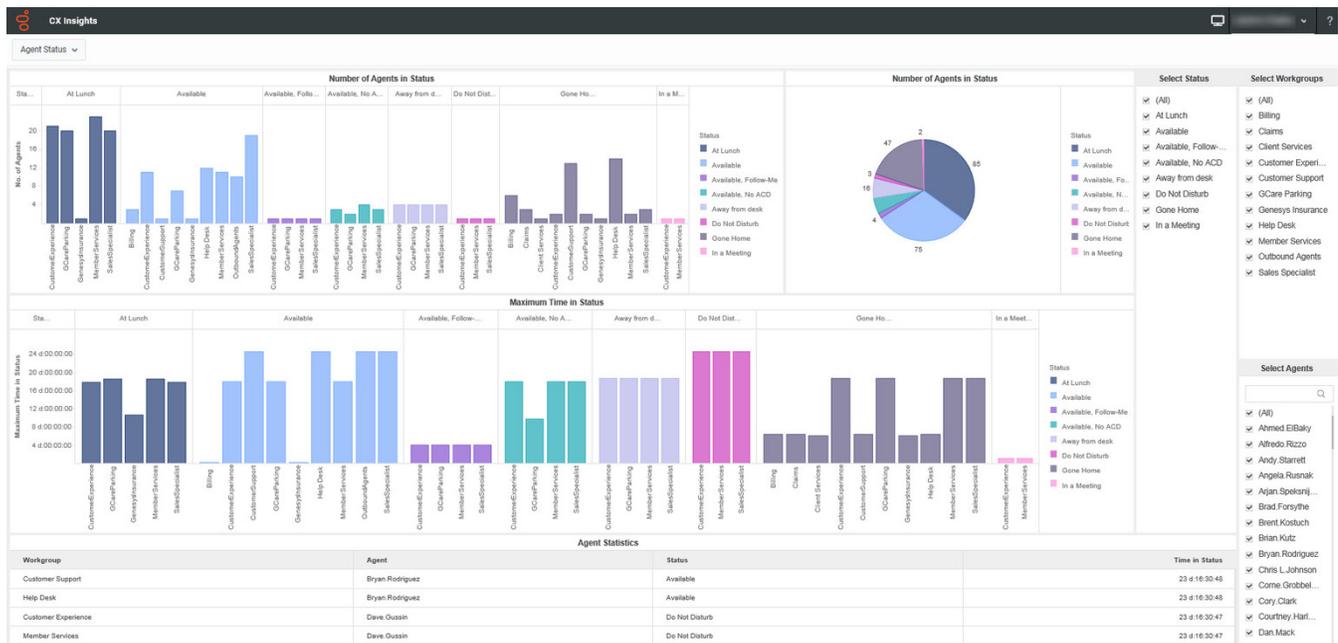
CX Insights Overview

Understand the current state of your contact center with CX Insights, a web-based data visualization application that allows you to view and analyze real-time agent status and workgroup activity. The data displayed in CX Insights dashboard visualizations displays agent details for a workgroup, including the number of agents available, time in status, total interactions answered and completed, average handling times, and more.

Dashboard Visualizations

CX Insights agent dashboard visualizations help you monitor agent status and agent interaction details in real-time. Workgroup dashboard visualizations give supervisors a quick look at available agents and their current states.

CX Insights dashboard filtering and sorting capabilities provide additional insight into waiting interactions and agents' current states. You can filter the data displayed in a dashboard to display only the information that you require. And you can filter at multiple levels, simultaneously filtering the data displayed on every visualization on the dashboard. For example, one visualization on a dashboard could contain a bar chart on agent time in status where you could filter on different workgroups, and another visualization could be a grid displaying abandon rate, which you could filter on media type and workgroup for a specific interval.



Next, read more [About Dashboards](#).

Installation and Configuration

To configure CX Insights settings in Interaction Administrator, see the topics listed below **Installation and Configuration**.

Installation

CX Insights is a browser-based CIC Web application that accesses CX Insights services in the PureConnect Cloud.

CX Insights PureConnect Cloud

Your Genesys Account Representative or your business partner can provide you with your URL to configure Interaction Administrator Analytics for accessing CX Insights services.

CX Insights web application

The CX Insights web application is installed by the CIC administrator using the generic web application installation procedure in the [CIC Web Applications Installation and Configuration Guide](#) found at:

https://help.genesys.com/cic/mergedprojects/wh_tr/desktop/pdfs/cic_web_applications_icg.pdf

Analytics Licensing

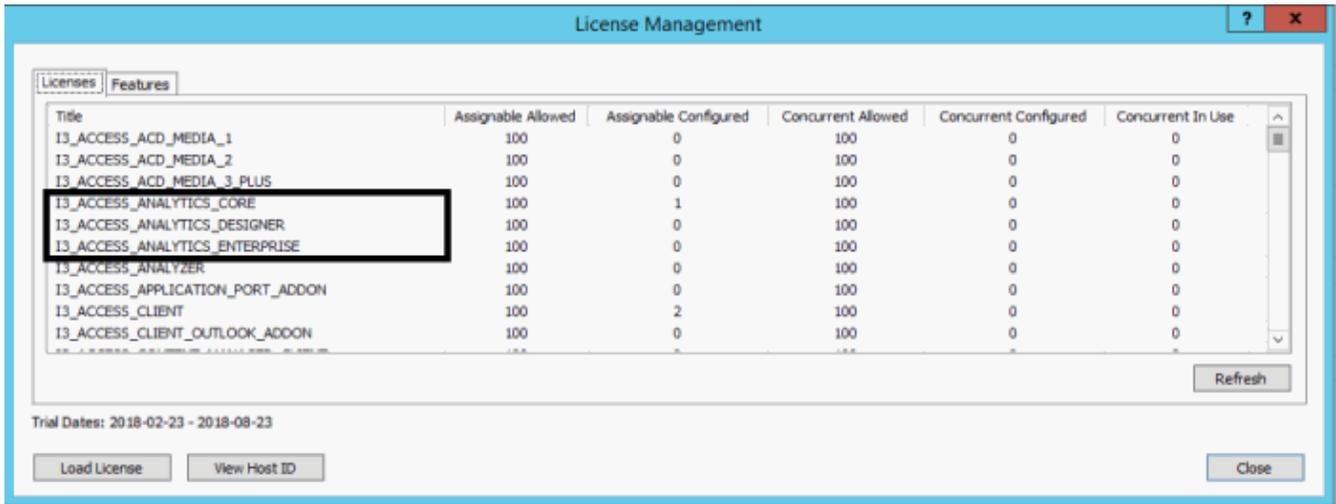
CX Insights requires an Analytics access license for users, and an Analytics feature license.

Access Licenses

To verify if you have the Access licenses, go to the License Management form in Interaction Administrator and under the Licenses tab, verify the following licenses.

```
>>>> ORIGINAL //eic/2019r4_systest/products/documentation/source/Insights/Licensing.htm#3 ==== THEIRS
//eic/2019r4_systest/products/documentation/source/Insights/Licensing.htm#4
.
==== YOURS //hyd-arunas-l_eic_main_systest/products/documentation/source/Insights/Licensing.htm
.
<<<<<
```

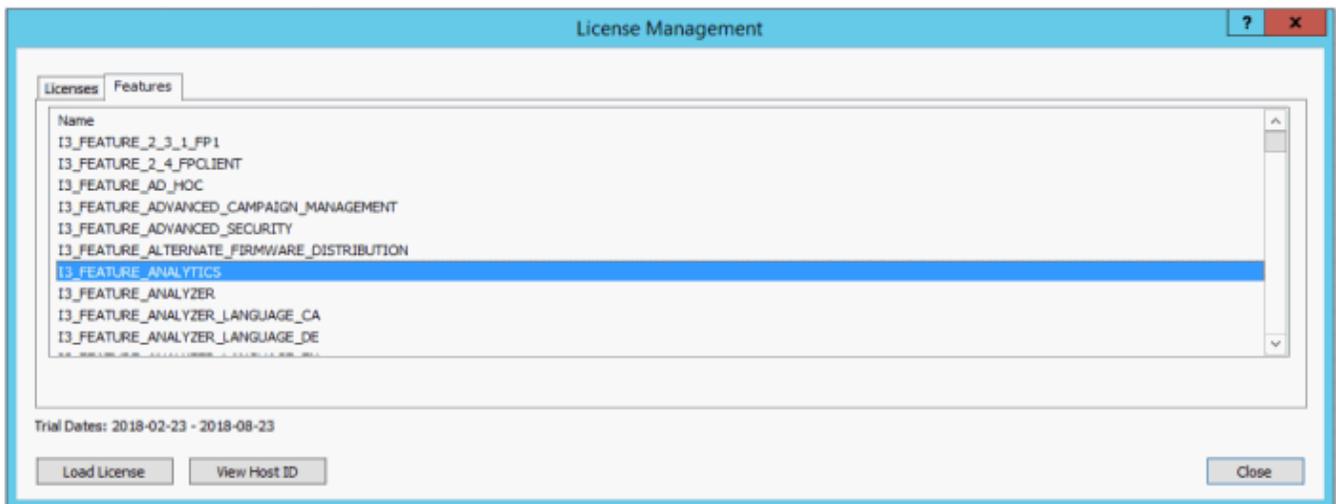
License	Description
I3_ACCESS_ANALYTICS_CORE	Basic dashboard license to view dashboards
I3_ACCESS_ANALYTICS_DESIGNER	CORE license plus Dashboards can be created and modified
I3_ACCESS_ANALYTICS_ENTERPRISE	DESIGNER license plus external data sources can be added



The License Management dialog displays the number of available licenses.

Feature License

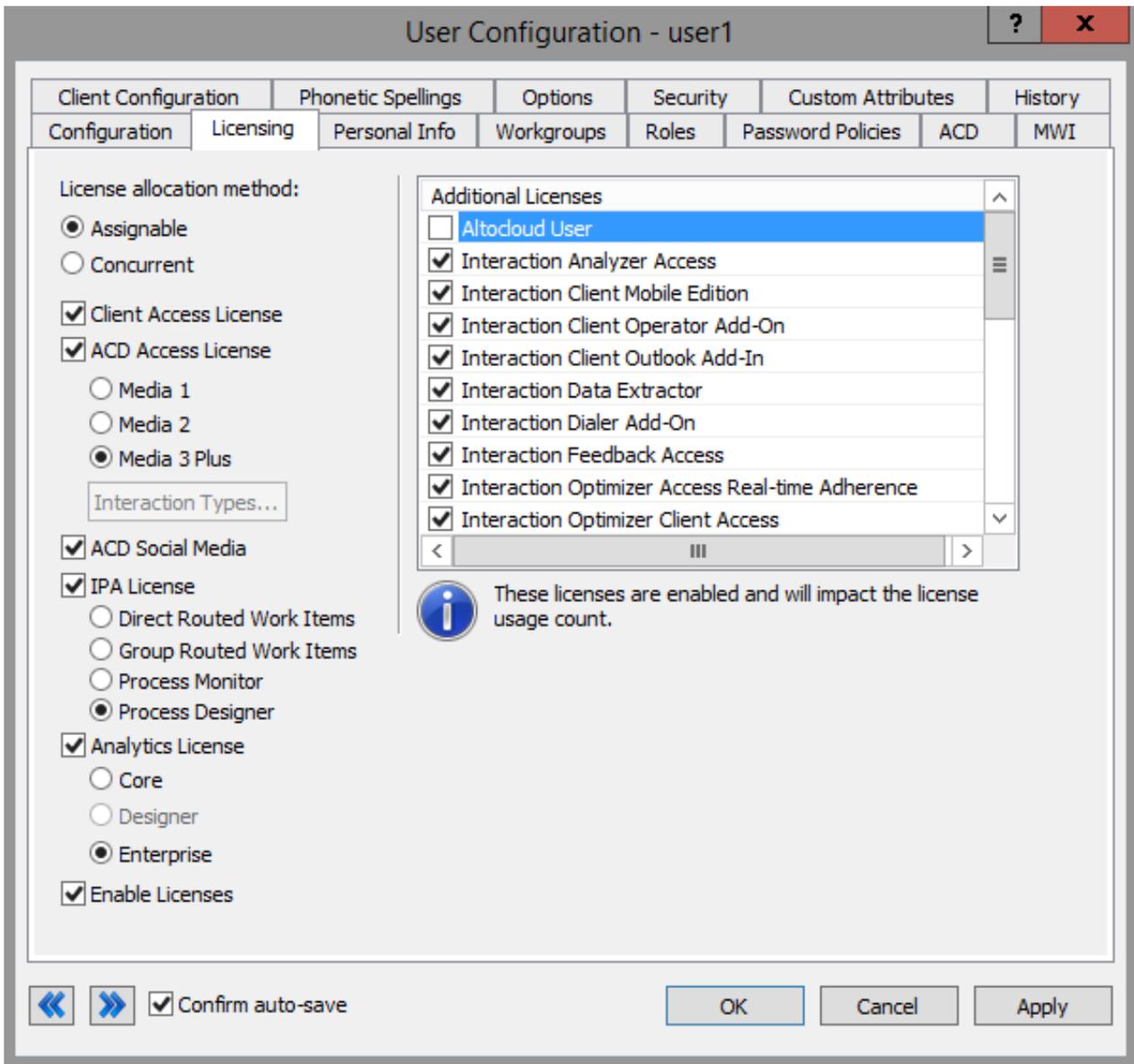
To verify if you have the Feature license, go to the License Management form in Interaction Administrator and under the Features tab, verify the **I3_FEATURE_ANALYTICS** license.



If a license is not present or you do not have enough licenses, please contact your sales representative.

Allocating Access Licenses

Allocate a CX Insights **Analytics License**, for users, in Interaction Administrator on the **Licensing** tab.



To assign an Analytics license to a user, select the **Analytics License** check box and select one of the following licenses.

CORE	Basic dashboard license to view dashboards
DESIGNER	CORE license plus Dashboards can be created and modified
ENTERPRISE	DESIGNER license plus external data sources can be added

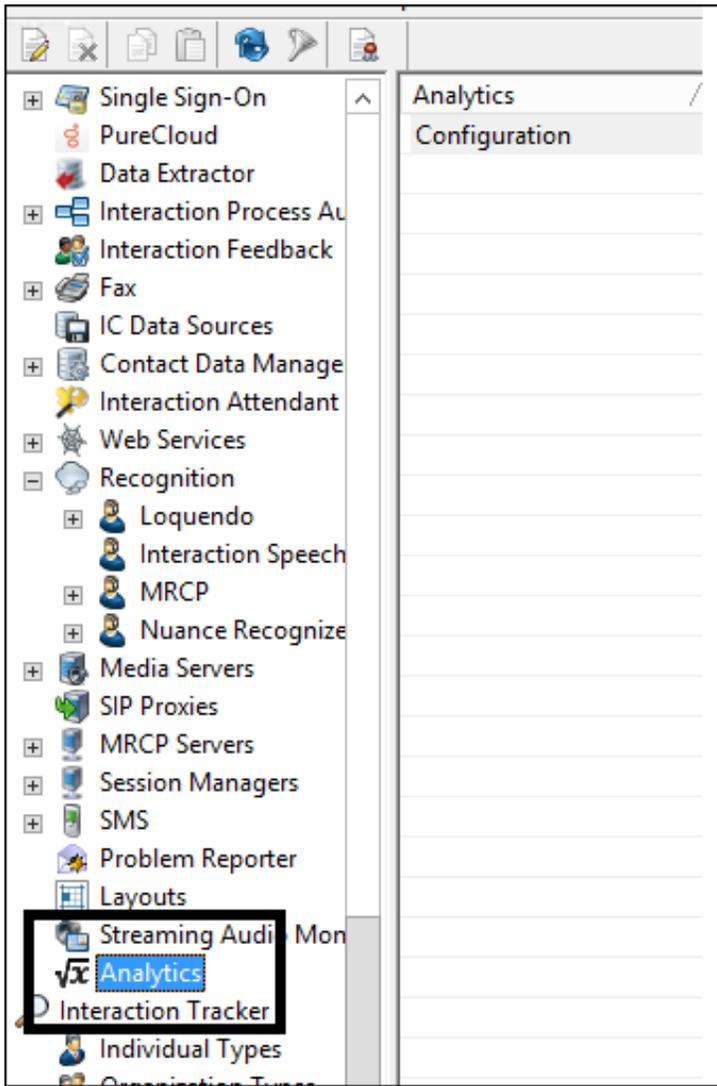
Analytics Configuration

The CX Insights application has parameters that must be configured by your CIC Administrator before the feature can be used.

Analytics configuration

The **Analytics** configuration settings are found in **Interaction Administrator** under **System Configuration**.

To restrict which user, workgroup, or role has access to configure the Analytics configuration settings, see [Administrator Access](#).



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Analytics Configuration dialog

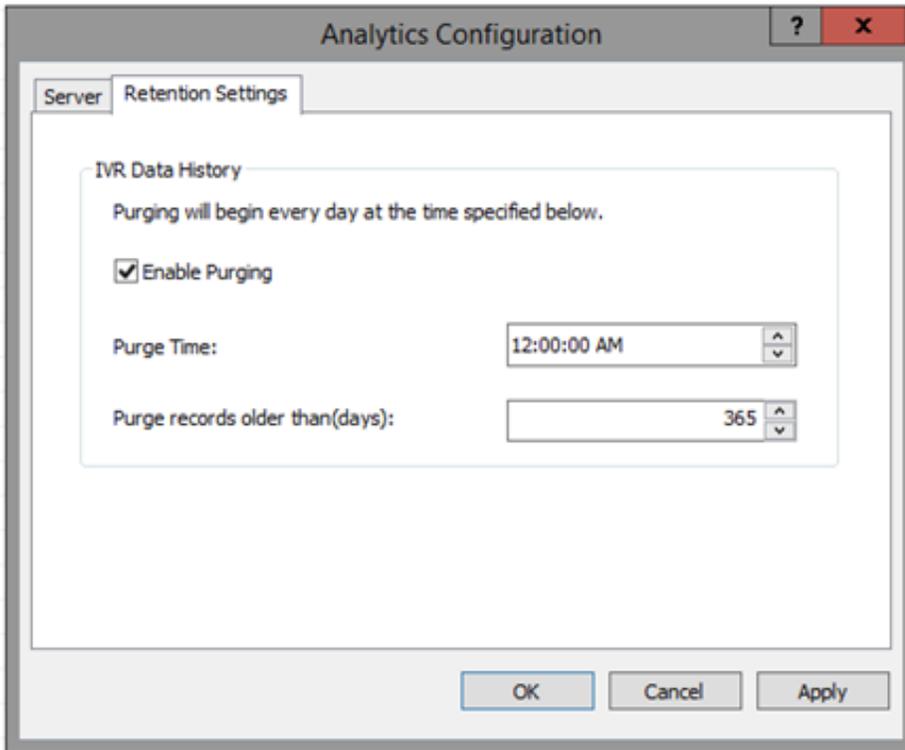
The **Analytics** configuration settings are found in Interaction Administrator under System Configuration.

In the **Analytics** workspace, click **Configuration**. The **Analytics Configuration** dialog is displayed.

Configure the following parameters on the **Analytics Server** page.

Config URI	The Analytics IC Server uses to communicate configuration changes to the connector
Data URI	The Analytics IC Server uses to send statistics to the connector
Web Proxy URI	The web app uses to communicate with the MicroStrategy server
Secret	The Secret that will be used for secure connections between IC and the Config, Data, and Web Proxy endpoints

Analytics Retention Settings page



Configure the following parameters on the **Analytics Retention Settings** page.

Enable Purging	If this check box is selected, data will be purged on the specified time and day. If this check box is not selected, a default period of one (1) year is considered for purging.
Purge Time	In the Purge Time box, select the time to run the purge job. The default is 12:00:00 AM (midnight).
Purge records older than (days)	Enter the number of days for records to be older than, to be purged. The number of days can be set from 1 day to 2147483647 days. The default is 365 days (1 year).

Note: Purges occur at the set time when a record is older than the set amount of days.

==== THEIRS //eic/2019r4_systest/products/documentation/source/Insights/Analytics_Settings.htm#3

==== YOURS //hyd-arunas-l_eic_main_systest/products/documentation/source/Insights/Analytics_Settings.htm

Analytics Configuration dialog

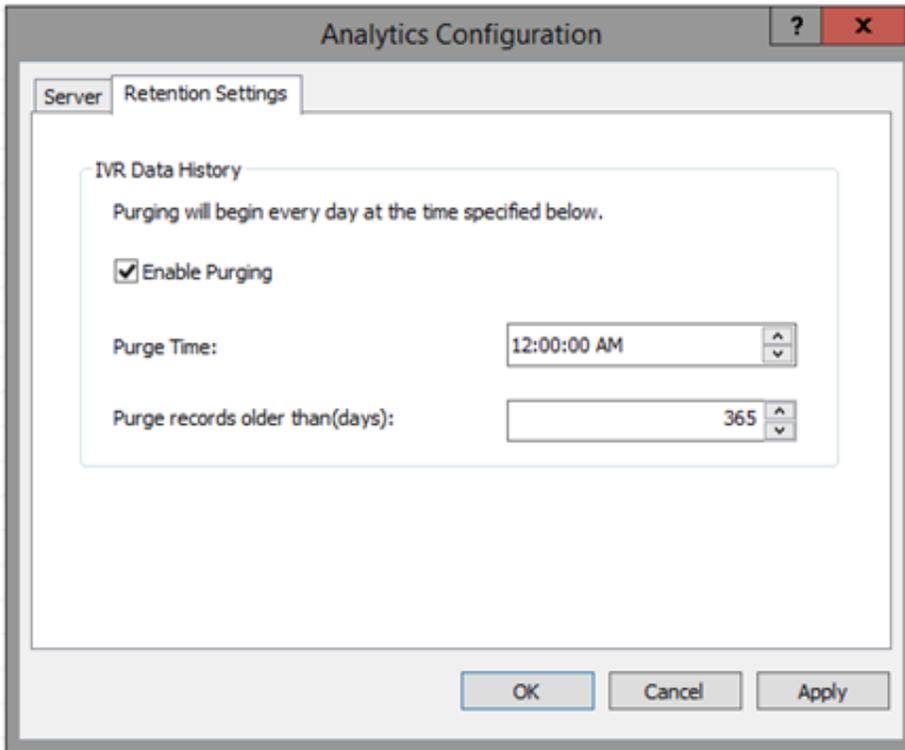
The **Analytics** configuration settings are found in Interaction Administrator under System Configuration.

In the **Analytics** workspace, click **Configuration**. The **Analytics Configuration** dialog is displayed.

Configure the following parameters on the **Analytics Server** page.

Config URI	The endpoint IC uses to communicate configuration changes to the connector
Data URI	The endpoint IC uses to send statistics to the connector
Web Proxy URI	The endpoint the web app uses to communicate with the MicroStrategy server
Secret	The Secret that will be used for secure connections between IC and the Config, Data, and Web Proxy endpoints

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Note: Purges occur at the set time when a record is older than the set amount of days.

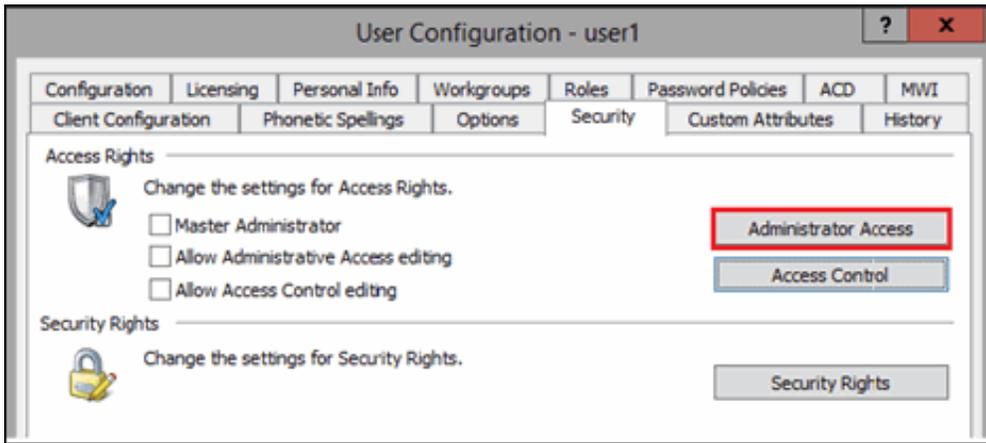
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Administrator Access

You can restrict which user, workgroup, or role has access to configure the Analytics feature.

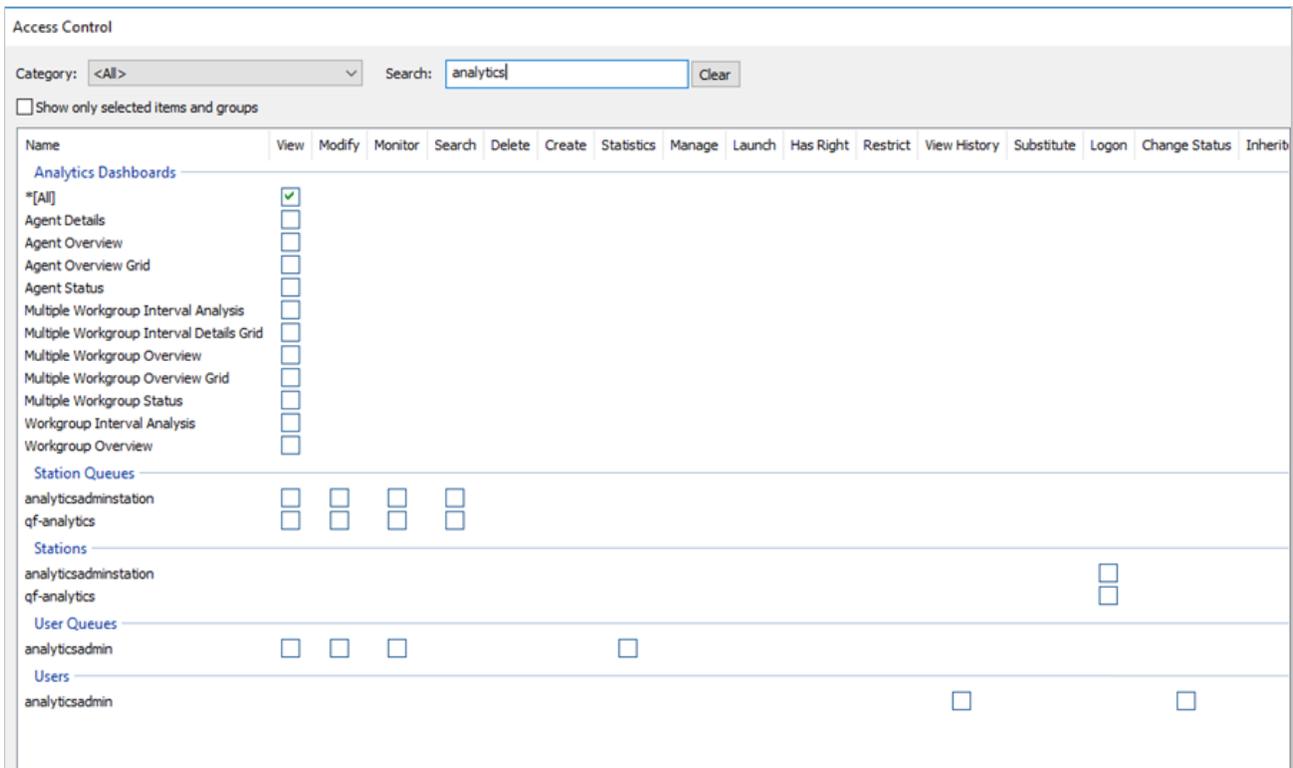
To assign administrator access for Analytics:

1. In Interaction Administrator, go to the User, Workgroup, or Role properties dialog.
2. Select the Security tab.



3. Click Administrator Access.
4. In the Administrator Access dialog, type **analytics** in the **Search** field to filter the list.

>>>> ORIGINAL //eic/2019r4_systest/products/documentation/source/Insights/Administrator_Access.htm#4



==== THEIRS //eic/2019r4_systest/products/documentation/source/Insights/Administrator_Access.htm#5

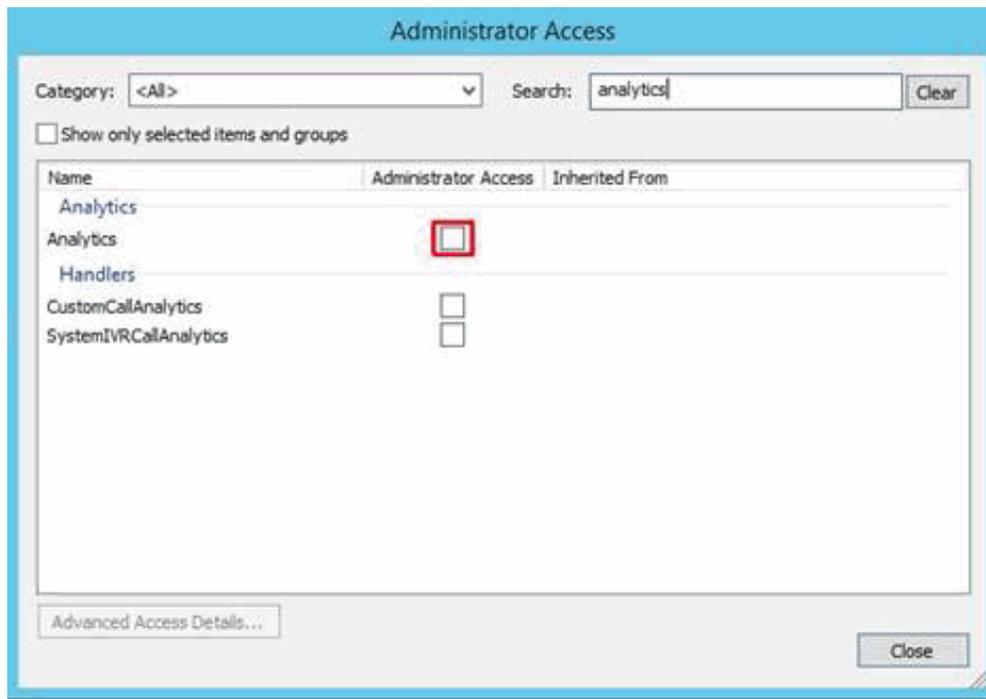
Administrator Access

Category: <All> Search:

Show only selected items and groups

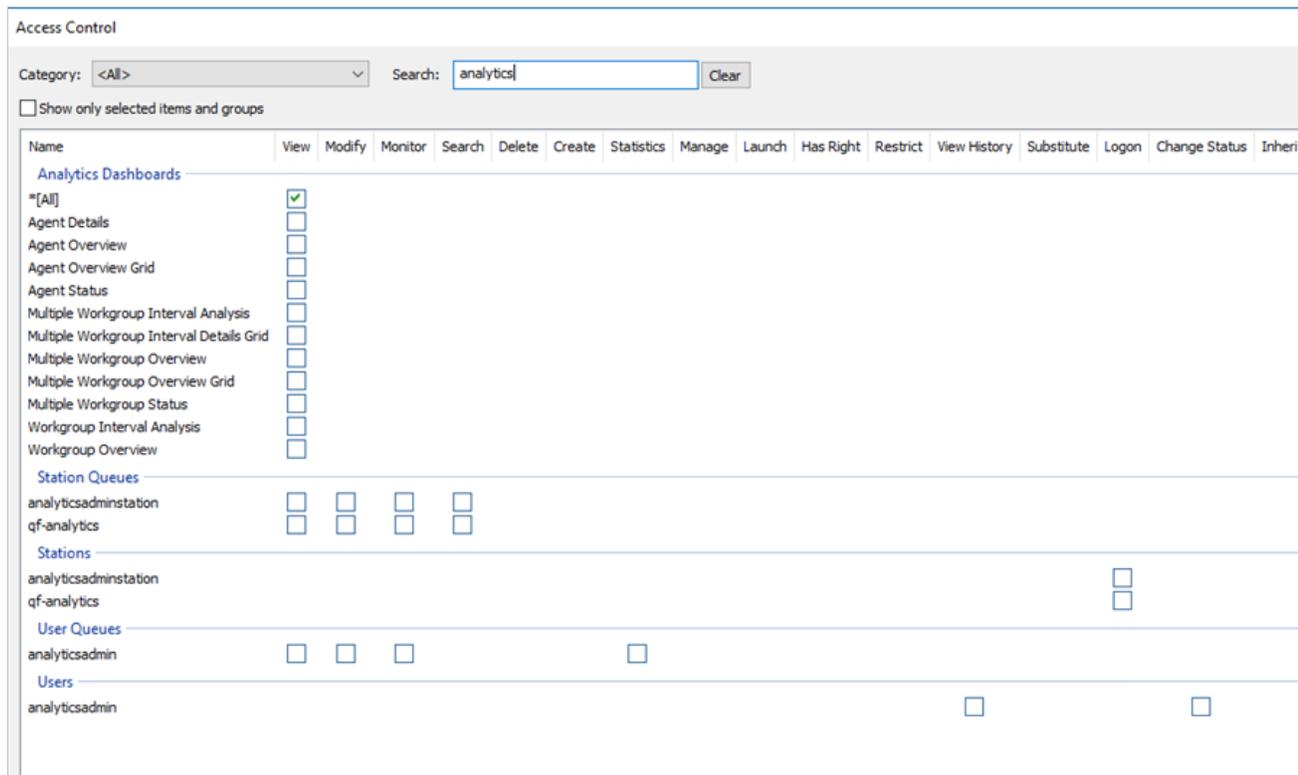
Name	Administrator Access	Inherited From
Account Codes		
*[All]	<input type="checkbox"/>	
Accumulators		
*[All]	<input type="checkbox"/>	
Actions		
*[All]	<input type="checkbox"/>	
Analytics		
Analytics	<input checked="" type="checkbox"/>	
Analyzer Keyword Sets		
*[All]	<input type="checkbox"/>	
Attendant Defaults Configuration		
Attendant Defaults Configuration	<input type="checkbox"/>	
Audio Sources		
*[All]	<input type="checkbox"/>	
Client Buttons		
*[All]	<input type="checkbox"/>	
Client Configuration		
Client Configuration	<input type="checkbox"/>	
Client Configuration Templates		
*[All]	<input type="checkbox"/>	
Client Templates		
ClientTemplates	<input type="checkbox"/>	
Collective		
Collective	<input type="checkbox"/>	
Contact Data Manager		
Contact Data Manager	<input type="checkbox"/>	
Contact List Sources		
*[All]	<input type="checkbox"/>	
I3Text Rwp	<input type="checkbox"/>	
I3Tracker Private Rwp	<input type="checkbox"/>	

YOURS //hyd-arunas-l_eic_main_systest/products/documentation/source/Insights/Administrator_Access.htm >>>> ORIGINAL

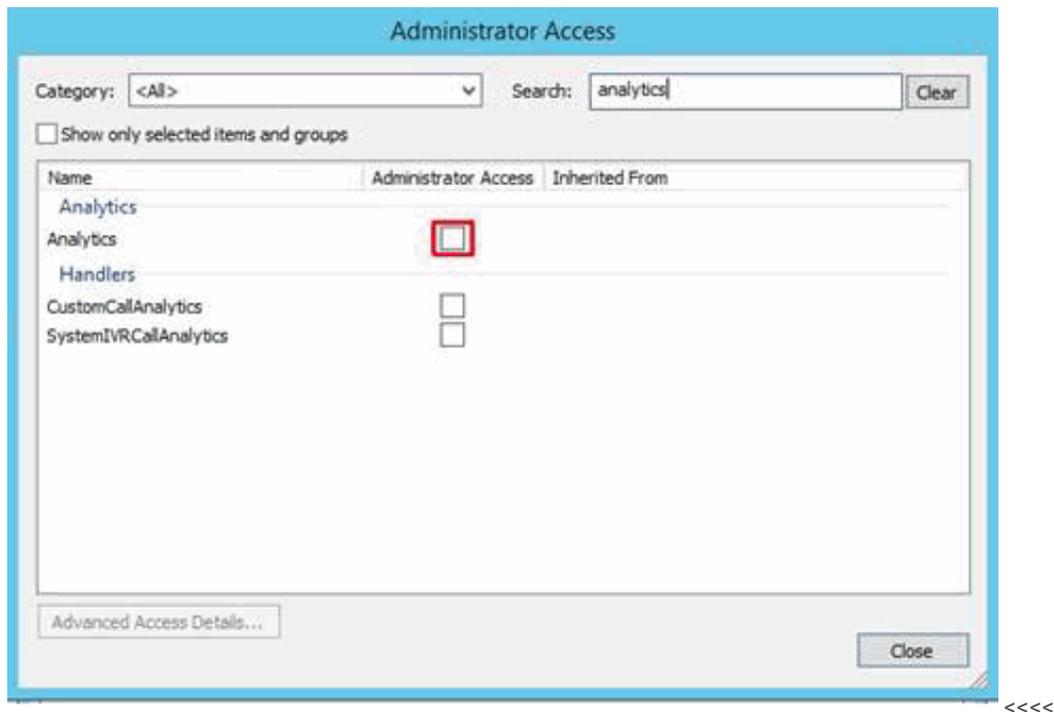


Note: If the IC Server is in sync with the Microstrategy CX insights project, then the check boxes for all the dashboards are displayed.

==== THEIRS //eic/2019r4_systest/products/documentation/source/Insights/Administrator_Access.htm#3



Note: If the IC Server is in sync with the Microstrategy CX insights project, then the check boxes for all the dashboards are displayed.



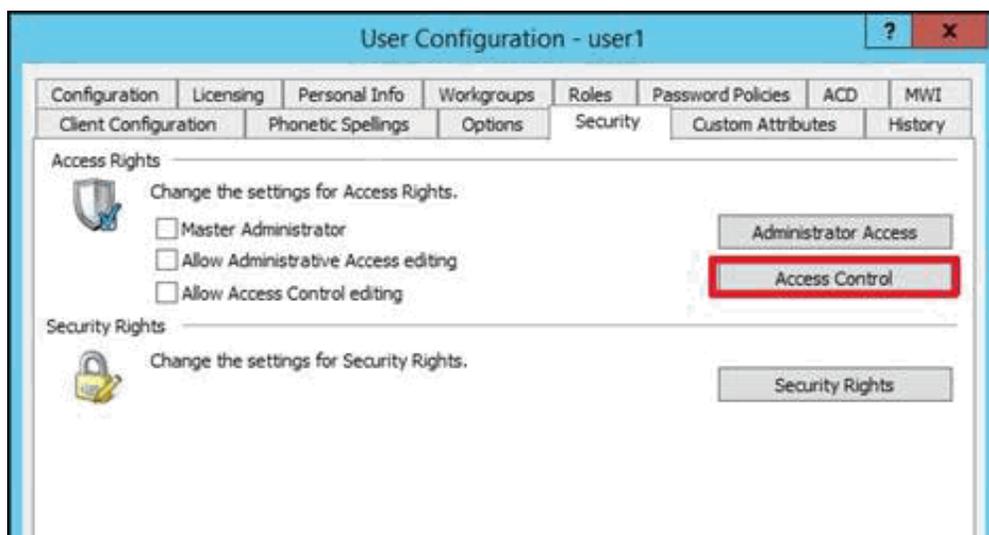
5. To give a user, workgroup, or role Administrator Rights to the Analytics feature, select the **Analytics** check box. You can clear the check box to remove the privilege.
6. Click **Close**.
7. To save the settings, click **OK** or **Apply**.

Access Control

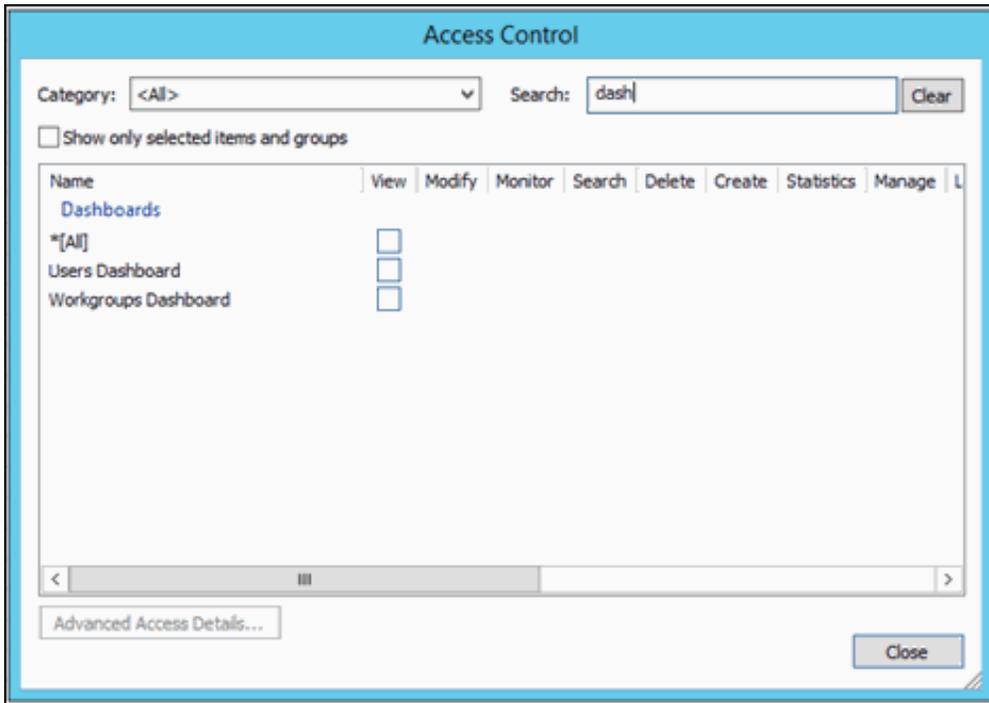
You can restrict which user, workgroup, or role has access to specific dashboards.

To assign dashboard access:

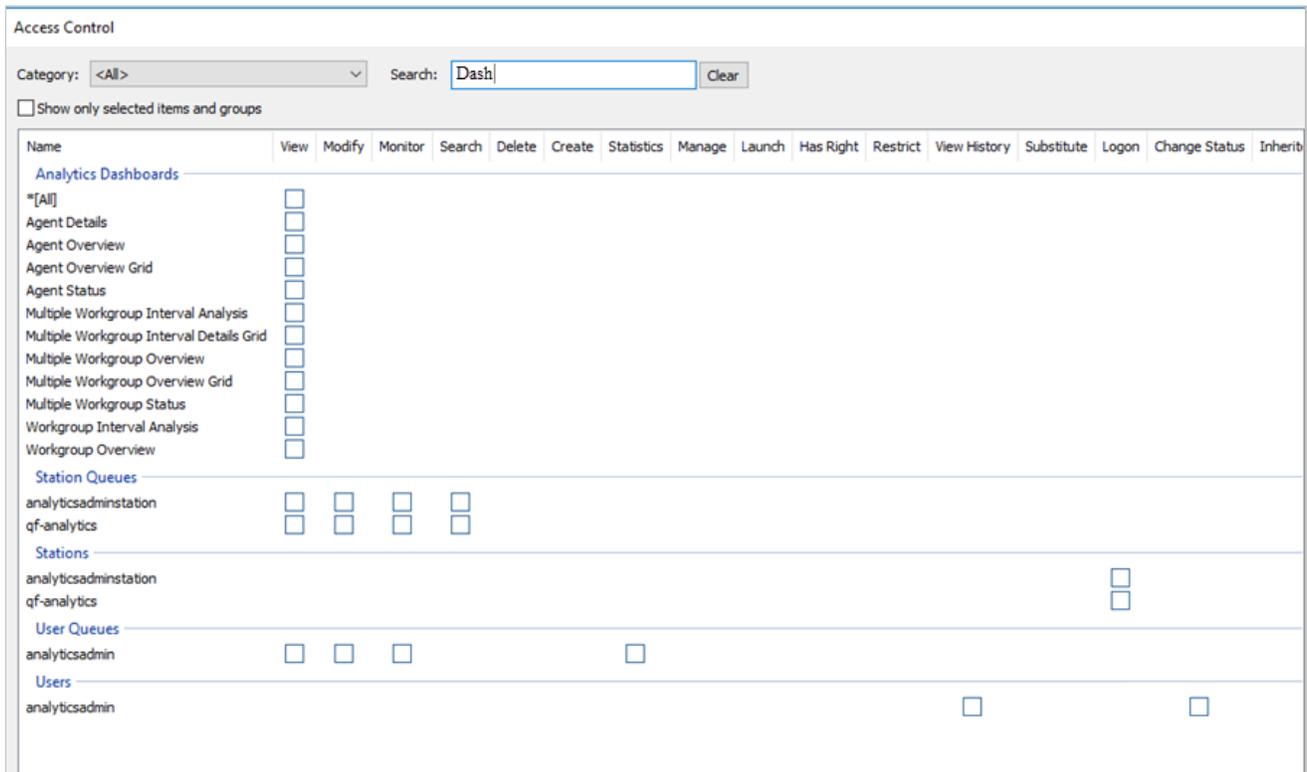
1. In Interaction Administrator, go to the User, Workgroup, or Role properties dialog.
2. Select the Security tab.



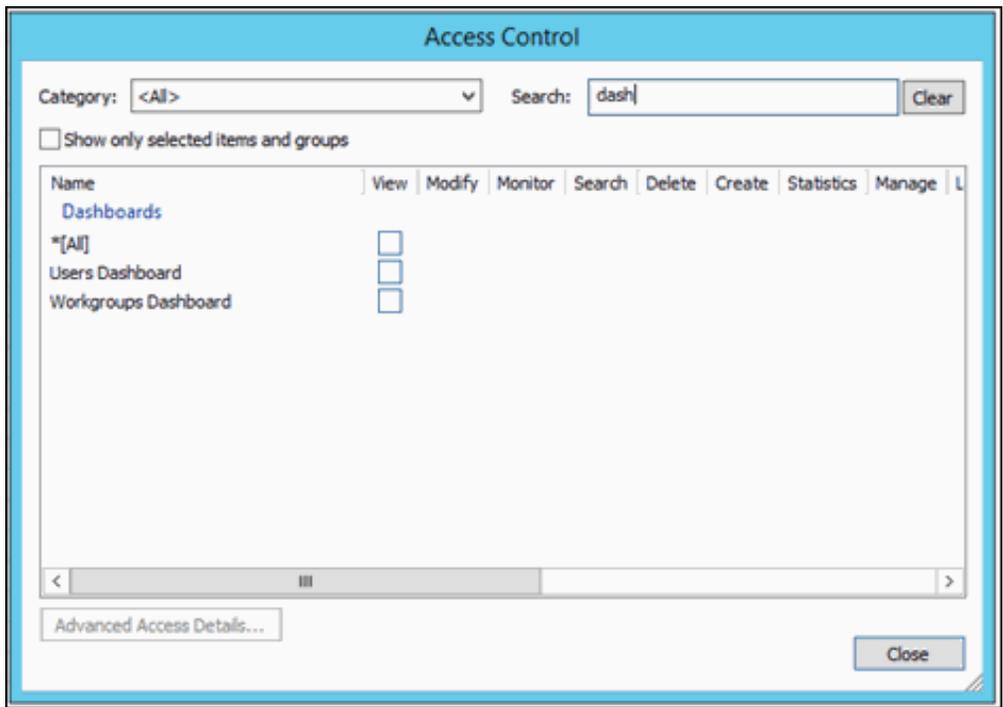
3. Click **Access Control**.
4. In the Access Control dialog, type **dashboards** in the search field to filter the list.



Note: If the IC Server is in sync with the Microstrategy CX insights project, then the check boxes for all the dashboards are displayed.



Note: If the IC Server is in sync with the Microstrategy CX insights project, then the check boxes for all the dashboards are displayed.



<<<<

5. To assign a user, workgroup, or role access to the dashboard, select the dashboard check box, or select **All** to assign access to all dashboards. Clear a check box to remove the privilege.
6. Click **Close**.
7. Click **OK** or **Apply** to save settings.

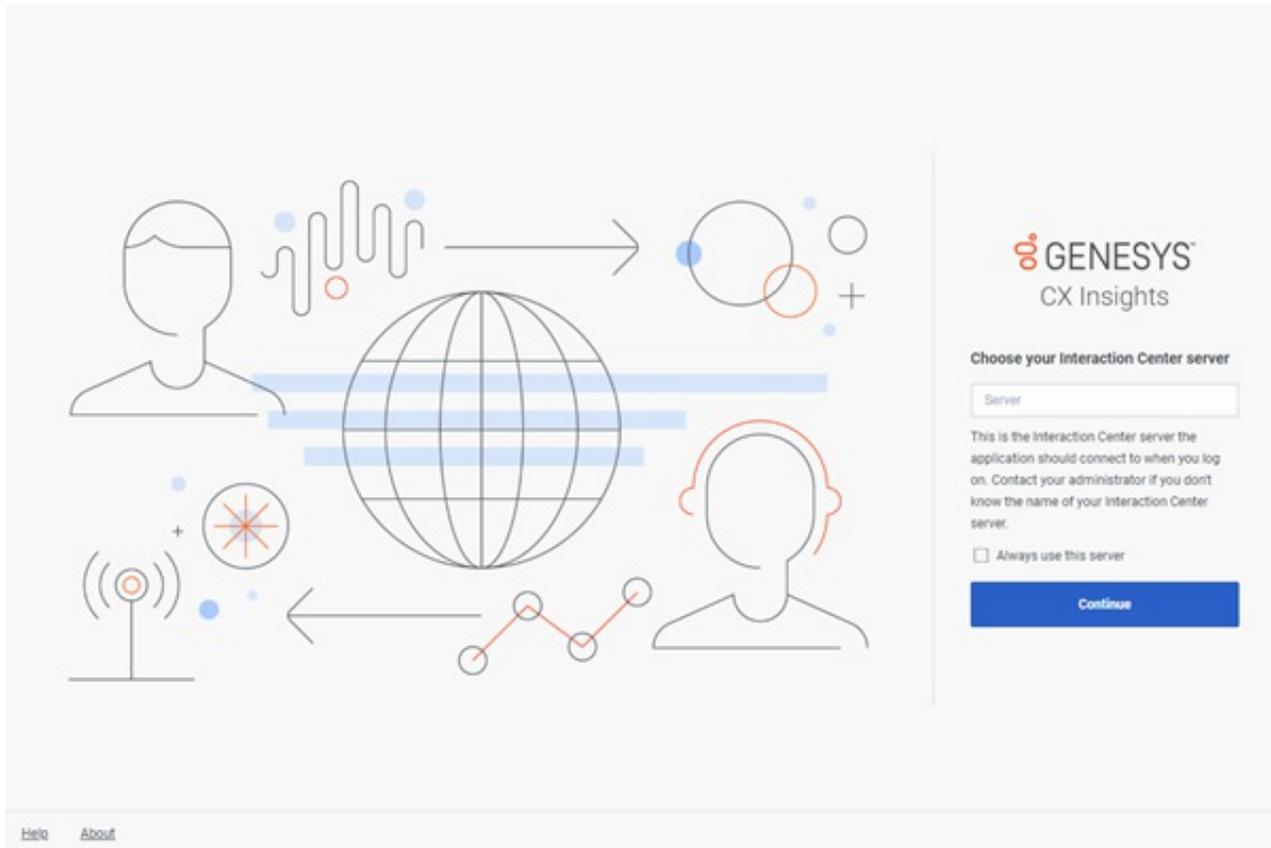
Starting and Exiting CX Insights

For information on logging on or logging off CX Insights, see the topics below **Starting and Exiting CX Insights**.

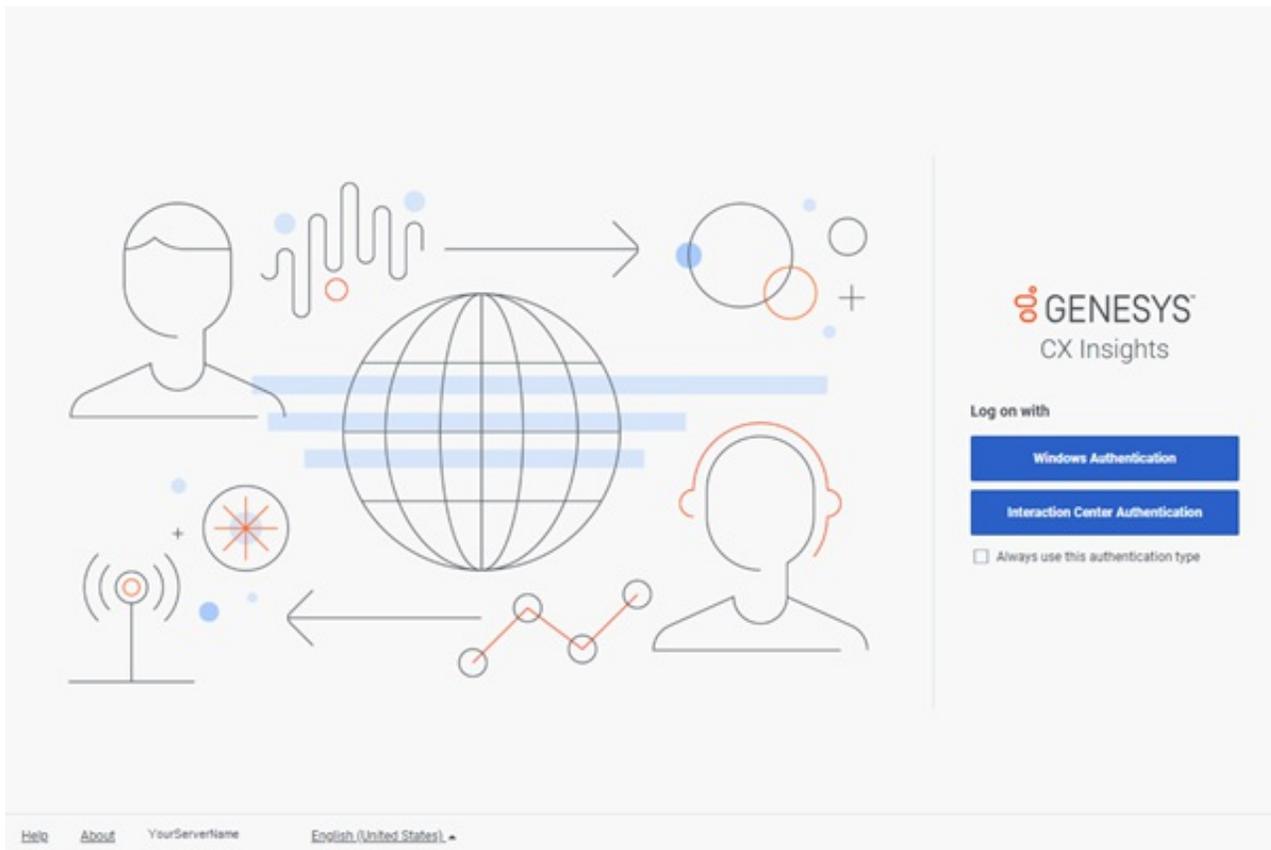
Logging On

Log on to CX Insights from your browser. Your CIC administrator can give you the URL for the logon page.

1. Point your browser to the CX Insights logon page.



2. On the CX Insights logon page type the name of the Interaction Center server you want the application to connect to when you log on. Contact your administrator if you do not know the name of your Interaction Center server. Click **Continue**, and if your CIC administrator has enabled Single Sign On, the **Log on with** dialog page is displayed.



By default, **Windows Authentication** and **Interaction Center Authentication** are available.

3. On the **Log on with** dialog page, click one of the following:

- **Windows Authentication** to use your Windows User ID and Password to log on
- **Interaction Center Authentication** to use your CIC user name and password to log on

Notes

- The **Log on with** dialog page is only displayed if you can use more than one type of credentials to log on.
- If your CIC administrator has configured other Identity Providers in Interaction Administrator, you might have other available options on the **Log on with** page.

4. Depending on the chosen authentication method, enter the appropriate logon credentials.

- If you selected Interaction Center Authentication, enter your CIC User ID and Password as configured in Interaction Administrator. Click **Log On**.

Note: This is the dialog box that is displayed if your CIC administrator has *not* enabled Single Sign On.

-
- If you selected Windows Authentication, in the **Authentication Required** dialog box enter your Windows user name and password. Click **Sign in**.

Sign in

http://YourServerName:8000

Your connection to this site is not private

Username

Password

Note: This dialog box does not appear if your CIC administrator configures your browser to enable Windows credentials to automatically pass to the CIC server. Also, the appearance of this dialog box varies according to the browser you use.

- If you selected another Identity Provider in the Log on With dialog box, follow your CIC administrator's instructions for entering credentials and logging on.

When you log on, the dashboard selection page is displayed. See [Selecting a Dashboard](#) to learn more about this page.

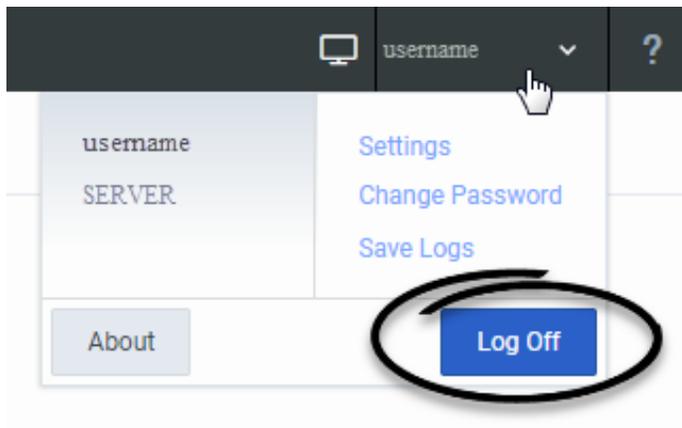
Related Topics

[Logging Off](#)

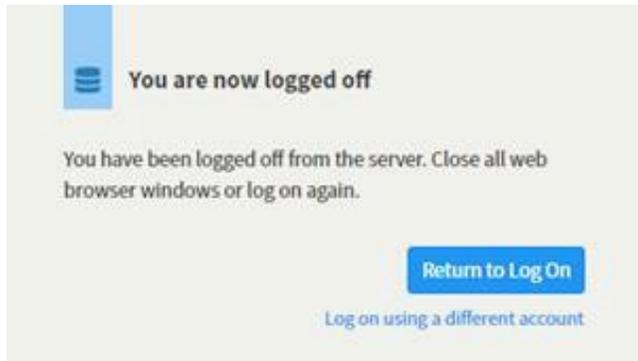
[Exiting](#)

Logging Off

To log off CX Insights, click your user name, and on the menu, click **Log Off**.



You are now logged off, and the browser window does not close. To log on to CX Insights again, click **Return**



Exiting

To exit the CX Insights application, click the **X** in the upper-right corner of the browser window, or click the **X** on the browser tab.

Working with Dashboards

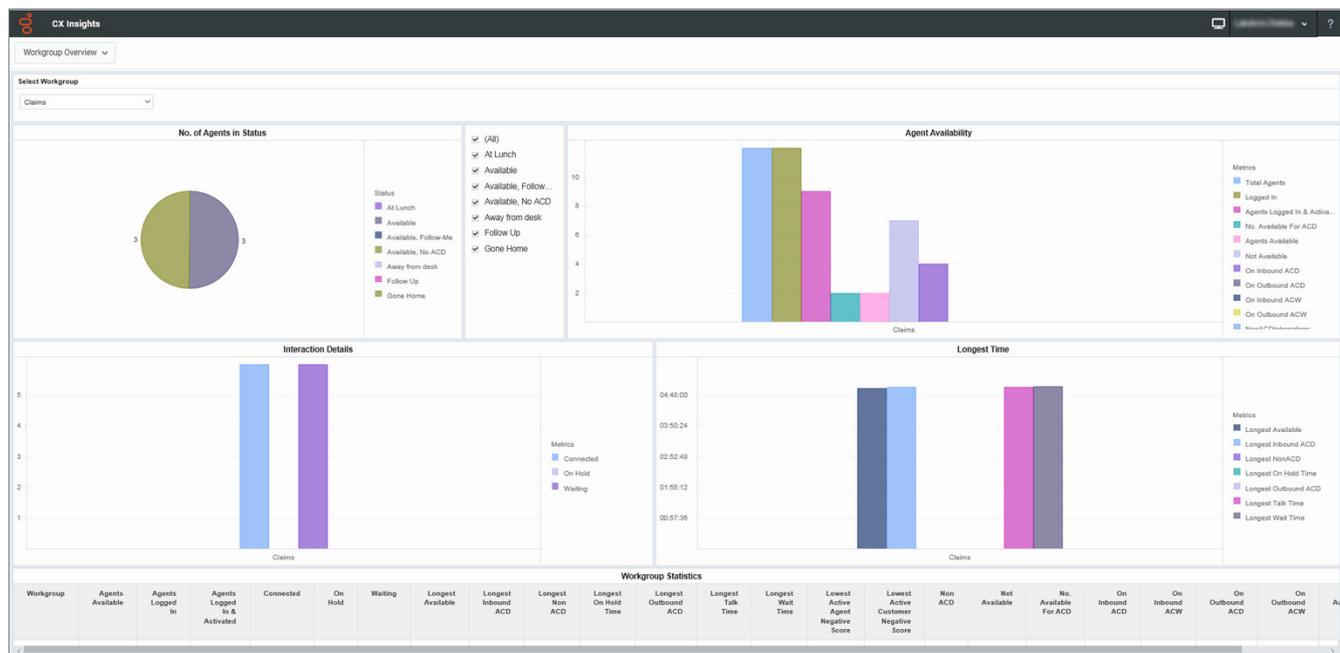
For information about using CX Insights dashboards and visualizations, see the topics listed below **Working with Dashboards**.

About Dashboards

CX Insights displays interactive dashboards that you can use to explore agent data and the current state of your contact center. Visual representations, called visualizations, present the data in the dashboard, for your interpretation. Depending on the dashboard you are viewing, different visualizations are available to analyze your data.

Use the dashboard to:

- Sort and rearrange data in visualizations
- Filter and drill on the data you are interested in
- Analyze the data in a visualization



Note: During the switch over case,user must log off and then log on as the sync operation works behind, so during this process user will not be able to view dashboards.

Related Topics

[Dashboard Visualizations](#)

[Selecting a Dashboard](#)

[Finding Your Way Around a Dashboard](#)

Dashboard Visualizations

A dashboard visualization is an interactive display that you can use to explore your business data. To make your data easier to view and interpret in a visualization, you can:

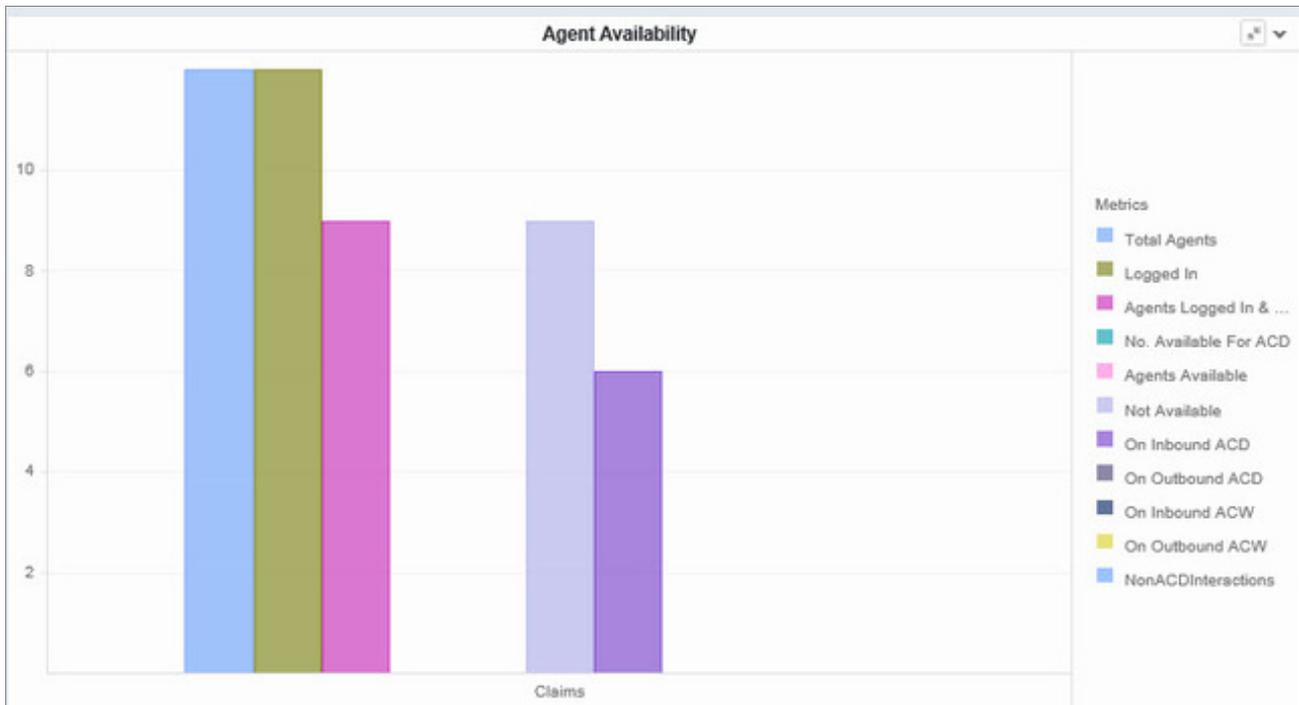
- Filter the data
- Drill down to display more information
- Rearrange and size visualizations
- Sort the data in a grid

Types of Visualizations

The following visualizations can be used to analyze your real-time data in dashboards.

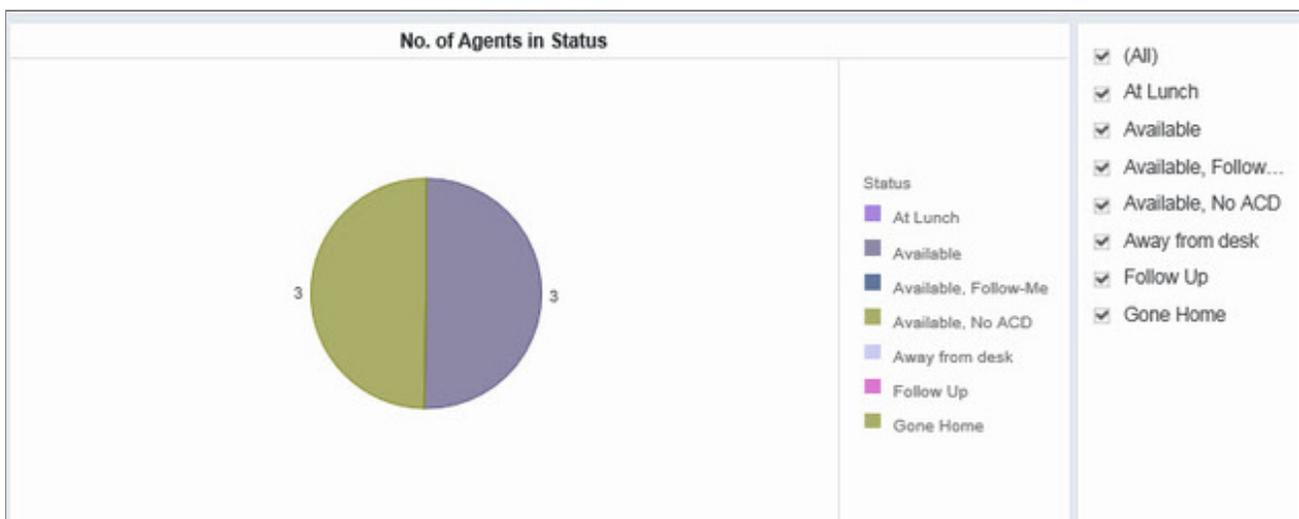
- **Bar chart**

This visualization displays your data in a graphical format, allowing you to examine your data by pointing to a bar on the graph and viewing the detailed information contained in each bar.



- **Pie chart**

This visualization displays your data in a colorful graphical format, allowing you to examine your data by pointing to a piece of the graph and viewing the detailed information for each piece of the pie graph.



- **Grid visualization**

This visualization displays your data in an interactive grid, allowing you to sort, move, drill, filter, and perform additional manipulations on the data displayed in the grid.

Multiple Workgroup Overview Grid														Select Workgroups	
Workgroup	Workgroup statistics														
	Agents Available	Agents Logged In	Agents Logged In & Activated	Connected	On Hold	Waiting	Non ACD	Not Available	No. Available For ACD	On Inbound ACD	On Inbound ACW	On Outbound ACD	On Outbound ACW		
SystemInTransferHub	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<input checked="" type="checkbox"/> (All)
Billing	3	19	18	5	0	2	0	15	3	5	0	0	0	0	<input checked="" type="checkbox"/> _SystemInTransf...
Claims	2	12	9	6	0	6	0	7	2	6	0	0	0	0	<input checked="" type="checkbox"/> Billing
Client Services	0	3	3	2	0	3	0	3	0	2	0	0	0	0	<input checked="" type="checkbox"/> Claims
CompanyOperator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<input checked="" type="checkbox"/> Client Services
Customer Experience	0	1	1	1	0	0	0	1	0	0	0	0	0	0	<input checked="" type="checkbox"/> CompanyOperator
Customer Support	0	30	30	5	0	2	0	30	0	8	0	0	0	0	<input checked="" type="checkbox"/> Customer Expert...
GCare Parking	0	1	1	0	0	0	0	1	0	0	0	0	0	0	<input checked="" type="checkbox"/> Customer Support
Genesys Insurance	1	2	2	0	0	0	0	1	1	0	0	0	0	0	<input checked="" type="checkbox"/> GCare Parking
Help Desk	11	30	30	5	0	2	0	19	11	5	0	0	0	0	<input checked="" type="checkbox"/> Genesys Insurance
Member Services	0	1	1	2	0	0	0	1	0	2	0	0	0	0	<input checked="" type="checkbox"/> Help Desk
Outbound Agents	10	10	10	0	0	0	0	0	10	0	0	0	0	0	<input checked="" type="checkbox"/> Member Services
Sales Specialist	11	14	14	0	0	0	0	3	11	0	0	0	0	0	<input checked="" type="checkbox"/> Outbound Agents
															<input checked="" type="checkbox"/> Sales Specialist

For more information on using visualizations, see [Finding Your Way Around a Dashboard](#) .

Related Topics

[Selecting a Dashboard](#)

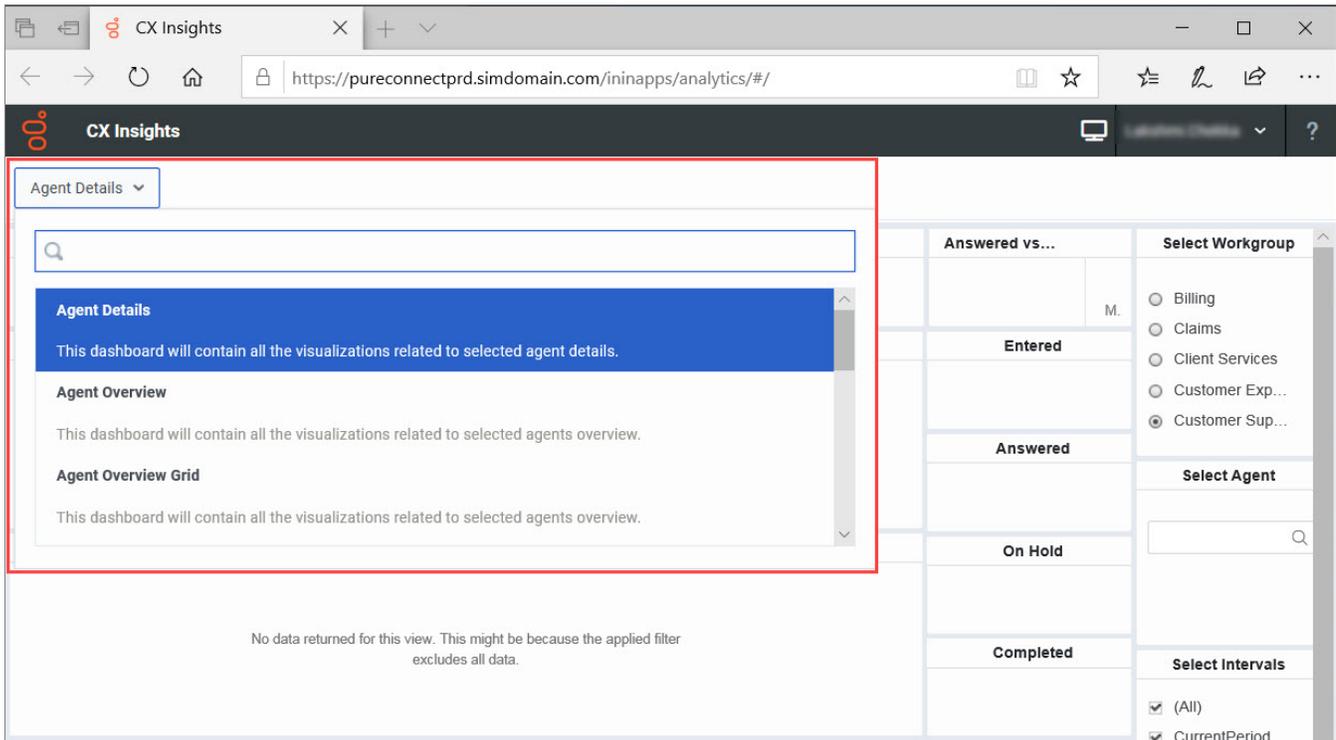
[Finding Your Way Around a Dashboard](#)

Selecting a Dashboard

When you log on to CX Insights, the dashboard selection page is displayed. By default, no dashboard is selected.

Open and view a dashboard

Use the **Select a dashboard** drop-down list to display the available CX Insights dashboards. If you have been assigned access to a dashboard, it is available in the list. Your CIC administrator assigns access rights to view dashboards.



To open a dashboard, select a dashboard from the list. When you select a dashboard it is displayed in the workspace on an open dashboard tab.

Multiple Workgroup Status		
Status	Workgroup Statistics	Agents in Status
	Workgroup	
At Lunch	Billing	0
	Claims	0
	Client Services	0
	Customer Experience	0
	Customer Support	0
	OCare Parking	0
	Genesys Insurance	0
	Help Desk	0
	Member Services	0
	Outbound Agents	0
	Sales Specialist	0
	Available	Billing
Claims		4
Client Services		0
Customer Experience		0
Customer Support		0
OCare Parking		0
Genesys Insurance		1
Help Desk		11
Member Services		0
Outbound Agents		10
Sales Specialist		12
Available - Follow Me		Billing
	Claims	0
	Client Services	0
	Customer Experience	0
	Customer Support	0
	OCare Parking	0
	Genesys Insurance	0

Related Topics

[Finding Your Way Around a Dashboard](#)

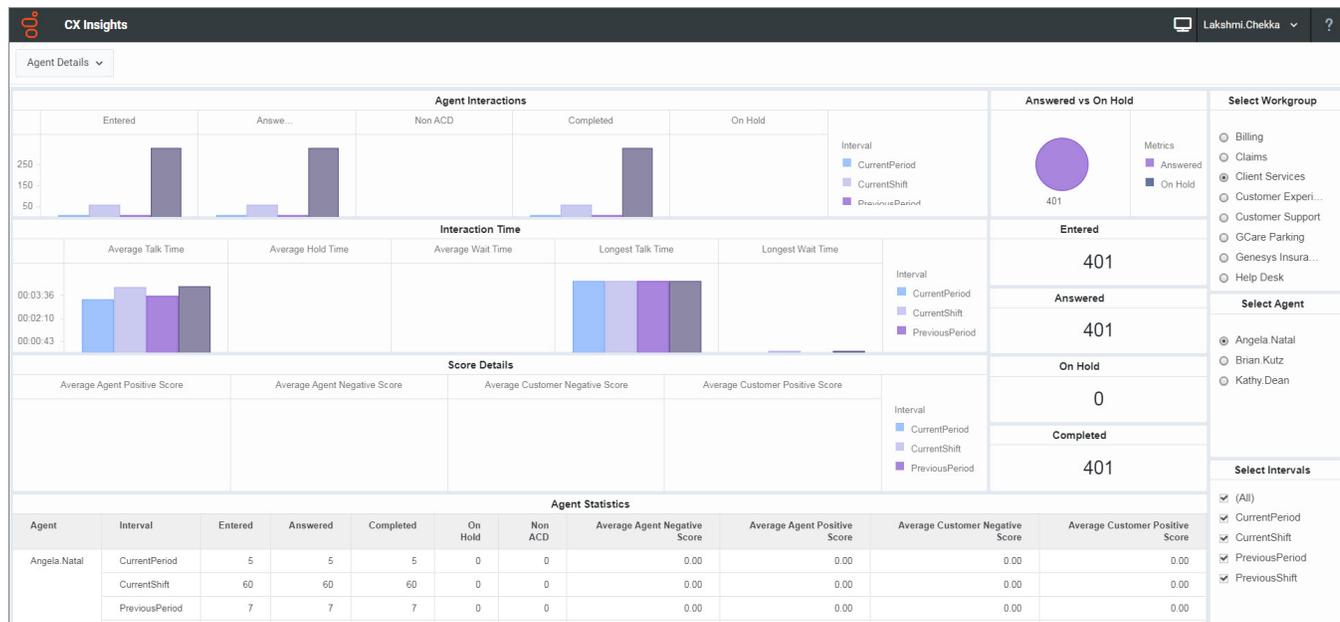
Finding Your Way Around a Dashboard

Need to become familiar with the main features and common controls of a CX Insights dashboard? Here's how to use a CX Insights dashboard to filter and sort your real-time agent activity data.

CX Insights Dashboard

Dashboard Visualizations

Data is displayed in visualizations in a dashboard. Visualizations can include a bar chart, pie chart, and grid.



With CX Insights dashboards you can:

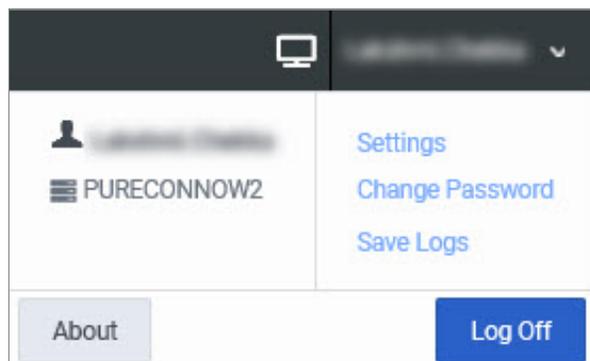
- Point to a graphical chart and display real-time agent statistics
- Use the Metrics legend for analyzing data
- Resize visualizations
- Sort and rearrange columns in a grid

Dashboard Filters

Use CX Insights dashboard filters to customize data displayed in visualizations. For example, in the Multiple Workgroup Overview dashboard, you can filter the data displayed in the Agent Availability bar chart visualization to view the number of agents currently on an Inbound ACD Interaction.

Dashboard Menu

Expand the CX Insights dashboard menu to view the logged on user name and server name, and to access dashboard controls.



When you click the dashboard menu, it displays the controls to:

- Access Settings
- Change Password

- Save Logs
 - Access Help
 - Log Off
-

Closing a dashboard

To close a CX Insights dashboard, close the dashboard tab.

CX Insights Dashboards

For information on selecting and filtering dashboards, see the topics below **CX Insights Dashboards**.

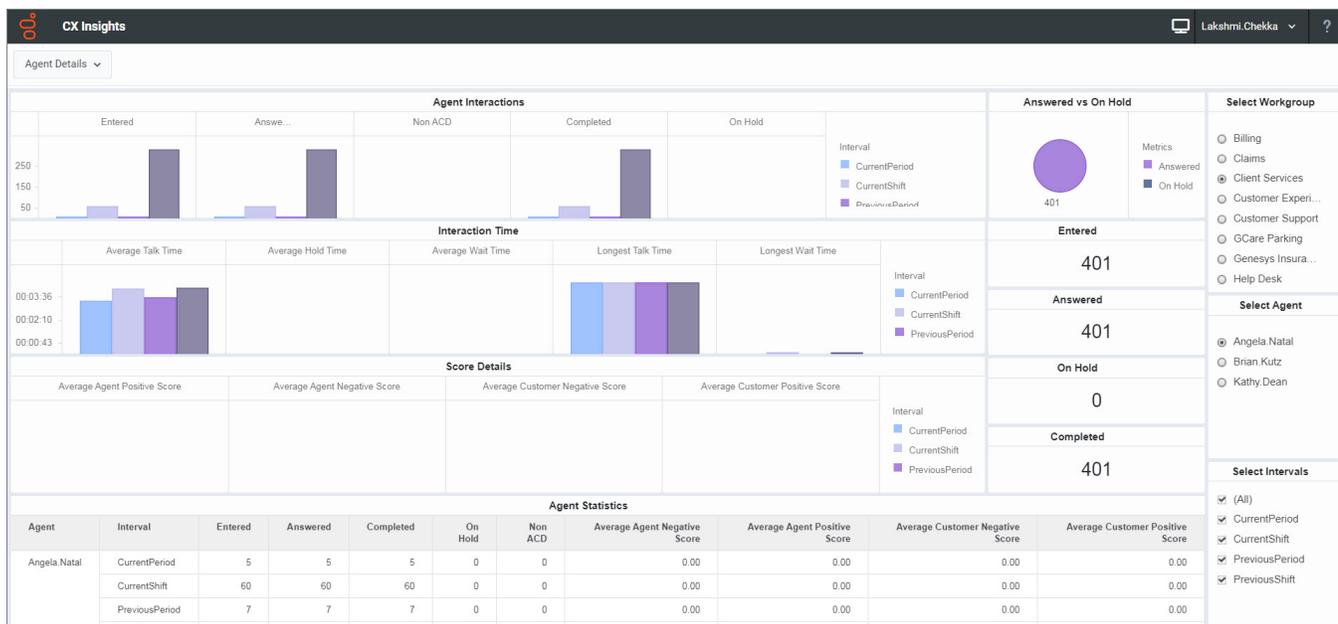
Agent Dashboards

Agent Details Dashboard

The Agent Details dashboard provides information about agent details, by workgroup. The visualizations display agent statistics for total interactions answered, completed, and on hold. The Agent Details dashboard also displays the average handling times for an agent, with positive and negative scores.

The visualizations for the Agent Details dashboard include **Number of Agent Interactions**, **Interaction Time**, **Score Details**, **Agent Statistics**, and **Answered vs. On Hold**, by workgroup. These visualizations include statistics for total interactions answered, completed, and on hold for an agent. Visualizations also include the average handling times of an agent and include the agent's positive and negative scores.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroup**, **Select Users**, and **Select Interval**.



Dashboard Visualizations

The following visualizations are displayed in the Agent Details dashboard.

Agent Interactions (Number of Interactions)

This bar chart visualization displays the number of agents and their statuses, for an interval of time, by workgroup. Use the pie chart to compare the number of Answered interactions to the number of On Hold interactions.

Interaction Time (hh:mm:ss)

This bar chart visualization displays the average agent handling times for talk, hold, and wait, by workgroup. And it displays the longest talk time and longest wait time for an interval, by workgroup.

Score Details

This bar chart visualization displays average agent positive scores and average agent negative scores, and average customer negative scores and average customer positive scores, for an interval, by workgroup.

Agent Statistics

This grid visualization displays agent statistics, by user and sorted by interval, for: Entered, Answered, Completed, On Hold, Non ACD, Average Agent Negative Score, Average Agent Positive Score, Average Customer Negative Score, and Average Customer Positive Score.

Elements used in the Agent Details Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Agent Interactions (No. of Interactions)

Dashboard Element	Data Column or Computation	Description
Entered	InteractionsEntered	The number of agent interactions that entered the workgroup queue, for the selected intervals.
Answered	InteractionsAnswered	The number of agent interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Non ACD	NonACDInteractions	This is the number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.
Completed	InteractionsCompleted	The number of interactions completed. That is, the interaction went from a state of ACD-Assigned to ACD-Disconnected.
On Hold	InteractionsOnHold	The number of interactions the agent had on hold.

Interaction Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Average Talk Time	AverageTalkTime	The average amount of time (hh:mm:ss) that the agents have spent on interactions for the specified workgroup. This is the average time all interactions on the agents queue for the specified workgroup have been in the ACD-Assigned state.
Average Hold Time	AverageHoldTime	The average amount of time (hh:mm:ss) that the agents have had the interactions on hold for the specified workgroup. This is the average time all ACD interactions on the agents queue for the specified workgroup have been in the Hold state.
Average Wait Time	AverageWaitTime	The average amount of wait time (hh:mm:ss) for all interactions in the queue for a specified workgroup. That is, the average time an interaction from the specified workgroup has alerted agents in the current period. This is the average time all interactions have been in the ACD-Alerting state on the agents queue for the specified workgroup.
Longest Talk Time	LongestTalkTime	This is the time (hh:mm:ss) of the longest currently connected interaction. For the specified workgroup, this is the interaction that has been in a Connected state for the longest amount of time.
Longest Wait Time	LongestWaitTime	This is the time (hh:mm:ss) of the longest currently waiting interaction. For the specified workgroup, this interaction has been in the ACD-Wait agent state for the longest amount of time. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to the time in a workgroup or user interaction. The overall time in the system, such as the time in an IVR, is not counted.

Score Details

Dashboard Element	Data Column or Computation	Description
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Agent Statistics

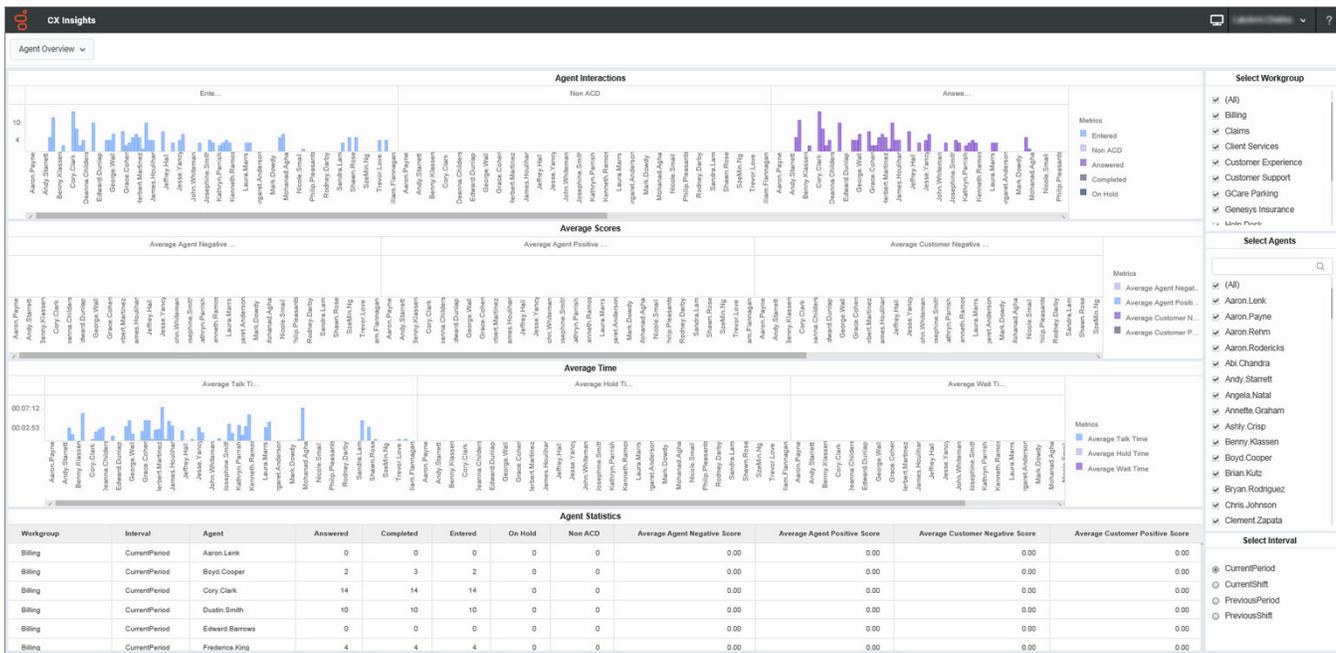
Dashboard Element	Data Column or Computation	Description
User	User	This is the name of the agent.
Interval	Interval	This is the type of interval, for example: Current Shift, Current Period, Previous Shift, and Previous Period.
Entered	InteractionsEntered	This is the total number of interactions that entered the queue.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Completed	InteractionsCompleted	This is the number of interactions complete that went from a state of ACD - Assigned to ACD - Connected.
On Hold	InteractionsOnHold	The number of interactions the agent had on hold.
Non-ACD	NonACDInteractions	This is the number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Agent Overview Dashboard

The Agent Overview dashboard provides detailed information for multiple agents, by workgroup. The visualizations display statistics for the total interactions answered, completed, and on hold, for multiple agents. The Agent Overview dashboard also displays the average handling times for agents, with their positive and negative scores.

The visualizations for the Agent Overview dashboard include **Agent Interactions**, **Average Scores**, **Average Times**, and **Agent Statistics**.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroup**, **Select Users**, and **Select Interval**.



Dashboard Visualizations

The following visualizations are displayed in the Agent Overview dashboard.

Agent Interactions

This bar chart visualization displays the number of interactions Entered, Non ACD, Answered, Completed, and On Hold for agents, by workgroup, for a selected interval.

Average Scores

This bar chart visualization displays the Average Agent Negative Score, Average Agent Positive Score, Average Customer Negative Score, and Average Customer Positive Score for agents, by workgroup, for a selected interval.

Average Times (hh:mm:ss)

This bar chart visualization displays the agent Average Talk Time, Average Hold Time, and Average Wait Time for a selected interval, by workgroup.

Agent Statistics

This grid visualization displays agent interaction statistics, by workgroup, for Interval, Answered, Completed, Entered, On Hold, Non ACD, Average Agent Negative Score, Average Agent Positive Score, Average Customer Negative Score, and Average Customer Positive Score.

Elements used in the Agent Overview Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Agent Interactions

Dashboard Element	Data Column or Computation	Description
Entered	InteractionsEntered	The number of agent interactions that entered the workgroup queue, for the selected intervals.
Non ACD	NonACDInteractions	This is the number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.
Answered	InteractionsAnswered	The number of agent interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Completed	InteractionsCompleted	The number of interactions completed. That is, the interaction went from a state of ACD-Assigned to ACD-Disconnected.

Average Scores

Dashboard Element	Data Column or Computation	Description
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Average Times (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Average Talk Time	AverageTalkTime	The average amount of time (hh:mm:ss) that the agents have spent on interactions for the specified workgroup. This is the average time all interactions on the agents queue for the specified workgroup have been in the ACD-Assigned state.
Average Hold Time	AverageHoldTime	The average amount of time (hh:mm:ss) that the agents have had the interactions on hold for the specified workgroup. This is the average time all ACD interactions on the agents queue for the specified workgroup have been in the Hold state.
Average Wait Time	AverageWaitTime	The average amount of wait time (hh:mm:ss) for all interactions in the queue for a specified workgroup. That is, the average time an interaction from the specified workgroup has alerted agents in the current period. This is the average time all interactions have been in the ACD-Alerting state on the agents queue for the specified workgroup.

Agent Statistics

Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of workgroup.
User	User	This is the name of the agent.
Interval	Interval	This is the type of interval, for example: Current Shift, Current Period, Previous Shift, and Previous Period.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Completed	InteractionsCompleted	this is the number of interactions complete that went from a state of ACD - Assigned to ACD - Connected.
Entered	InteractionsEntered	This is the total number of interactions that entered the queue.
On Hold	InteractionsOnHold	The number of interactions the agent had on hold.
Non ACD	NonACDInteractions	This is the number of interactions answered by an agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Agent Overview Grid Dashboard

The Agent Overview Grid dashboard provides detailed information for multiple agents, by workgroup. The visualizations display statistics for the total interactions answered, completed, and on hold for multiple agents, for an interval of time. The Agent Overview Grid dashboard also displays the average handling times for agents, with their positive and negative scores.

The visualizations for the Agent Overview Grid dashboard include the **Agent Interaction Statistics** grid and **Agent Statistics** grid.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroup**, **Select Users**, and **Select Interval**.

Agent Interaction Statistics										Select Workgroups	
Workgroup	Interval	Agent	Entered	Answered	Completed	On Hold	Non ACD				
Billing	CurrentPeriod	Aaron Lenk	0	0	0	0	0				
Billing	CurrentPeriod	Boyd Cooper	5	5	5	0	0				
Billing	CurrentPeriod	Cory Clark	14	14	14	0	0				
Billing	CurrentPeriod	Dustin Smith	10	10	10	0	0				
Billing	CurrentPeriod	Edward Barrows	0	0	0	0	0				
Billing	CurrentPeriod	Frederica King	5	5	5	0	0				
Billing	CurrentPeriod	George Wall	6	6	6	0	0				
Billing	CurrentPeriod	Isaas Madrid	10	10	10	0	0				
Billing	CurrentPeriod	Jacqueline Mullins	4	4	3	0	0				
Billing	CurrentPeriod	Justin Goodwin	0	0	0	0	0				
Billing	CurrentPeriod	Kenneth Hall	5	5	4	0	0				
Billing	CurrentPeriod	Kyle Camacho	0	0	0	0	0				
Billing	CurrentPeriod	Lon Boyd	0	0	0	0	0				

Agent Statistics											
Interval	Workgroup	Agent	Average Agent Positive Score	Average Agent Negative Score	Average Customer Positive Score	Average Customer Negative Score	Average Hold Time	Average Talk Time	Average Wait Time	Longest Talk Time	Longest Wait Time
CurrentPeriod	Billing	Aaron Lenk	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
CurrentPeriod	Billing	Boyd Cooper	0.00	0.00	0.00	0.00	00:00:00	00:03:08	00:00:00	00:08:35	00:00:01
CurrentPeriod	Billing	Cory Clark	0.00	0.00	0.00	0.00	00:00:00	00:00:19	00:00:00	00:08:31	00:00:01
CurrentPeriod	Billing	Dustin Smith	0.00	0.00	0.00	0.00	00:00:00	00:01:05	00:00:00	00:08:36	00:00:01
CurrentPeriod	Billing	Edward Barrows	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
CurrentPeriod	Billing	Frederica King	0.00	0.00	0.00	0.00	00:00:00	00:03:35	00:00:00	00:08:36	00:00:01
CurrentPeriod	Billing	George Wall	0.00	0.00	0.00	0.00	00:00:00	00:01:32	00:00:00	00:08:35	00:00:00
CurrentPeriod	Billing	Isaas Madrid	0.00	0.00	0.00	0.00	00:00:00	00:00:20	00:00:00	00:08:36	00:00:01
CurrentPeriod	Billing	Jacqueline Mullins	0.00	0.00	0.00	0.00	00:00:00	00:04:20	00:00:00	00:08:35	00:00:01
CurrentPeriod	Billing	Justin Goodwin	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
CurrentPeriod	Billing	Kenneth Hall	0.00	0.00	0.00	0.00	00:00:00	00:03:31	00:00:00	00:08:35	00:00:00
CurrentPeriod	Billing	Kyle Camacho	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
CurrentPeriod	Billing	Lon Boyd	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Dashboard Visualizations

The following visualizations are displayed in the Agent Overview Grid dashboard.

Agent Interaction Statistics

This grid visualization displays agent statistics, by workgroup and sorted by interval, for: Interactions Entered, Answered, Completed, On Hold, and Non ACD.

Agent Statistics

This grid visualization displays agent statistics, by workgroup and sorted by interval, for: Average Agent Positive Score; Average Agent Negative Score, Average Customer Positive Score, Average Customer Negative Score, Average Hold Time, Average Talk Time, Average Wait Time, Longest Talk Time, and Longest Wait Time.

Elements used in the Agent Overview Grid Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Agent Interaction Statistics

Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the type of interval, for example: Current Shift, Current Period, Previous Shift, and Previous Period.
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being provided.
User	User	The selected user is the name of the agent for which interaction statistics are displayed in the dashboard.
Entered	InteractionsEntered	This is the total number of interactions that entered the queue, for the selected Interval.
Answered	InteractionsAnswered	This is the number of agent interactions answered, calculated as the number of ACD interactions from the specified workgroup that went to a Connected state in the agent's queue.
Completed	InteractionsCompleted	This is the number of agent interactions completed that went from a state of ACD-Assigned to ACD-Disconnected.
On Hold	InteractionsOnHold	This is the number of interactions the agent had on hold, for the interval.
Non ACD	NonACDInteractions	This is the number of interactions answered by the agent that were not routed to the agent by ACD. These are interoffice interactions, transfers, and other person-to-person interactions.

Agent Statistics

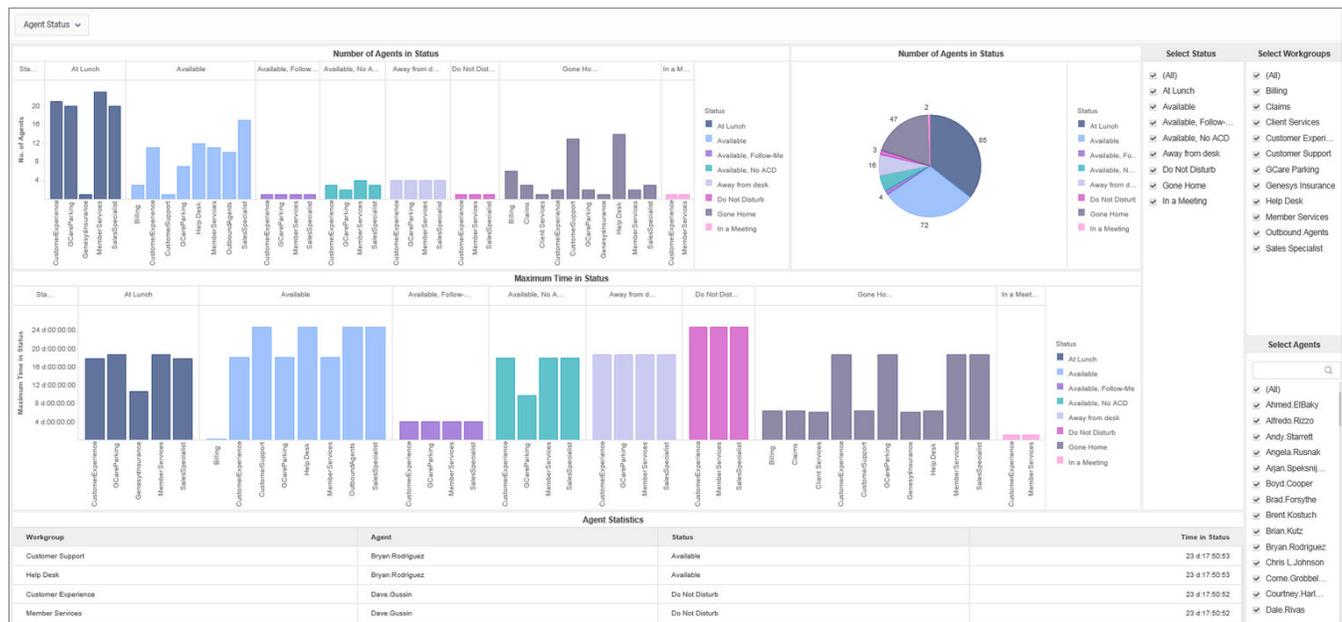
Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the type of interval, for example: Current Shift, Current Period, Previous Shift, and Previous Period.
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being provided.
User	User	The selected user is the name of the agent for which interaction statistics are displayed in the dashboard.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Hold Time	AverageHoldTime	The average amount of time (hh:mm:ss) that the agents have had the interactions on hold for the specified workgroup. This is the average time all ACD interactions on the agents queue for the specified workgroup have been in the Hold state.
Average Talk Time	AverageTalkTime	The average amount of time (hh:mm:ss) that the agents have spent on interactions for the specified workgroup. This is the average time all interactions on the agents queue for the specified workgroup have been in the ACD-Assigned state.
Average Wait Time	AverageWaitTime	The average amount of wait time (hh:mm:ss) for all interactions in the queue for a specified workgroup. That is, the average time an interaction from the specified workgroup has alerted agents in the current period. This is the average time all interactions have been in the ACD-Alerting state on the agents queue for the specified workgroup.
Longest Talk Time	LongestTalkTime	This is the time of the longest currently connected interaction. This interaction has been in a Connected state the longest, for the selected interval.
Longest Wait Time	LongestWaitTime	This is the time (hh:mm:ss) of the longest currently waiting interaction. For the specified workgroup, this interaction has been in the ACD-Wait agent state for the longest amount of time. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Supervisor workflow statistics always pertain to the time in a workgroup or user interaction. The overall time in the system, such as the time in an IVR, is not counted.

Agent Status Dashboard

The Agent Status dashboard provides detailed information for the number of agents and their time in selected statuses, allowing you to compare between the selected workgroups and the number of agents and their statuses in those workgroups.

The visualizations for the Agent Status dashboard include the **Number of Users in Status**, the **Maximum Time in Status**, and the **Agent Statistics** grid, by workgroup.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroup**, **Select Users**, and **Select Status**.



Dashboard Visualizations

The following visualizations are displayed in the Agent Status dashboard.

Number of Users in Status

This bar chart visualization displays the number of agents and their statuses, by workgroup.

Use the pie chart to view the number of users in each status.

Maximum Time in Status

This bar chart visualization displays the maximum amount of time (hh:mm:ss) that an agent has been in a status, by workgroup.

Use the pie chart to view the total time agents have been in a status (hh:mm:ss).

Agent Statistics

This grid visualization displays the Workgroup, User, Status, and Time in Status.

Elements used in the Agent Status Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Users in Status (Workgroup)

Dashboard Element	Data Column or Computation	Description
No. of Agents	AgentsInStatus	This is the number of agents in a particular status.
Status	Status	This is the agent's status, for the selected statuses. The sample dashboard is displaying the selected statuses: At a Training Session; Available, Follow-Me; Available, Forward; and On a Break. A complete list of available status is listed under Select Status.
Workgroup	Workgroup	This is the name of a selected workgroup, for which the number of agents is displayed.

Maximum Time in Status (hh:mm:ss) (Workgroup)

Dashboard Element	Data Column or Computation	Description
Time in Status	TimeInStatus	This statistic is evaluated by time-in-status alerts. It displays the amount of time that an agent has been in a specific status, by workgroup.
Status	Status	This is the agent's status. This dashboard is displaying the selected statuses: At a Training Session; Available, Follow-Me; Available, Forward; and On a Break. A complete list of available status is listed under Select Status.
Workgroup	Workgroup	This is the name of a selected workgroup, for which the time in status is displayed.

Agent Statistics

Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent statistics are displayed.
User	User	The selected user is the name of the agent for which interaction statistics are displayed in the dashboard.
Status	Status	This is the agent's status. The sample dashboard is displaying the selected statuses: At a Training Session; Available, Follow-Me; Available, Forward; and On a Break. A complete list of available status is listed under Select Status.
Time in Status	TimeInStatus	This statistic is evaluated by time-in-status alerts. It displays the amount of time that an agent has been in a specific status.

Containment Dashboards

Containment Details by DNIS Dashboard

The Containment Details by DNIS dashboard displays IVR Details, by DNIS. The visualizations in this dashboard display IVR statistics for interactions, by Completion Type.

The visualizations for the Containment Details by DNIS dashboard include the **Number of Interactions by DNIS**, and the **Percentage of Transferred vs. Completed by DNIS**, by Completion Type. This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour-of-the-day**, **Server Name**, **DNIS**, **Profile Name**, **ANI**, and **Event Hour by DNIS**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Details by DNIS dashboard.

Number of Interactions by DNIS

This bar chart visualization displays the number of interactions by DNIS, by Completion Type (completed or transferred interaction).

Percentage of Transferred vs. Completed by DNIS

This stacked bar chart visualization displays the percentage of completed and transferred interactions, by DNIS.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID**, **Event Time**, **Interaction Duration**, **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Completion Type**, and **Queue**.

Elements used in the Containment Details by DNIS Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by DNIS

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each DNIS telephone number dialed.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Completion Type	CompletionType	This is the count for the number of completed and transferred interactions, by DNIS.

Percentage of Transferred vs. Completed by DNIS

Dashboard Element	Data Column or Computation	Description
Percentage		This is the percentage of completed and transferred interactions for each DNIS number dialed.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Completion Type	CompletionType	This is the percentage of completed and transferred interactions, by DNIS.

IVR Details

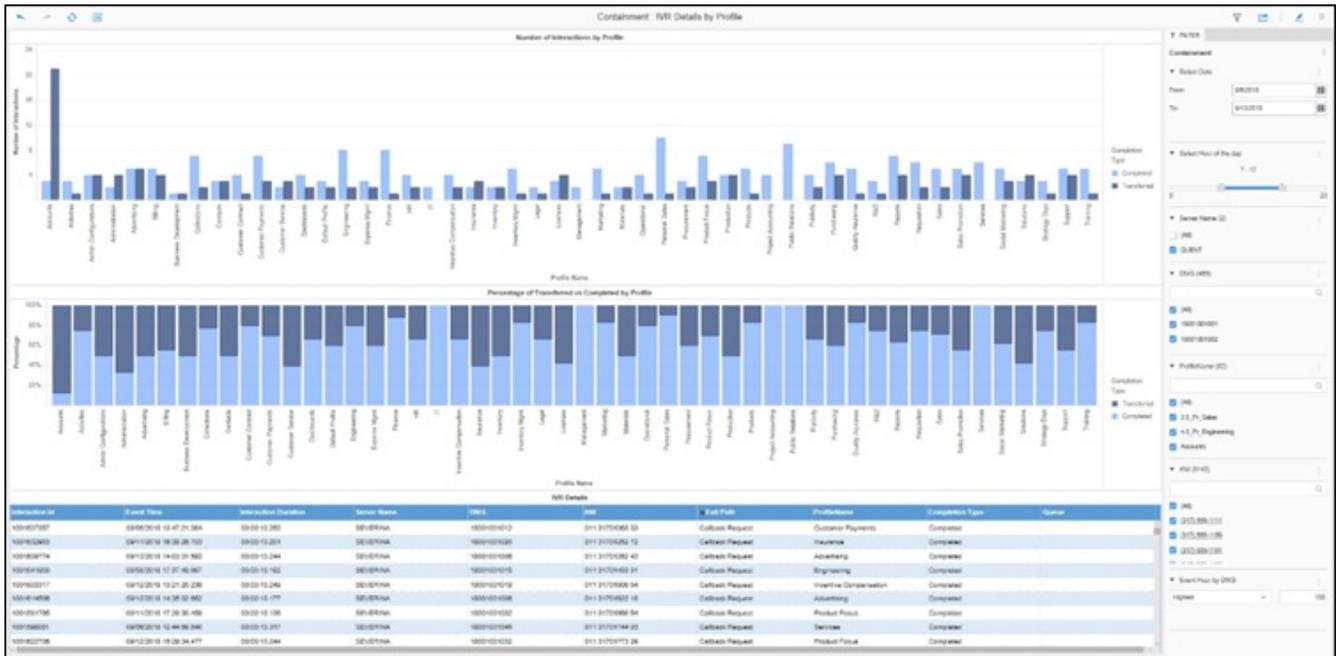
Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Details by Profile Dashboard

The Containment Details by Profile dashboard displays IVR details by Profile, such as Support, Purchasing, Billing, Products, and Customer Service. The visualizations in this dashboard display IVR statistics for interactions, by Completion Type.

The visualizations for the Containment Details by Profile dashboard include the **Number of Interactions by Profile**, and the **Percentage of Transferred vs. Completed by Profile**, by Completion Type. This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, DNIS, Profile Name**, and **ANI**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Details by Profile dashboard.

Number of Interactions by Profile

This bar chart visualization displays the number of interactions by Profile, by Completion Type (completed or transferred interaction).

Percentage of Transferred vs. Completed by Profile

This stacked bar chart visualization displays the percentage of completed and transferred interactions, by Profile.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Interaction Duration, Server Name, DNIS, ANI, Exit Path, Profile Name, Completion Type, and Queue.**

Elements used in the Containment Details by Profile Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by Profile

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions, by Profile.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This is the count for the number of completed or transferred interactions, by Profile.

Percentage of Transferred vs. Completed by Profile

Dashboard Element	Data Column or Computation	Description
Percentage		This is the percentage of completed and transferred interactions, by Profile.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This is the percentage of completed or transferred interactions, by Profile.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Details by ANI Dashboard

The Containment Details by ANI dashboard displays IVR Details, by ANI. The visualizations in this dashboard display IVR statistics for interactions, by Completion Type.

The visualizations for the Containment Details by ANI dashboard include the **Number of Interaction by ANI**, and the **Percentage of Transferred vs. Completed by ANI**, by Completion Type. The dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, **DNIS**, **Profile Name**, and **ANI**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Details by ANI dashboard.

Number of Interactions by ANI

This bar chart visualization displays the number of interactions by ANI, by Completion Type (completed or transferred interaction).

Percentage of Transferred vs. Completed by ANI

This stacked bar chart visualization displays the percentage of completed and transferred interactions, by ANI.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID**, **Event Time**, **Interaction Duration**, **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Completion Type**, and **Queue**.

Elements used in the Containment Details by ANI Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by ANI

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each ANI number.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Completion Type	CompletionType	This is the count for the number of completed or transferred interactions, by ANI.

Percentage of Transferred vs. Completed by ANI

Dashboard Element	Data Column or Computation	Description
Percentage		This is the percentage of completed and transferred interactions for each ANI number.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Completion Type	CompletionType	This is the percentage of completed or transferred interactions, by ANI.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Details by Hour Dashboard

The Containment Details by Hour dashboard displays IVR details by Hour, for a selected date. The visualizations in this dashboard display IVR statistics for interactions, by Hour and by Completion Type.

The visualizations for the Containment Details by Hour dashboard include the **Number of Interactions by DNIS**, and the **Number of Interactions by Profile**, by Hour and Completion Type. The dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, **Profile Name**, **DNIS**, **Month**, and **ANI**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Details by Hour dashboard.

Number of Interactions by DNIS

This bar chart visualization displays the number of interactions by DNIS, by Hour, and by Completion Type (completed or transferred interaction).

Number of Interactions by Profile

This bar chart visualization displays the number of interactions by Profile, by Hour, and by Completion Type.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Interaction Duration, Server Name, DNIS, ANI, Exit Path, Completion Type, and Queue.**

Elements used in the Containment Details by Hour Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by DNIS

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each DNIS number, by Hour and by Completion Type.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Completion Type	CompletionType	This is the count for the number of completed or transferred interactions, by hour and DNIS.

Number of Interactions by Profile

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each Profile, by Hour and by Completion Type.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Completion Type	CompletionType	This is the number of completed or transferred interactions, by Hour and Profile.

IVR Details

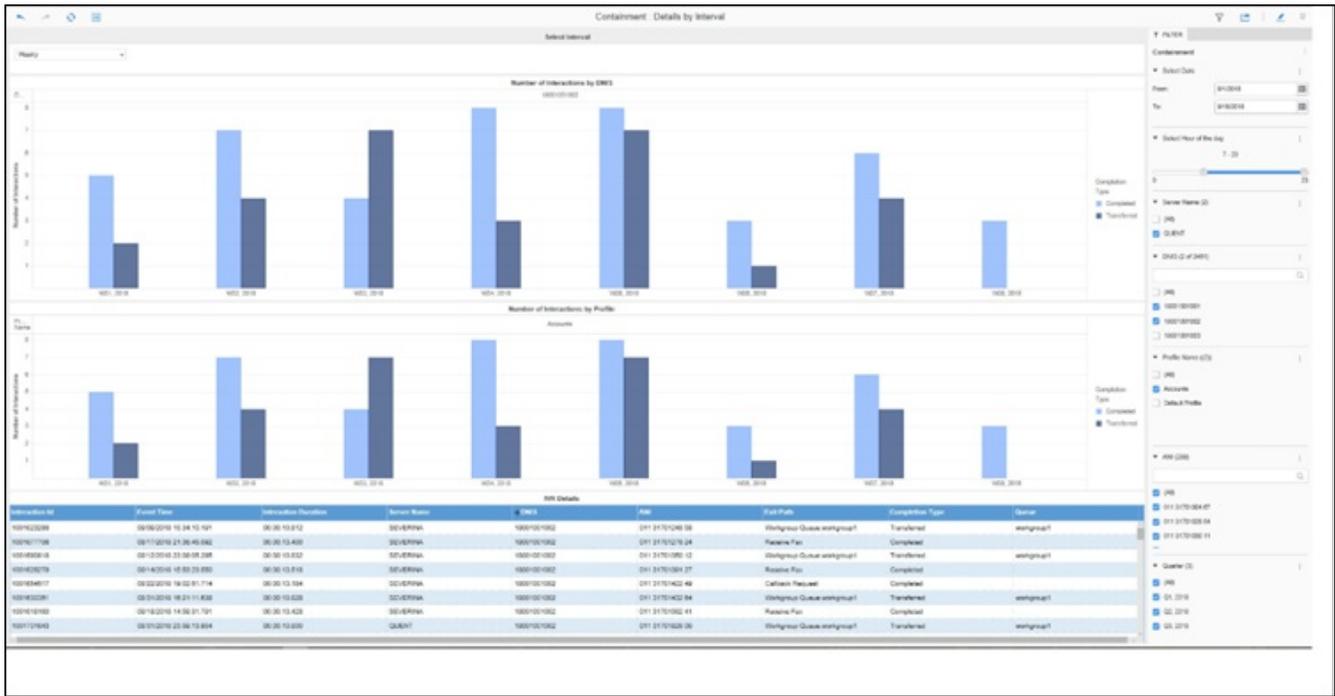
Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Details by Interval Dashboard

The Containment Details by Interval dashboard displays IVR details by DNIS or Profile, for the selected Interval, such as Daily, Weekly, Monthly, or Quarterly. The visualizations in this dashboard display IVR statistics for interactions by Interval and by Completion Type.

The visualizations for the Containment Details by Interval dashboard include the **Number of Interaction by DNIS**, and the **Number of Interactions by Profile**, by Selected Interval and Completion Type. This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, **DNIS**, **Profile Name**, **ANI**, and **Quarter**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Details by Interval dashboard.

Number of Interactions by DNIS

This bar chart visualization displays the number of interactions by DNIS, by Selected Interval, and by Completion Type (completed or transferred interaction).

Number of Interactions by Profile

This bar chart visualization displays the number of interactions by Profile, by Selected Interval, and by Completion Type.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID**, **Event Time**, **Interaction Duration**, **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Completion Type**, and **Queue**.

Elements used in the Containment Details by Interval Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by DNIS

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each DNIS number, by Interval and by Completion Type.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Interval		This is the number of Completion Types, for the selected interval of time.
Completion Type	CompletionType	This is the count for the number of completed or transferred interactions, by Interval and DNIS.

Number of Interactions by Profile

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each Profile, by Interval and by Completion Type.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Interval		This is the number of Completion Types, for the selected interval of time.
Completion Type	CompletionType	This is the number of completed or transferred interactions, by Interval and Profile.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Duration Details by DNIS Dashboard

The Containment Duration Details by DNIS dashboard displays the Average Duration of interactions, by DNIS and by Completion Type. The visualizations include the bar chart **Average Duration by DNIS** and the visualization grid, **IVR Details**.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, DNIS, Profile Name, ANI,** and **Event Hour by DNIS**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Duration Details by DNIS dashboard.

Average Duration by DNIS

This bar chart visualization displays the average duration in hours, minutes, and seconds, of interactions by DNIS, by Completion Type (completed or transferred interaction).

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Interaction Duration, Server Name, DNIS, ANI, Exit Path, Profile Name, Completion Type, and Queue.**

Elements used in the Containment Duration Details by DNIS Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Average Duration by DNIS

Dashboard Element	Data Column or Computation	Description
Average Duration		This is the average duration in hours, minutes, and seconds of completed and transferred interactions for each DNIS number dialed.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Completion Type	CompletionType	This is the average duration of completed or transferred interactions, by DNIS.

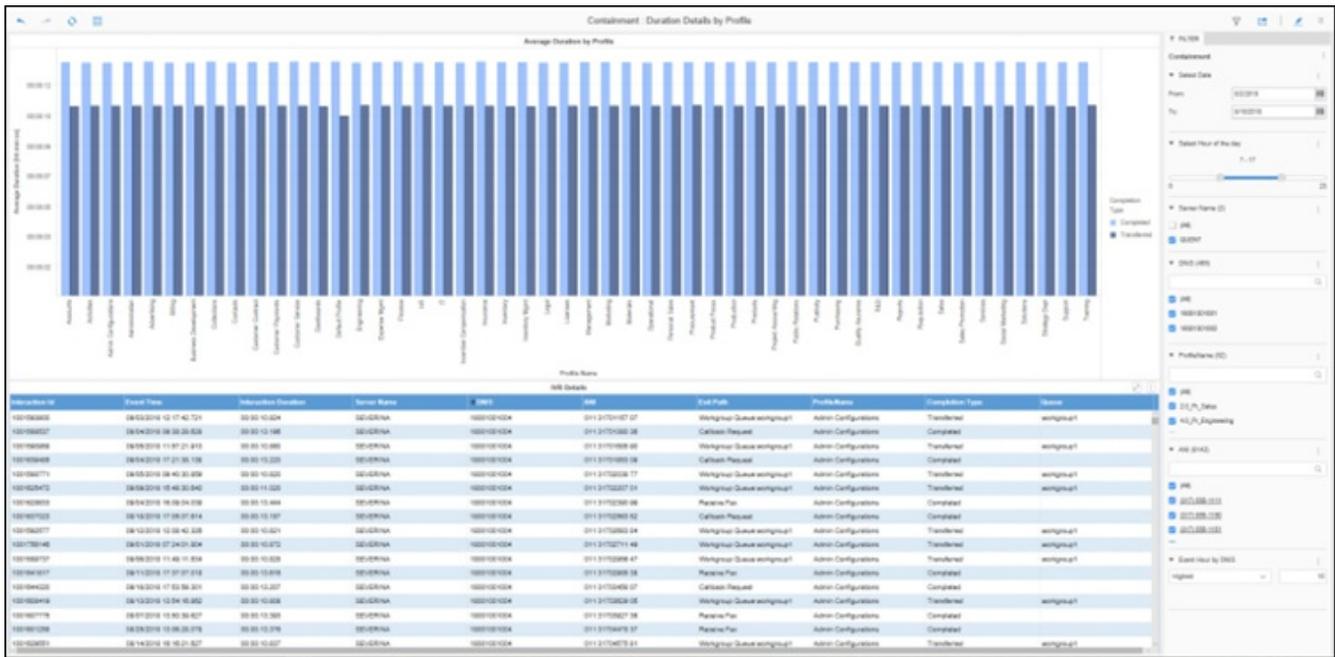
IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Duration Details by Profile Dashboard

The Containment Duration Details by Profile dashboard displays information on the average duration of interactions, by Profile and by Completion Type. The visualizations include the bar chart **Average Duration by Profile**, and the visualization grid, **IVR Details**.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, **DNIS**, **Profile Name**, **ANI**, and **Event Hour by DNIS**.



Dashboard Visualizations

The following visualizations are displayed in the Containment Duration Details by Profile dashboard.

Average Duration by Profile

This bar chart visualization displays the average duration in hours, minutes, and seconds, of interactions by Profile, such as Support, Purchasing, Billing, Products, and Customer Service. This visualization also displays the average duration of interactions by Completion Type (completed or transferred interaction).

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Interaction Duration, Server Name, DNIS, ANI, Exit Path, Profile Name, Completion Type, and Queue.**

Elements used in the Containment Duration Details by Profile Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Average Duration by Profile

Dashboard Element	Data Column or Computation	Description
Average Duration		This is the average duration in hours, minutes, and seconds of completed and transferred interactions, by Profile.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This is the average duration of completed or transferred interactions, by Profile.

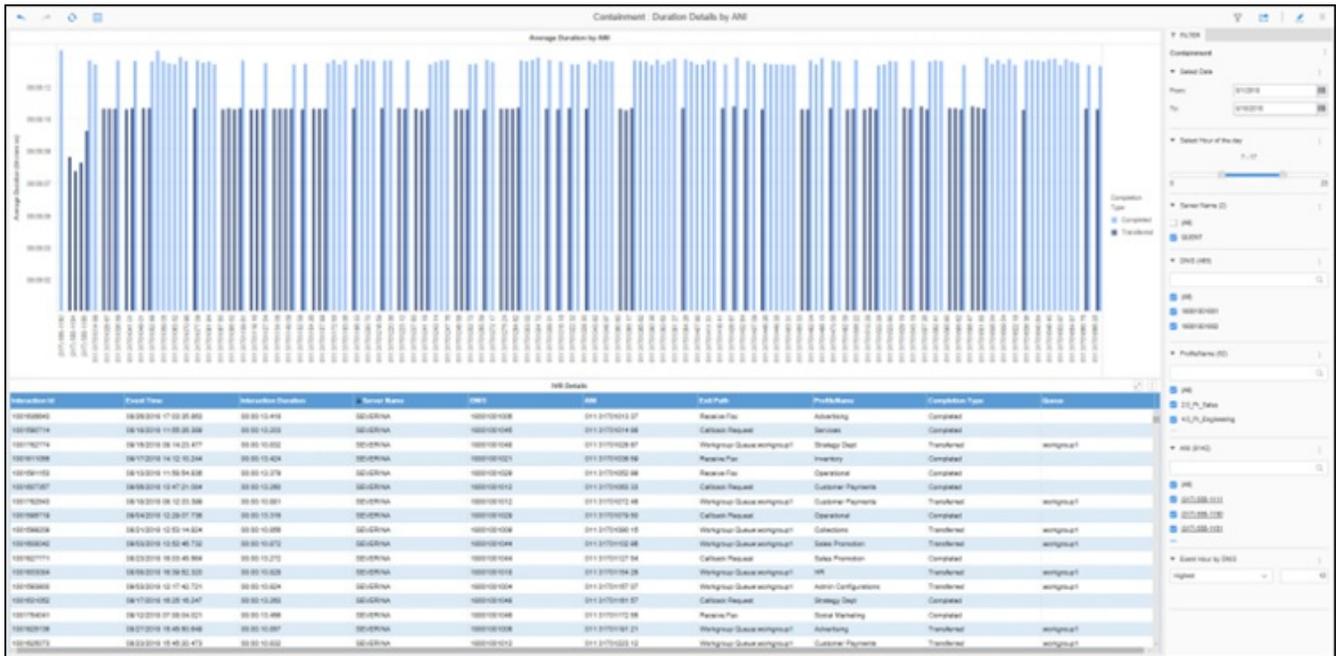
IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Duration Details by ANI Dashboard

The Containment Duration Details by ANI dashboard displays the Average Duration of interactions, by ANI and by Completion Type. The visualizations include the bar chart **Average Duration by ANI** and the visualization grid, **IVR Details**.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, DNIS, Profile Name, ANI, and Event Hour by DNIS.**



Dashboard Visualizations

The following visualizations are displayed in the Containment Duration Details by ANI dashboard.

Average Duration by ANI

This bar chart visualization displays the average duration in hours, minutes, and seconds, of interactions by ANI, by Completion Type (completed or transferred interaction).

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Interaction Duration, Server Name, DNIS, ANI, Exit Path, Profile Name, Completion Type, and Queue.**

Elements used in the Containment Duration Details by ANI Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Average Duration by DNIS

Dashboard Element	Data Column or Computation	Description
Average Duration		This is the average duration in hours, minutes, and seconds of completed and transferred interactions for each ANI telephone number.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Completion Type	CompletionType	This is the average duration of completed or transferred interactions, by ANI.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Profile Name	ProfileName	The name of the IVR Profile that best matched the interaction characteristics, such as DNIS and ANI values.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

Containment Details Grid Dashboard

The Containment Details Grid dashboard displays interaction details in the **IVR Details** visualization.

You can include or exclude data in the IVR Details grid using the filters **Date** and **Hour**. You can also limit the data in your dashboard using the following search fields: **Completion Type**, **Interaction ID**, **Queue**, **Server Name**, **Exit path**, **DNIS**, **ANI**, and **Event Hour by DNIS**. When you start typing in a search field, available values are displayed in a list.

The screenshot shows a dashboard titled "Containment - IVR Details Grid". It features several search filters at the top: Completion Type, Interaction ID, Exit Path, Event Hour by DNIS, Queue, Server Name, DNIS, and ANI. Below the filters is a table with columns: Interaction ID, Event Time, Interaction Duration, Server Name, ANI, Exit Path, Completion Type, and Queue. The table contains 25 rows of data, each representing an interaction record.

Interaction ID	Event Time	Interaction Duration	Server Name	ANI	Exit Path	Completion Type	Queue
131710000	08/10/2018 07:36:11.021	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710001	08/10/2018 07:36:11.046	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710002	08/10/2018 07:36:11.071	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710003	08/10/2018 07:36:11.096	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710004	08/10/2018 07:36:11.121	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710005	08/10/2018 07:36:11.146	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710006	08/10/2018 07:36:11.171	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710007	08/10/2018 07:36:11.196	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710008	08/10/2018 07:36:11.221	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710009	08/10/2018 07:36:11.246	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710010	08/10/2018 07:36:11.271	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710011	08/10/2018 07:36:11.296	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710012	08/10/2018 07:36:11.321	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710013	08/10/2018 07:36:11.346	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710014	08/10/2018 07:36:11.371	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710015	08/10/2018 07:36:11.396	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710016	08/10/2018 07:36:11.421	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710017	08/10/2018 07:36:11.446	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710018	08/10/2018 07:36:11.471	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710019	08/10/2018 07:36:11.496	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710020	08/10/2018 07:36:11.521	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710021	08/10/2018 07:36:11.546	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710022	08/10/2018 07:36:11.571	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710023	08/10/2018 07:36:11.596	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710024	08/10/2018 07:36:11.621	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1
131710025	08/10/2018 07:36:11.646	00:00:10.944	SEVERNA	1800-100101	010-34750207-08	Transferred	waitgroup1

Dashboard Visualizations

The following grid visualization is displayed in the Containment Details Grid dashboard.

IVR Details

This grid visualization displays IVR Interaction details, including: **Interaction ID**, **Event Time**, **Interaction Duration**, **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Completion Type**, and **Queue**.

Elements used in the Containment Details Grid Dashboard

The following table provides descriptions of the dashboard visualization elements.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction Duration	InteractionDuration	This is the total duration of the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Completion Type	CompletionType	This flag indicates if the interaction was Completed or Transferred.
Queue	Queue	This is the name of the queue to where the call was transferred.

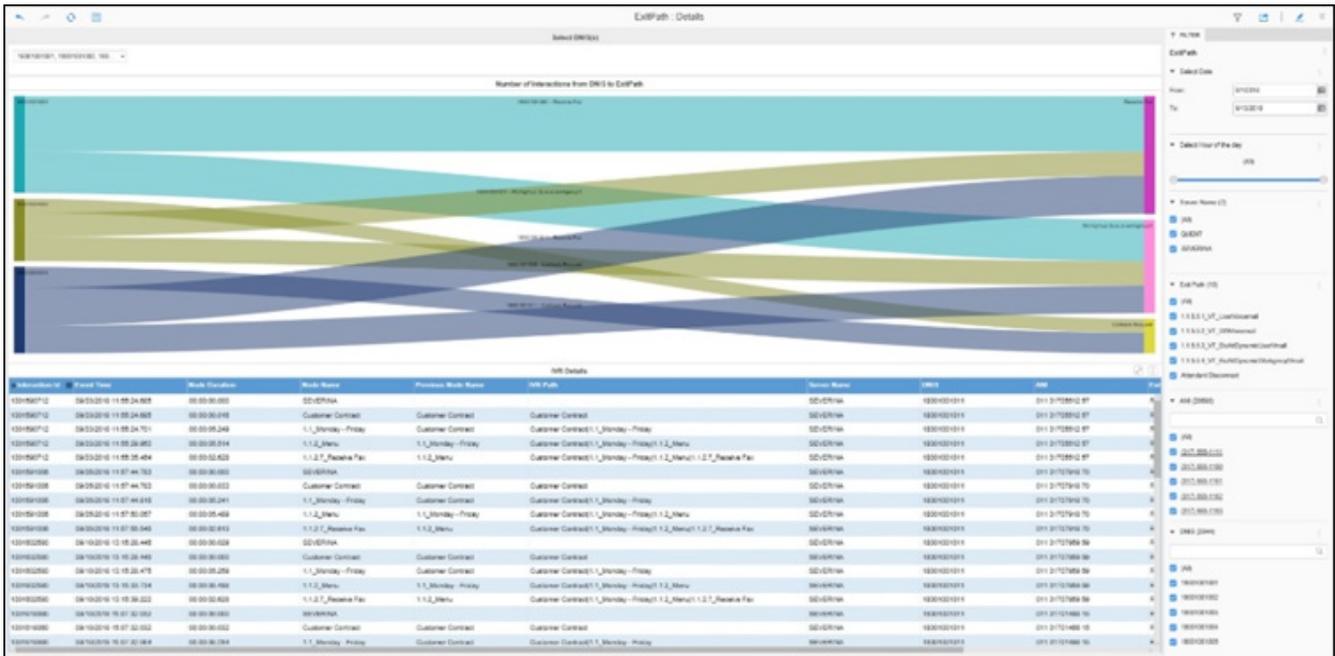
ExitPath Dashboards

ExitPath Details Dashboard

The ExitPath Details dashboard graphically displays information for the number of interactions that entered from the selected DNIS telephone numbers and exited at the IVR exit paths.

The visualizations for the ExitPath Details dashboard include the **Number of Interaction from DNIS to ExitPath** and the **IVR Details** grid.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, Exit Path, ANI, and DNIS**.



Dashboard Visualizations

The following visualizations are displayed in the ExitPath Details dashboard.

Number of Interactions from DNIS to EXITPath

This graphical chart displays information for the number of interactions entered by DNIS, and exited by the IVR exit paths.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, Server Name, DNIS, ANI, and Exit Path.**

Elements used in the ExitPath Details Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions from DNIS to ExitPath

Dashboard Element	Data Column or Computation	Description
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

IVR Details

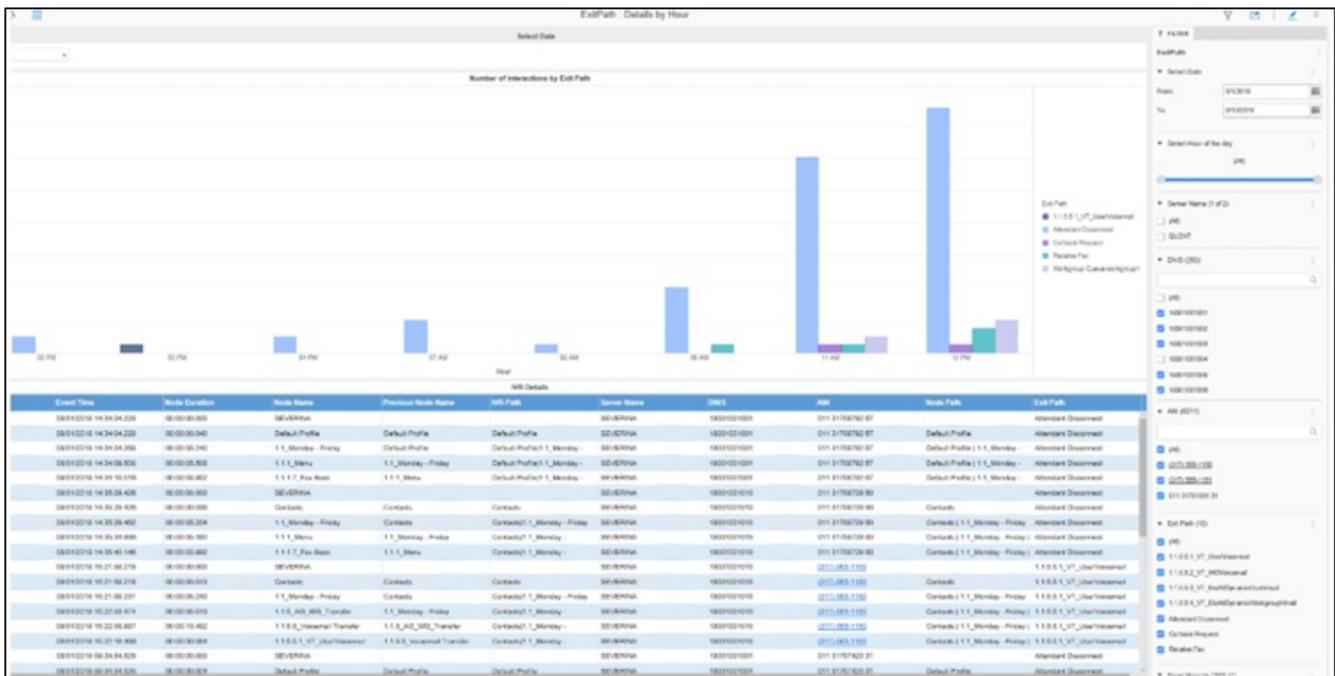
Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the IVR node.
Previous Node Name	PreviousLevelName	This is the name of the previous IVR node in the path of the interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

ExitPath Details by Hour Dashboard

The ExitPath Details by Hour dashboard displays information on the number of interactions by Exit Path for each hour of the selected date.

The visualizations for the ExitPath Details by Hour dashboard include the **Number of Interactions by ExitPath** and the **IVR Details** grid.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, **DNIS**, **ANI**, and **Exit Path**.



Dashboard Visualizations

The following visualizations are displayed in the ExitPath Details by Hour dashboard.

Number of Interactions by EXIT Path

This visualization displays the number of interactions completed by ExitPath for each hour of the selected date.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, Server Name, DNIS, ANI, Node Path, and Exit Path.**

Elements used in the ExitPath Details by Hour Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by ExitPath

Dashboard Element	Data Column or Computation	Description
Hour	EventTime	This is the hour, from the Event Time, when the call connected to the IVR node.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the IVR node.
Previous Node Name	PreviousLevelName	This is the name of the previous IVR node in the path of the interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

ExitPath Details by Interval Dashboard

The ExitPath Details by Interval dashboard displays information on the number of interactions by Exit Path for the selected Interval, such as Daily, Weekly, Monthly, or Quarterly.

The visualizations for the ExitPath Details by Interval dashboard include the **Number of Interactions by ExitPath** and the **IVR Details** grid.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, DNIS, ANI, and Exit Path.**



Dashboard Visualizations

The following visualizations are displayed in the ExitPath Details by Interval dashboard.

Number of Interactions by EXIT Path

This visualization displays the number of interactions completed by ExitPath for each interval of the selected date.

IVR Details

This grid visualization displays IVR interaction details, including: **Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, Server Name, DNIS, ANI, Node Path, and Exit Path.**

Elements used in the ExitPath Details by Interval Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Interactions by ExitPath

Dashboard Element	Data Column or Computation	Description
Number of Interactions		This is the count of completed and transferred interactions for each DNIS number, by Hour and by Completion Type.
Interval		This is the number of Completion Types, for the selected interval of time.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the IVR node.
Previous Node Name	PreviousLevelName	This is the name of the previous IVR node in the path of the interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

ExitPath Details Grid Dashboard

The ExitPath Details Grid dashboard displays interaction details in the **IVR Details** visualization.

You can include or exclude data in the IVR Details grid using filters **Date** and **Hour**.

You can also limit the data in your dashboard using the following search fields: **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Interaction ID**, **IVR Path**, and **Node Path**. When you start typing in a search field, available values are displayed in a list.

The screenshot shows the 'ExitPath - Details' dashboard interface. It features a top navigation bar with filters for Server Name, DNIS, ANI, and Event Hour by DNIS. Below this is a search bar and a grid of data. The grid has columns for Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, Server Name, DNIS, ANI, Node Path, and Exit Path. The data rows show various interaction details, such as 'Contact' and 'Reason Fax'.

Dashboard Visualizations

The following grid visualization is displayed in the ExitPath Details Grid dashboard.

IVR Details

This grid visualization displays IVR Interaction details, including: **Interaction ID**, **Event Time**, **Node Duration**, **Node Name**, **Previous Node Name**, **IVR Path**, **Server Name**, **DNIS**, **ANI**, **Node Path**, and **Exit Path**.

Elements used in the ExitPath Details Grid Dashboard

The following table provides descriptions of the dashboard visualization elements.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the IVR node.
Previous Node Name	PreviousLevelName	This is the name of the previous IVR node in the path of the interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.

IVR Events (Audit) Dashboards

IVR Events (Audit) Details Dashboard

The IVR Events (Audit) Details grid dashboard displays interaction details in the **IVR Details** visualization.

You can include or exclude data in the IVR Details grid using filters **Date** and **Hour**. You can also limit the data in your dashboard using the following search fields: **Server Name**, **DNIS**, **ANI**, **Exit Path**, **Interaction ID**, **Action (NI/NM)**, **IVR Path**, **Current Node Path**, and **Event Hour by DNIS**. When you start typing in a search field, available values are displayed in a list.

The screenshot shows the 'IVR Events (Audit) Details' dashboard. At the top, there are search filters for Server Name, DNIS, ANI, Exit Path, Interaction ID, and Action (NI/NM). Below the filters is a table with columns: Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, DNIS, ANI, Node Path, Exit Path, and Action (NI/NM). The table contains multiple rows of data representing individual IVR interactions.

Dashboard Visualizations

The following grid visualization is displayed in the IVR Events (Audit) Details dashboard.

IVR Details

This grid visualization displays IVR Interaction details, including: **Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, DNIS, ANI, Node Path, Exit Path, and Action (NI/NM).**

Elements used in the IVR Events (Audit) Details Dashboard

The following table provides descriptions of the dashboard visualization elements.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the IVR node.
Previous Node Name	PreviousLevelName	This is the name of the previous IVR node in the path of the interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.
Exit Path	ExitPath	This is the destination of the interaction when it leaves the IVR.
Action (NI/NM)	Action	This flag distinguishes if the call has NoInput and NoMatch.

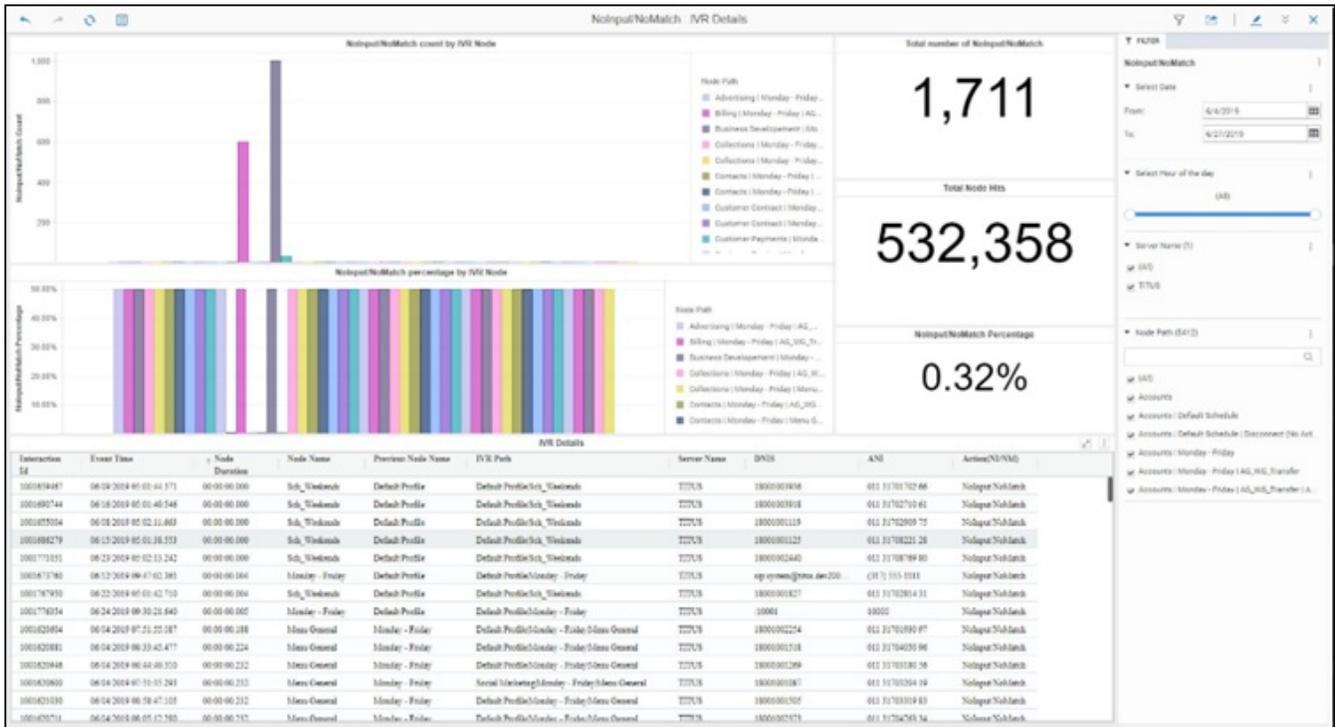
NoInput/NoMatch Dashboards

NoInput/NoMatch IVR Details Dashboard

The NoInput/NoMatch IVR Details dashboard displays details for the NoInput/NoMatch count and the NoInput/NoMatch percentage, by IVR node. NoInput is when a caller does not respond to an IVR prompt, and NoMatch is when a caller did not provide an expected response to an IVR prompt.

The visualizations for the NoInput/NoMatch IVR Details dashboard include the **NoInput/NoMatch Count by IVR Node, Total Number of NoInput/NoMatch, Total Node Hits, NoInput/NoMatch Percentage, and NoInput/NoMatch Percentage by IVR Node.** This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, and Node Path.**



Dashboard Visualizations

The following visualizations are displayed in the NoInput/NoMatch IVR Details dashboard.

NoInput/NoMatch Count by IVR Node

This bar chart visualization displays the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by IVR Node, during the time interval.

NoInput/NoMatch Percentage by IVR Node

This bar chart visualization displays the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by IVR Node, during the time interval.

Total Number of NoInput/NoMatch

This visualization displays the total count of instances callers did not respond to a prompt and responded incorrectly to a prompt, during the time interval.

Total Node Hits

This visualization displays the total count of instances callers responded to an IVR prompt, during the time interval.

NoInput/NoMatch Percentage

This visualization displays the percentage of the total number of NoInput/NoMatch responses to the total number of Node Hits, during the time interval.

IVR Details

This grid visualization displays IVR Interaction details, including: **Interaction ID, Event Time, Node Duration, Node Name, Previous Note Name, IVR Path, Server Name, DNIS, ANI, and Action(NI/NM).**

Elements used in the NoInput/NoMatch IVR Details Dashboard

The following tables provide descriptions of the dashboard visualization elements.

NoInput/NoMatch Count by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path of the IVR nodes specified for the time interval.
NoInput/NoMatch Count	Calculated	This is the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by IVR Node, during the time interval.

NoInput/NoMatch Percentage by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path of the IVR nodes specified for the time interval.
Percentage	Calculated	This is the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by IVR Node, during the time interval.

IVR Details

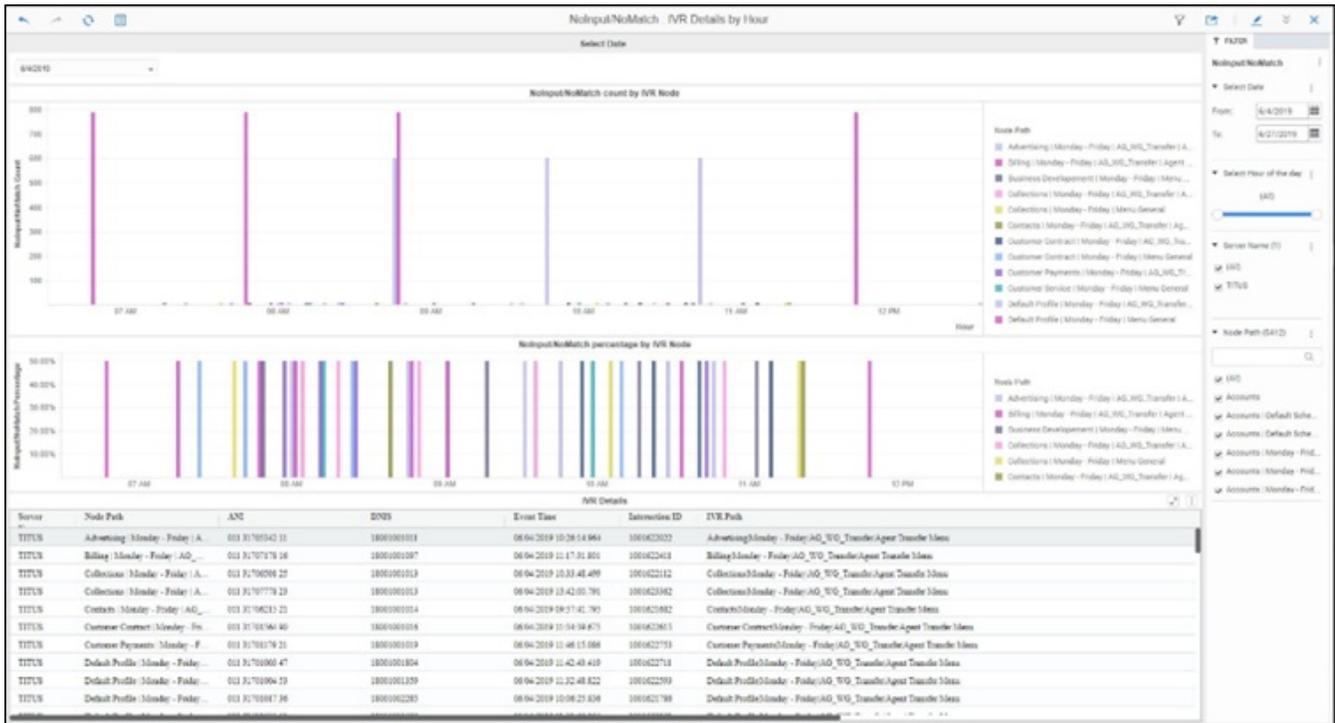
Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the present IVR node.
Previous Node Name	PreviousLevelName	This is the Name of the previous IVR node.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Action (NI/NM)	Action	This flag distinguishes if the call has NoInput/NoMatch.

NoInput/NoMatch Details by Hour Dashboard

The NoInput/NoMatch Details by Hour dashboard displays details for the NoInput/NoMatch count and the NoInput/NoMatch percentage by IVR node, by hour, for the selected date. NoInput is when a caller does not respond to an IVR prompt, and NoMatch is when a caller did not provide an expected response to an IVR prompt.

The visualizations for the NoInput/NoMatch Details by Hour dashboard include the **NoInput/NoMatch Count by IVR Node**, and **NoInput/NoMatch Percentage by IVR Node**. This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date, Hour, Server Name, and Node Path**.



Dashboard Visualizations

The following visualizations are displayed in the NoInput/NoMatch Details by Hour dashboard.

NoInput/NoMatch Count by IVR Node

This bar chart visualization displays the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by IVR Node, and by hour, for the selected interval.

NoInput/NoMatch Percentage by IVR Node

This bar chart visualization displays the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by IVR Node, and by hour, for the selected interval.

IVR Details

This grid visualization displays IVR Interaction details, including: **Server Name**, **Node Path**, **ANI**, **DNIS**, **Event Time**, **Interaction ID**, and **IVR Path**.

Elements used in the NoInput/NoMatch Details by Hour Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Select Date

Dashboard Element	Data Column or Computation	Description
Select Date		Displays the selected date in the drop-down list, based on the range of days configured in the filter.

NoInput/NoMatch Count by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path for the IVR nodes that contain a NoInput/NoMatch instance.
NoInput/NoMatch Count	Calculated	This is the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by IVR Node, by hour, during the time interval.
Hour		The bar chart displays the number of NoInput/NoMatch instances that were in the node path, displayed by hour.

NoInput/NoMatch Percentage by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path for the IVR nodes that contain a NoInput/NoMatch instance.
Percentage	Calculated	This is the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by IVR Node, by hour, during the time interval.
Hour		The bar chart displays the percentage of NoInput/NoMatch instances that were in the node path, displayed by hour.

IVR Details

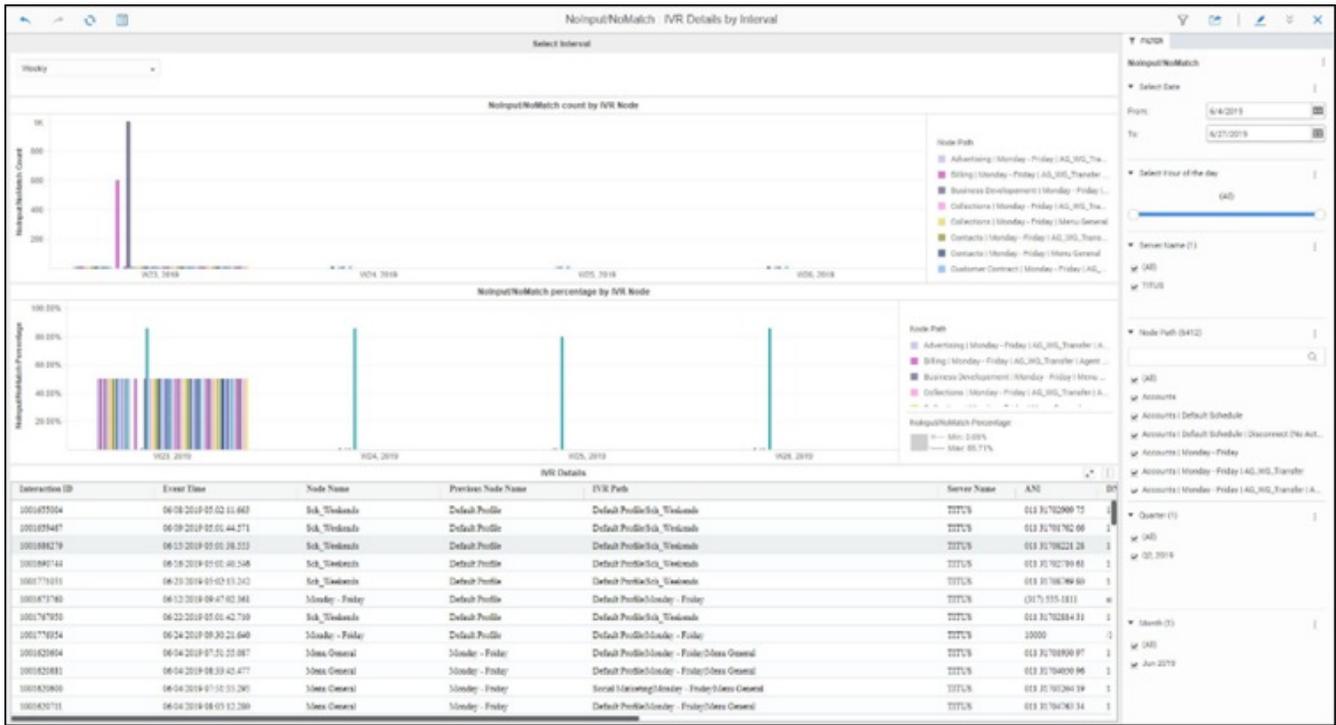
Dashboard Element	Data Column or Computation	Description
Server Name	ServerNode	This is the name of the server node.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.

NoInput/NoMatch Details by Interval Dashboard

The NoInput/NoMatch Details by Interval dashboard displays details for the NoInput/NoMatch count and the NoInput/NoMatch percentage, by IVR nodes, by selected interval. NoInput is when a caller does not respond to an IVR prompt, and NoMatch is when a caller did not provide an expected response to an IVR prompt.

The visualizations for the NoInput/NoMatch Details by Interval dashboard include the **NoInput/NoMatch Count by IVR Node**, and **NoInput/NoMatch Percentage by IVR Node**. This dashboard also includes the **IVR Details** grid visualization.

You can include or exclude data in your dashboard visualizations using the filters **Date**, **Hour**, **Server Name**, and **Node Path**.



Dashboard Visualizations

The following visualizations are displayed in the NoInput/NoMatch Details by Interval dashboard.

NoInput/NoMatch Count by IVR Node

This bar chart visualization displays the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by Node Path, and by interval.

NoInput/NoMatch Percentage by IVR Node

This bar chart visualization displays the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by Node Path, and by interval. .

IVR Details

This grid visualization displays IVR Interaction details, including: **Interaction ID**, **Event Time**, **Node Name**, **Previous Node Name**, **IVR Path**, **Server Name**, and **ANI**.

Elements used in the NoInput/NoMatch Details by Interval Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Select Interval

Dashboard Element	Data Column or Computation	Description
Select Interval		Displays the selected interval, such as weekly, in the drop-down list, based on the range of days configured in the filter.

NoInput/NoMatch Count by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path for the IVR nodes that contain a NoInput/NoMatch instance.
NoInput/NoMatch Count	Calculated	This is the total number of instances a caller did not respond to a prompt and the number of instances a caller responded incorrectly to a prompt, by IVR Node, by interval. .
Interval		The bar chart displays the number of NoInput/NoMatch instances that were in the node path, displayed by interval.

NoInput/NoMatch Percentage by IVR Node

Dashboard Element	Data Column or Computation	Description
Node Path	AttLevelHierarchy	This is the path for the IVR nodes that contain a NoInput/NoMatch instance.
Percentage	Calculated	This is the total percentage of instances a caller did not respond to a prompt and responded incorrectly to a prompt, by IVR Node, by interval. .
Interval		The bar chart displays the percentage of NoInput/NoMatch instances that were in the node path, displayed by interval.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Name	LevelName	This is the name of the present IVR node.
Previous Node Name	PreviousLevelName	This is the Name of the previous IVR node.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.

NoInput/No Match Details Grid Dashboard

The NoInput/NoMatch Details Grid dashboard displays interaction details in the **IVR Details** visualization. NoInput is when a caller does not respond to an IVR prompt, and NoMatch is when a caller did not provide an expected response to an IVR prompt.

You can include or exclude data in the IVR Details grid using filters **Date** and **Hour**. You can also limit the data in your dashboard using the following search fields: **Server Name, DNIS, ANI, Interaction ID, IVR Path, Node Path, and Action (NI/NM)**. When you start typing in a search field, available values are displayed in a list.

NoInput/NoMatch - Details									
Server Name		DNIS		ANI		Interaction ID			
<input type="text" value="Search Server Name"/>		<input type="text" value="Search DNIS"/>		<input type="text" value="Search ANI"/>		<input type="text" value="Search Interaction ID"/>			
IVR Path		Node Path		Action (NR/NO)					
<input type="text" value="Search IVR Path"/>		<input type="text" value="Search Node Path"/>		<input type="text" value="Search Action (NR/NO)"/>					
IVR Details									
Interaction ID	Event Time	Node Duration	Node Name	Previous Node Name	IVR Path	Server Name	DNIS	ANI	Node Path
1001829600	06/04/2019 07:51:31.293	00:00:00.732	Miss General	Monday - Friday	Social Marketing/Monday - Friday/Miss General	TTTTL	18001001987	061 31701204 19	Social Marketing / Monday - Friday
1001829602	06/04/2019 07:51:44.851	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001274	061 31701206 03	Default Profile / Monday - Friday
1001829604	06/04/2019 07:51:55.087	00:00:00.188	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002254	061 31701030 97	Default Profile / Monday - Friday
1001829606	06/04/2019 07:52:02.114	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001912	061 31701001 24	Default Profile / Monday - Friday
1001829608	06/04/2019 07:52:13.183	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001723	061 31701591 28	Default Profile / Monday - Friday
1001829610	06/04/2019 07:52:23.286	00:00:00.249	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002231	061 31701427 11	Default Profile / Monday - Friday
1001829612	06/04/2019 07:52:31.104	00:00:00.248	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002324	061 31704811 18	Default Profile / Monday - Friday
1001829614	06/04/2019 07:52:41.418	00:00:00.248	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001004913	061 31701947 14	Default Profile / Monday - Friday
1001829616	06/04/2019 07:52:55.494	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002102	061 31701231 37	Default Profile / Monday - Friday
1001829618	06/04/2019 07:53:05.536	00:00:00.240	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002145	061 31701024 17	Default Profile / Monday - Friday
1001829620	06/04/2019 07:53:15.998	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001145	061 31701176 10	Default Profile / Monday - Friday
1001829622	06/04/2019 07:53:23.742	00:00:00.252	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001984	061 31701036 07	Default Profile / Monday - Friday
1001829624	06/04/2019 07:53:33.803	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001134	061 31701138 81	Default Profile / Monday - Friday
1001829626	06/04/2019 07:53:43.905	00:00:00.240	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002915	061 31704899 16	Default Profile / Monday - Friday
1001829628	06/04/2019 07:53:53.955	00:00:00.248	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001003908	061 31704942 17	Default Profile / Monday - Friday
1001829630	06/04/2019 07:54:06.058	00:00:00.241	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001002705	061 31701344 44	Default Profile / Monday - Friday
1001829632	06/04/2019 07:54:16.129	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001872	061 31701189 00	Default Profile / Monday - Friday
1001829634	06/04/2019 07:54:26.194	00:00:00.248	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001927	061 31701305 17	Default Profile / Monday - Friday
1001829636	06/04/2019 07:54:36.274	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001003484	061 31704178 13	Default Profile / Monday - Friday
1001829638	06/04/2019 07:54:46.367	00:00:00.240	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001403	061 31701834 99	Default Profile / Monday - Friday
1001829640	06/04/2019 07:54:56.429	00:00:00.240	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001440	061 31701806 41	Default Profile / Monday - Friday
1001829642	06/04/2019 07:55:06.524	00:00:00.240	Miss General	Monday - Friday	Purchasing/Monday - Friday/Miss General	TTTTL	18001001070	061 31701429 85	Purchasing / Monday - Friday
1001829644	06/04/2019 07:55:16.594	00:00:00.244	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001452	061 31702264 18	Default Profile / Monday - Friday
1001829646	06/04/2019 07:55:26.682	00:00:00.238	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001944	061 31701219 86	Default Profile / Monday - Friday
1001829648	06/04/2019 07:55:36.737	00:00:00.237	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001469	061 31704333 00	Default Profile / Monday - Friday
1001829650	06/04/2019 07:55:46.830	00:00:00.241	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001143	061 31701268 10	Default Profile / Monday - Friday
1001829652	06/04/2019 07:55:56.895	00:00:00.241	Miss General	Monday - Friday	Default Profile/Monday - Friday/Miss General	TTTTL	18001001191	061 31701944 91	Default Profile / Monday - Friday

Dashboard Visualizations

The following grid visualization is displayed in the NoInput/NoMatch Details Grid dashboard.

IVR Details

This grid visualization displays IVR Interaction details, including: Interaction ID, Event Time, Node Duration, Node Name, Previous Node Name, IVR Path, Server Name, DNIS, ANI, and Node Path.

Elements used in the NoInput/NoMatch Details Grid Dashboard

The following tables provide descriptions of the dashboard visualization elements.

IVR Details

Dashboard Element	Data Column or Computation	Description
Interaction ID	InteractionId	This is the Interaction ID, which is a number that uniquely identifies an interaction.
Event Time	EventTime	This is the time when the call connected to the IVR node.
Node Duration	LevelDuration	This is the duration in a particular node for an interaction.
Node Name	LevelName	This is the name of the present IVR node.
Previous Node Name	PreviousLevelName	This is the Name of the previous IVR node.
IVR Path	LevelHierarchy	This is the complete path followed for the IVR call.
Server Name	ServerNode	This is the name of the server node.
DNIS	DNIS	This is the telephone number that was dialed by the customer.
ANI	ANI	This is the origination telephone number, the caller's telephone number, the Caller ID.
Node Path	AttLevelHierarchy	This is the actual path of an IVR node.

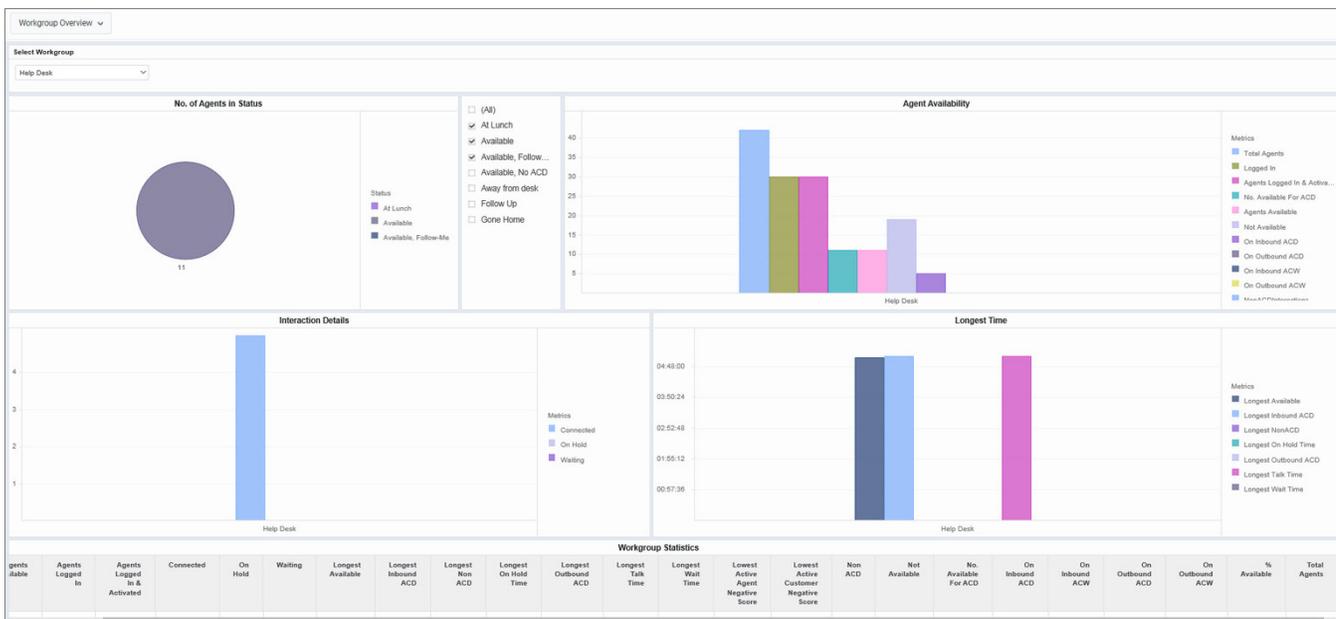
Workgroup Dashboards

Workgroup Overview Dashboard

With the Workgroup Overview dashboard you can monitor agent status in real-time and view agent interaction details. The dashboard provides supervisors a quick view of available agents and their current states, for a single workgroup.

The visualizations for the Workgroup Overview dashboard include **Number of Agents in Status**, **Agent Availability (Number of Agents)**, **Interaction Details (Number of Interactions)**, **Longest Time**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filter **Select Workgroup**.



Dashboard Visualizations

The following visualizations are displayed in the Workgroup Overview dashboard.

Number of Agents in Status

This pie chart visualization displays the current number of agents in each status, for example: At Lunch, Available, Away From Desk, Campaign Call, and so on, for the selected workgroup. The number of agents is displayed for each status when

you point to a status on the pie chart.

Agent Availability (Number of Agents)

This bar chart visualization displays the number of logged on agents in each state, for the selected workgroup. Examples of agent states include, Logged In, Available for ACD, On Inbound ACD, Agents Available, on Outbound ACW, On Inbound ACD, and so on.

Interaction Details (Number of Interactions)

This bar chart visualization displays the current number of interactions Connected, On Hold, and Waiting, for the selected workgroup.

Longest Time (hh:mm:ss)

This bar chart visualization shows supervisors the longest time an interaction is in a state, for the selected workgroup. The interaction states are: Longest Available, Longest Talk Time, Longest Wait Time, Longest On Hold Time, Longest Non ACD, Longest Inbound ACD, and Longest Outbound ACD.

Workgroup Statistics

This grid visualization displays workgroup statistics, for the selected workgroup, for: Agents Available, Agents Logged In, Non ACD, Not Available, On Inbound ACD, On Inbound ACW, On Outbound ACD, On Outbound ACW, Agents Logged in and Activated, Longest Non ACD, Connected, Waiting, On Hold, Number Available for ACD, Total Agents, Percent Available, Longest Talk Time, Longest Inbound ACD, Longest Wait Time, Longest On Hold Time, Longest Outbound ACD, Lowest Active Customer Negative Score, and Lowest Active Agent Negative Score.

Elements used in the Workgroup Overview Dashboard

The following tables provide descriptions of the dashboard visualization elements.

No. of Agents in Status

Dashboard Element	Data Column or Computation	Description
Number of Agents in Status	AgentsInStatus	The current number of agents in each selected status for the selected workgroup.

Agent Availability (No. of Agents)

Dashboard Element	Data Column or Computation	Description
Number of Agents	AgentsAvailable	This is the number of logged-on agents that are available for ACD interactions, for the selected workgroup. An agent is available to take ACD interactions if all of the following apply: - The agent is not on another interaction - The agent has an available status - The agent is logged on - The agent is activated on the selected workgroup

Interaction Details

Dashboard Element	Data Column or Computation	Description
Connected	InteractionsConnected	This is the total number of interactions answered, that went from ACD-Wait Agent to ACD-Assigned, for the selected workgroup.
On Hold	InteractionsOnHold	This is the total number of interactions currently on hold, for the selected workgroup.
Waiting	InteractionsWaiting	This is the total number of interactions waiting to be connected to an agent, for the selected workgroup. These interactions are currently in the ACD-Wait Agent state.

Longest Time

Dashboard Element	Data Column or Computation	Description
Longest Available	LongestAvailable	This is the longest period of time in hh:mm:ss an agent is currently available. This is the duration of the longest available agent to take an ACD interaction for the selected workgroup.
Longest Talk Time	LongestTalkTime	This is the time in hh:mm:ss of the longest currently connected interaction, for the selected workgroup. This interaction has been in a Connected state the longest.
Longest Wait Time	LongestWaitTime	This is the time in hh:mm:ss of the longest currently waiting interaction, for the selected workgroup. This interaction has been in the ACD-Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Overall time in the system, such as time in IVR, is not counted.
Longest On Hold Time	LongestOnHoldTime	This is the time in hh:mm:ss of the longest currently on hold interaction, for the selected workgroup. This interaction has been in a Hold state the longest.
Longest Non ACD	LongestNonACDInteraction	This is the duration in hh:mm:ss of the longest currently active non-ACD interactions, for the selected workgroup.
Longest Inbound ACD	LongestInboundACD	This is the duration in hh:mm:ss of the longest currently active inbound ACD interactions, for the selected workgroup.
Longest Outbound ACD	LongestOutboundACDInteraction	This is the duration in hh:mm:ss of the longest currently active Outbound ACD interactions, for the selected workgroup.

Workgroup Statistics

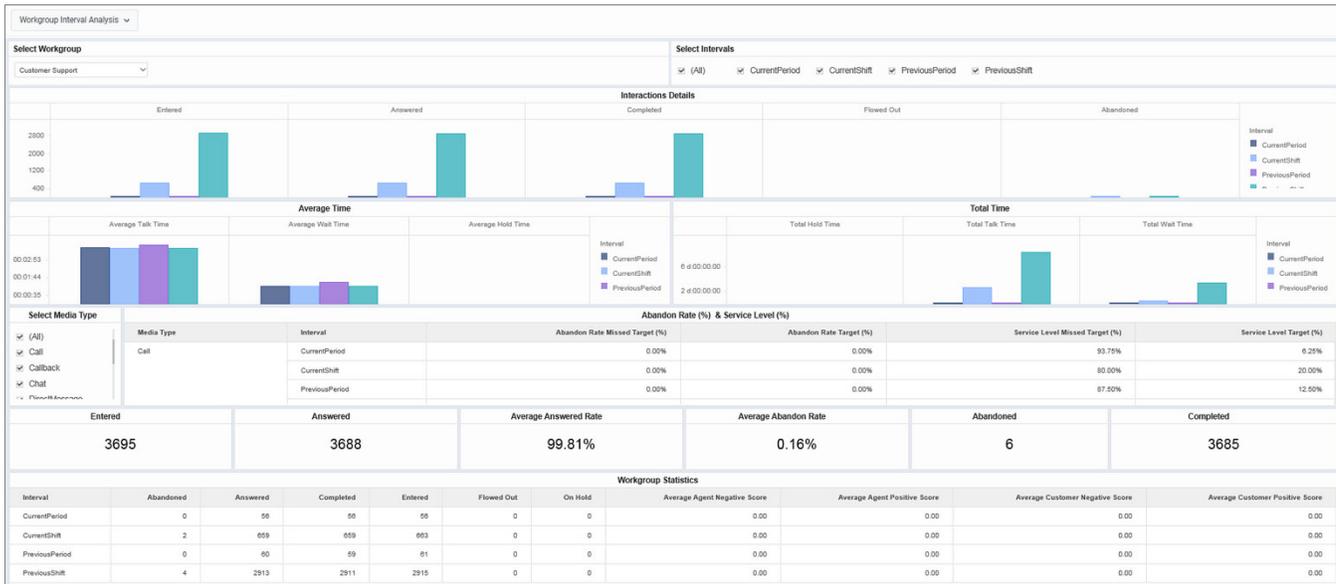
Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Agents Available	AgentsAvailable	This is the count of logged on agents that are available for ACD interactions.
Agents Logged In	LoggedIn	The number of agents logged on for the selected workgroup. This is also the number of agents who are logged on the current server. This count does not include agents who are logged on to peer servers for the same workgroup.
Non ACD	NonACDInteractions	This is the number of agents on non-ACD interactions.
Not Available	NotAvailable	This is the number of agents not available to take ACD interactions. It is the number of logged on and active agents minus the agent available for any interaction.
On Inbound ACD	OnInboundACDInteractions	This is the number of agents on inbound ACD interactions.
On Inbound ACW	OnInboundACW	This is the number of agents performing after call wrap-up work after receiving an ACD Interaction.
On Outbound ACD	OnOutboundACDInteractions	This is the number of agents on outbound ACD interactions.
On Outbound ACW	OnOutboundACW	This is the number of agents performing after call wrap-up work to conclude an outbound ACD interaction.
Agents Logged In and Activated	AgentsLoggedInAndActivated	This is the number of activated agents logged on for the selected workgroup.
Longest Non ACD	LongestNonACDInteraction	This is the duration of the longest of the currently active non-ACD interactions, or N/A if there is not an active non-ACD interaction.
Connected	InteractionsConnected	This is the total number of interactions answered that went from ACD-Wait Agent to ACD-Assigned.
Waiting	InteractionsWaiting	This is the number of interactions waiting to be connected to an agent. These interactions are currently in the ACD-Wait Agent state.
On Hold	InteractionOnHold	This is the number of interactions currently on hold.
Number Available for ACD	NumberAvailableForACDInteractons	This is the number of agents available to take ACD interactions. An agent is considered to be available to take ACD interactions if all of the following apply: - The agent is not on another interaction - The agent has an available status - The agent is logged on - The agent is activated on the specified workgroup
Total Agents	TotalAgents	This is the total number of agents in the selected workgroup. This is typically the number of users that are members of the selected workgroup on the current server. This statistic does not take into consideration members of the same workgroup on peer servers.
% Available	PercentAvailable	This is the percent of logged on agents that are available for ACD interactions. This is the ((available to take ACD interactions / logged on) * 100).

Workgroup Interval Analysis Dashboard

The Workgroup Interval Analysis dashboard displays the number of interaction details for the current and previous shift and period, for a single workgroup. The visualizations include the number of calls answered within the service level target configuration (inclusive) for the selected workgroup queue, the interaction type, and the interval such as Current Period or Previous Period.

The visualizations for the Workgroup Interval Analysis dashboard include **Interaction Details (Number of Interactions)**, **Average Time**, **Total Time**, **Abandon Rate (%)** and **Service Level (%)**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroup**, **Select Intervals**, and **Select Media Type**.



Dashboard Visualizations

The following visualizations are displayed in the Workgroup Interval Analysis dashboard.

Interactions Details (Number of Interactions)

This bar chart visualization displays the number of interactions Entered, Answered, Completed, Flowed Out, and Abandoned, for a selected interval, by workgroup.

Average Time (hh:mm:ss)

This bar chart visualization displays the agent Average Talk Time, Average Wait Time, and Average Hold Time, for a selected interval, by workgroup.

Total Time (hh:mm:ss)

This bar chart visualization displays the agent Total Hold Time, Total Talk Time, and Total Wait Time, for a selected interval, by workgroup.

Abandon Rate (%) and Service Level (%)

This visualization displays the Abandon Rate Missed Target percent, Abandoned Rate Target percent, Service Level Missed Target percent, and Service Level Target percent, for an Interval, by Media Type.

Workgroup Statistics

This grid visualization displays workgroup statistics by Interval, for interactions: Entered, Answered, Abandoned, Completed, Flowed Out, and On Hold. The visualization also includes: Average Agent Negative Score, Average Agent Positive Score, Average Customer Negative Score, Average Customer Positive Score.

Elements used in the Workgroup Interval Analysis Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Interactions Details (No. of Interactions)

Dashboard Element	Data Column or Computation	Description
Entered	InteractionsEntered	This is the total number of interactions that entered the selected workgroup queue.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the selected workgroup that went to a Connected state in the agent's queue.
Completed	InteractionsCompleted	This is the number of interactions completed that went from a state of ACD-Assigned to ACD-Disconnected.
Flowed Out	InteractionsElowedOut	This is the number of interactions that flowed-out from the selected workgroup queue.
Abandoned	InteractionsAbandoned	This is the number of interactions that were externally disconnected by the remote party, before they could be picked up by an agent.

Average Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Average Talk Time	AverageTalkTime	This is the total amount of time that all agents spent on different ACD interactions, divided by the number of ACD interactions handled by all agents.
Average Wait Time	AverageWaitTime	This is the total time that different ACD interactions waited in the selected workgroup queue before they were ACD assigned, divided by the number of ACD interactions in the period of time, for the selected interval.
Average Hold Time	AverageHoldTime	This is the total amount of time that different ACD interactions were on hold, divided by the number of ACD interactions handled by all agents in the selected workgroup.

Total Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Total Hold Time	TotalHoldTime	This is the total amount of time that different ACD interactions were on hold.
Total Talk Time	TotalTalkTime	This is the total amount of time that all agents spend on different ACD interactions.
Total Wait Time	TotalWaitTime	This is the total amount of time that different ACD interactions waited in the selected workgroup queue, before they were ACD assigned.

Abandon Rate (%) and Service Level (%)

Dashboard Element	Data Column or Computation	Description
Media Type	MediaType	This is the selected Media Type for which the abandon rate and service level statistics are being displayed.
Interval	Interval	This is the selected Interval for which the abandon rate and service level statistics are being displayed.
Abandon Rate Missed Target (%)	AbandonRateMissedTarget	This percentage is the number of calls that are abandoned outside of the service level target, divided by the number of calls that entered into the workgroup queue.
Abandon Rate Target (%)	AbandonRateTarget	This percentage is the number of abandoned calls that were within the service level target configuration, divided by the number of calls that entered into the workgroup queue.
Service Level Missed Target (%)	ServiceLevelMissedTarget	This percentage is the number of calls answered that did not make the service level target, divided by the number of calls answered for the workgroup queue.
Service Level Target (%)	ServiceLevelTarget	This percentage is the number of calls answered within the service level target configuration, including: the selected workgroup, media type, and selected intervals, divided by the number of calls answered for the selected workgroup queue.

Workgroup Statistics

Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the selected Interval for which the abandon rate and service level statistics are being displayed.
Entered	InteractionsEntered	This is the total number of interactions that entered the selected workgroup queue.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the selected workgroup that went to a Connected state in the agent's queue.
Abandoned	InteractionsAbandoned	This is the number of interactions that were externally disconnected by the remote party, before they could be picked up by an agent.
Completed	InteractionsCompleted	This is the number of interactions completed that went from a state of ACD-Assigned to ACD-Disconnected.
Flowed Out	InteractionsElowedOut	This is the number of interactions that flowed-out from the selected workgroup queue.
On Hold	InteractionOnHold	This is the number of interactions currently on hold.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Multiple Workgroup Overview Dashboard

With the Multiple Workgroup Overview dashboard you can monitor agent status in real-time and view agent interaction details for multiple workgroups. This dashboard provides supervisors a quick view of available agents and their current states, in multiple workgroups.

The visualizations for the Multiple Workgroup Overview dashboard include **Agent Availability**, **Longest Time**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filter **Select Workgroups**.



Dashboard Visualizations

The following visualizations are displayed in the Multiple Workgroup Overview dashboard.

Agent Availability (Number of Agents)

This bar chart visualization displays the number of agents, by availability: Logged In, Available, Available for ACD Interactions, Logged In and Activated, On Non ACD Interactions, On Inbound ACD Interactions, and On Outbound ACD Interactions, by the selected workgroups.

Longest Time (hh:mm:ss)

This bar chart visualization displays agents: Longest Available Time, Longest Talk Time, Longest Wait Time, and Longest On Hold Time, by the selected workgroups.

Workgroup Statistics

This grid visualization displays interaction statistics for workgroups, including: Connected, On Hold, Waiting, Agents Logged In, Agents Logged In and Activated, Agents Available, Not Available, Non ACD, Number Available for ACD, On Inbound ACD, On Inbound ACW, On Outbound ACD, and On Outbound ACW.

Elements used in the Multiple Workgroup Overview Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Agents Availability (No. of Agents)

Dashboard Element	Data Column or Computation	Description
Logged In	LoggedIn	The number of agents logged on for the selected workgroup. This is also the number of agents who are logged on the current server. This count does not include agents who are logged on to peer servers for the same workgroup.
Available	AgentsAvailable	This is the count of logged on agents in a workgroup that are available for ACD interactions.
Available for ACD Interactions	NumberAvailableforACDInteractions	This is the number of agents in a workgroup available to take ACD interactions. An agent is considered to be available to take ACD interactions if all of the following apply: - The agent is not on another interaction - The agent has an available status - The agent is logged on - The agent is activated on the specified workgroup
Logged In and Activated	AgentsLoggedInAndActivated	This is the number of activated agents logged on, for the selected workgroups.
On Non ACD Interactions	NonACDInteractions	This is the number of agents in selected workgroups on non-ACD interactions.
On Inbound ACD Interactions	OnInboundACDInteractions	This is the number of agents in selected workgroups on inbound ACD interactions.
On Outbound ACD Interactions	OnOutboundACDInteractions	This is the number of agents in selected workgroups on outbound ACD interactions.

Longest Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Longest Available	LongestAvailable	This is the longest period of time in hh:mm:ss that an agent in a workgroup is currently available. This is the duration of the longest available agent to take an ACD interaction for a selected workgroup.
Longest Talk Time	LongestTalkTime	This is the time in hh:mm:ss of the longest currently connected interaction, for a selected workgroup. This interaction has been in a Connected state the longest.
Longest Wait Time	LongestWaitTime	This is the time in hh:mm:ss of the longest currently waiting interaction, for a selected workgroup. This interaction has been in the ACD-Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Overall time in the system, such as time in IVR, is not counted.
Longest On Hold Time	LongestOnHoldTime	This is the time in hh:mm:ss of the longest currently on hold interaction, for a selected workgroup. This interaction has been in a Hold state the longest.

Workgroup Statistics

Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Connected	InteractionsConnected	This is the total number of interactions answered that went from ACD-Wait Agent to ACD-Assigned.
On Hold	InteractionOnHold	This is the number of interactions currently on hold for the selected workgroups.
Waiting	InteractionsWaiting	This is the number of interactions waiting to be connected to an agent, by workgroups. These interactions are currently in the ACD-Wait Agent state.
Agents Logged In	LoggedIn	The number of agents logged on for the selected workgroups. This is also the number of agents who are logged on the current server. This count does not include agents who are logged on to peer servers for the same workgroup.
Agents Logged In and Activated	AgentsLoggedInAndActivated	This is the number of activated agents logged on for the selected workgroups.
Not Available	NotAvailable	This is the number of agents not available to take ACD interactions, for selected workgroups. It is the number of logged on and active agents minus the agent available for any interaction.
Non ACD	NonACDInteractions	This is the number of agents on non-ACD interactions, for the selected workgroups.
Number Available for ACD	NumberAvailableForACDInteractons	This is the number of agents available to take ACD interactions, by selected workgroups. An agent is considered to be available to take ACD interactions if all of the following apply: - The agent is not on another interaction - The agent has an available status - The agent is logged on - The agent is activated on the specified workgroup
On Inbound ACD	OnInboundACDInteractions	This is the number of agents on inbound ACD interactions, by selected workgroups.
On Inbound ACW	OnInboundACW	This is the number of agents, by selected workgroups, performing after call wrap-up work after receiving an ACD Interaction.
On Outbound ACD	OnOutboundACDInteractions	This is the number of agents, by selected workgroups, on outbound ACD interactions.
On Outbound ACW	OnOutboundACW	This is the number of agents, by selected workgroups, performing after call wrap-up work to conclude an outbound ACD interaction.

Multiple Workgroup Overview Grid Dashboard

With the Multiple Workgroup Overview Grid dashboard you can monitor agent status in real-time and view agent interaction details for multiple workgroups. This dashboard provides supervisors a quick view of available agents and their current states, in multiple workgroups.

The visualizations for the Multiple Workgroup Overview Grid dashboard include **Workgroup Statistics**, and **Workgroup Details**.

You can include or exclude data in your dashboard visualizations using the filter **Select Workgroups**.

Multiple Workgroup Overview Grid															Select Workgroups
Workgroup statistics															
Workgroup	Agents Available	Agents Logged In	Agents Logged In & Activated	Connected	On Hold	Waiting	Non ACD	Not Available	No. Available For ACD	On Inbound ACD	On Inbound ACW	On Outbound ACD	On Outbound ACW		
SystemInTransferHub	0	0	0	0	0	0	0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	
Billing	3	19	18	5	0	0	0	15	3	5	0	0	0	<input checked="" type="checkbox"/>	
Claims	0	12	9	0	0	0	0	9	0	0	0	0	0	<input checked="" type="checkbox"/>	
Client Services	0	3	3	2	0	3	0	3	0	2	0	0	0	<input checked="" type="checkbox"/>	
Company/Operator	0	0	0	0	0	0	0	0	0	0	0	0	0	<input checked="" type="checkbox"/>	
Customer Experience	0	1	1	1	0	0	0	1	0	0	0	0	0	<input checked="" type="checkbox"/>	
Customer Support	1	30	30	8	0	3	0	29	1	7	0	0	0	<input checked="" type="checkbox"/>	
GCare Parking	0	1	1	0	0	0	0	1	0	0	0	0	0	<input checked="" type="checkbox"/>	
Genesys Insurance	0	2	2	0	0	0	0	2	0	0	0	0	0	<input checked="" type="checkbox"/>	
Help Desk	11	30	30	5	0	0	0	19	11	5	0	0	0	<input checked="" type="checkbox"/>	
Member Services	0	1	1	2	0	0	0	1	0	2	0	0	0	<input checked="" type="checkbox"/>	
Outbound Agents	10	10	10	0	0	0	0	0	10	0	0	0	0	<input checked="" type="checkbox"/>	
Sales Specialist	11	14	14	0	0	0	0	3	11	0	0	0	0	<input checked="" type="checkbox"/>	
Workgroup details															
Workgroup	Longest Available	Longest Inbound ACD	Longest Outbound ACD	Longest Non ACD	Longest On Hold Time	Longest Talk Time	Longest Wait Time	Lowest Active Agent Negative Score	Lowest Active Customer Negative Score						
SystemInTransferHub	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Billing	05:01:27	05:03:17	00:00:00	00:00:00	00:00:00	05:03:17	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Claims	00:00:00	05:08:03	00:00:00	00:00:00	00:00:00	05:08:03	05:03:14	0.00	0.00	<input checked="" type="checkbox"/>					
Client Services	00:00:00	05:03:37	00:00:00	00:00:00	00:00:00	05:03:37	05:05:04	0.00	0.00	<input checked="" type="checkbox"/>					
Company/Operator	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Customer Experience	00:00:00	9 # 05:08:59	00:00:00	00:00:00	00:00:00	9 # 05:07:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Customer Support	00:00:00	05:05:10	00:00:00	00:00:00	00:00:00	05:05:10	05:04:03	0.00	0.00	<input checked="" type="checkbox"/>					
GCare Parking	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Genesys Insurance	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Help Desk	05:04:29	05:07:04	00:00:00	00:00:00	00:00:00	05:07:05	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Member Services	00:00:00	9 # 21:45:07	00:00:00	00:00:00	00:00:00	9 # 21:45:08	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Outbound Agents	13 # 01:08:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					
Sales Specialist	13 # 01:08:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00	<input checked="" type="checkbox"/>					

Dashboard Visualizations

The following visualizations are displayed in the Multiple Workgroup Overview Grid dashboard.

Workgroup Statistics

This grid visualization displays workgroup interaction statistics for: Connected, On Hold, Waiting, Agents Logged In, Agents Logged In and Activated, Agents Available, Not Available, Non ACD, Number Available for ACD, On Inbound ACD, On Inbound ACW, On Outbound ACD, and On Outbound ACW.

Workgroup Details

This grid visualization displays statistics for: Longest Available Time, Longest Inbound ACD, Longest Outbound ACD, Longest Non ACD, Longest On Hold Time, Longest Talk Time, Longest Wait Time, Lowest Active Agent Negative Score, and Lowest Active Customer Negative Score.

Elements used in the Multiple Workgroup Overview Grid Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Workgroup Statistics

Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Connected	InteractionsConnected	This is the total number of interactions answered that went from ACD-Wait Agent to ACD-Assigned.
On Hold	InteractionOnHold	This is the number of interactions currently on hold for the selected workgroups.
Waiting	InteractionsWaiting	This is the number of interactions waiting to be connected to an agent, by workgroups. These interactions are currently in the ACD-Wait Agent state.
Agents Logged In	LoggedIn	The number of agents logged on for the selected workgroups. This is also the number of agents who are logged on the current server. This count does not include agents who are logged on to peer servers for the same workgroup.
Agents Logged In and Activated	AgentsLoggedInAndActivated	This is the number of activated agents logged on for the selected workgroups.
Agents Available	AgentsAvailable	This is the count of logged on agents that are available for ACD interactions.
Not Available	NotAvailable	This is the number of agents not available to take ACD interactions, for selected workgroups. It is the number of logged on and active agents minus the agent available for any interaction.
Non ACD	NonACDInteractions	This is the number of agents on non-ACD interactions, for the selected workgroups.
Number Available for ACD	NumberAvailableForACDInteractons	This is the number of agents available to take ACD interactions, by selected workgroups. An agent is considered to be available to take ACD interactions if all of the following apply: - The agent is not on another interaction - The agent has an available status - The agent is logged on - The agent is activated on the specified workgroup
On Inbound ACD	OnInboundACDInteractions	This is the number of agents on inbound ACD interactions, by selected workgroups.
On Inbound ACW	OnInboundACW	This is the number of agents, by selected workgroups, performing after call wrap-up work after receiving an ACD Interaction.
On Outbound ACD	OnOutboundACDInteractions	This is the number of agents, by selected workgroups, on outbound ACD interactions.
On Outbound ACW	OnOutboundACW	This is the number of agents, by selected workgroups, performing after call wrap-up work to conclude an outbound ACD interaction.

Workgroup Details

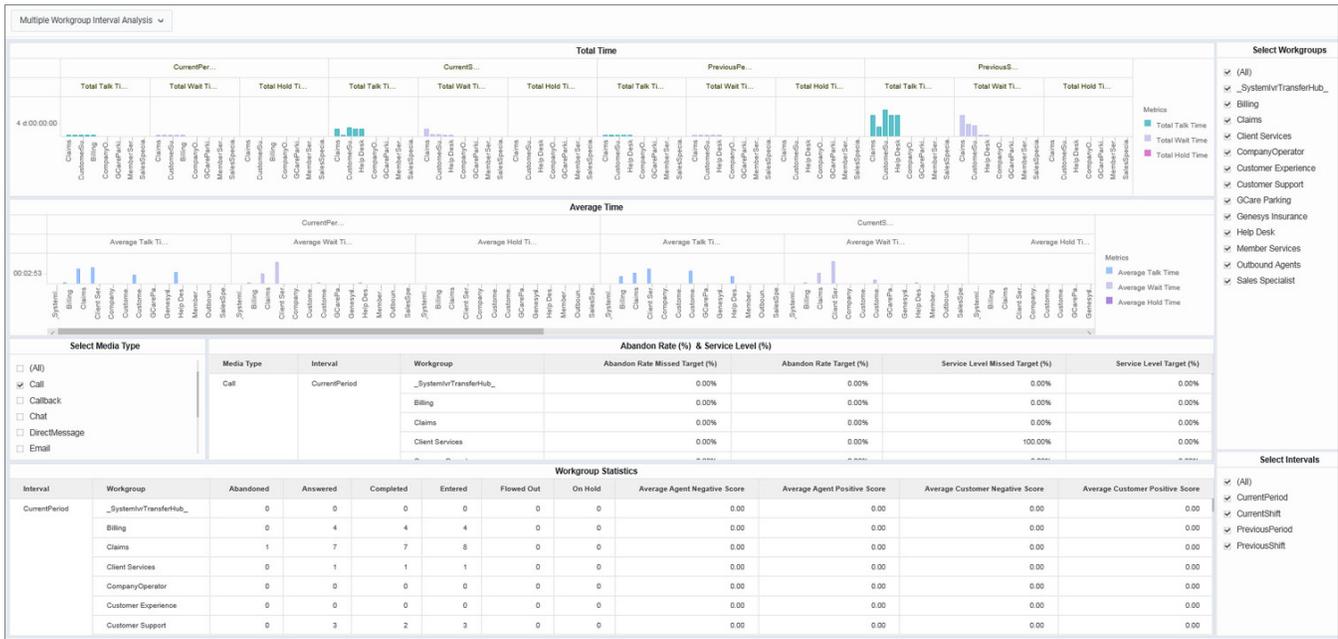
Dashboard Element	Data Column or Computation	Description
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Longest Available	LongestAvailable	This is the longest period of time in hh:mm:ss that an agent in a workgroup is currently available. This is the duration of the longest available agent to take an ACD interaction for a selected workgroup.
Longest Inbound ACD	LongestInboundACD	This is the duration in hh:mm:ss of the longest currently active inbound ACD interactions, for the selected workgroup.
Longest Outbound ACD	LongestOutboundACDInteraction	This is the duration in hh:mm:ss of the longest currently active Outbound ACD interactions, for the selected workgroup.
Longest Non ACD	LongestNonACDInteraction	This is the duration in hh:mm:ss of the longest currently active non-ACD interactions, for the selected workgroup.
Longest On Hold Time	LongestOnHoldTime	This is the time in hh:mm:ss of the longest currently on hold interaction, for a selected workgroup. This interaction has been in a Hold state the longest.
Longest Talk Time	LongestTalkTime	This is the time in hh:mm:ss of the longest currently connected interaction, for a selected workgroup. This interaction has been in a Connected state the longest.
Longest Wait Time	LongestWaitTime	This is the time in hh:mm:ss of the longest currently waiting interaction, for a selected workgroup. This interaction has been in the ACD-Wait Agent state the longest. Its duration is the amount of time that the interaction has waited to be picked up by an available agent, based on time in queue only. Overall time in the system, such as time in IVR, is not counted.
Lowest Active Agent Negative Score	LowestActiveAgentNegativeScore	This is the lowest agent negative score for active calls, by the selected workgroups..
Lowest Active Customer Negative Score	LowestActiveCustomerNegativeScore	This is the lowest customer negative score for active calls, by the selected workgroups.

Multiple Workgroup Interval Analysis Dashboard

The Multiple Workgroup Interval Analysis dashboard displays interval metrics for the current period and for the previous shift and period, by workgroups. The visualizations include the number of calls answered within the service level target configuration for a workgroup queue, the interaction type, and the interval, such as Current Period or Previous Period.

The visualizations for the Multiple Workgroup Interval Analysis dashboard include **Total Time**, **Average Time**, **Abandon Rate (%)** and **Service Level (%)**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroups**, **Select Intervals**, and **Select Media Type**.



Dashboard Visualizations

The following visualizations are displayed in the Multiple Workgroup Interval Analysis dashboard.

Total Time (hh:mm:ss)

This bar chart visualization displays the agent Total Talk Time, Total Wait Time, and Total Hold Time, for a selected interval, by workgroup.

Average Time (hh:mm:ss)

This bar chart visualization displays the agent Average Talk Time, Average Wait Time, and Average Hold Time, for a selected interval, by workgroup.

Abandon Rate (%) and Service Level (%)

This visualization grid displays the Abandon Rate Missed Target percent, Abandoned Rate Target percent, Service Level Missed Target percent, and Service Level Target percent, by Media Type, Interval, and Workgroup.

Workgroup Statistics

This grid visualization displays workgroup statistics by Interval and by Workgroup, for interactions: Entered, Answered, Abandoned, Completed, Flowed Out, and On Hold. The visualization also includes: Average Agent Negative Score, Average Agent Positive Score, Average Customer Negative Score, Average Customer Positive Score.

Elements used in the Multiple Workgroup Interval Analysis Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Total Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Total Talk Time	TotalTalkTime	This is the total amount of time that agents in selected workgroups spent on different ACD interactions, for the selected Intervals.
Total Wait Time	TotalWaitTime	This is the total amount of time that different ACD interactions waited in the selected workgroup queue, before they were ACD assigned, for the selected Intervals.
Total Hold Time	TotalHoldTime	This is the total amount of time that different ACD interactions were on hold, by workgroup, for the selected Intervals.

Average Time (hh:mm:ss)

Dashboard Element	Data Column or Computation	Description
Average Talk Time	AverageTalkTime	This is the total amount of time that agents in selected workgroups spent on different ACD interactions, divided by the number of ACD interactions handled by all agents, for the selected Intervals.
Average Wait Time	AverageWaitTime	This is the total time that different ACD interactions waited in the selected workgroup queue before they were ACD assigned, divided by the number of ACD interactions for the period of time.
Average Hold Time	AverageHoldTime	This is the total amount of time that different ACD interactions were on hold, divided by the number of ACD interactions handled by all agents in the selected workgroup, for the selected Intervals.

Abandon Rate (%) and Service Level (%)

Dashboard Element	Data Column or Computation	Description
Media Type	MediaType	This is the selected Media Type for which the abandon rate and service level statistics are being displayed.
Interval	Interval	This is the selected Interval for which the abandon rate and service level statistics are being displayed.
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Abandon Rate Missed Target (%)	AbandonRateMissedTarget	This percentage is the number of calls that are abandoned outside of the service level target, divided by the number of calls that entered into the workgroup queue.
Abandon Rate Target (%)	AbandonRateTarget	This percentage is the number of abandoned calls that were within the service level target configuration, divided by the number of calls that entered into the workgroup queue.
Service Level Missed Target (%)	ServiceLevelMissedTarget	This percentage is the number of calls answered that did not make the service level target, divided by the number of calls answered for the workgroup queue.
Service Level Target (%)	ServiceLevelTarget	This percentage is the number of calls answered within the service level target configuration, including: the selected workgroup, media type, and selected intervals, divided by the number of calls answered for the selected workgroup queue.

Workgroup Statistics

Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the selected Interval for which the abandon rate and service level statistics are being displayed.
Workgroup	Workgroup	This is the name of a selected workgroup for which the agent interaction statistics are being displayed.
Entered	InteractionsEntered	This is the total number of interactions that entered the selected workgroup queue.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the selected workgroup that went to a Connected state in the agent's queue.
Abandoned	InteractionsAbandoned	This is the number of interactions that were externally disconnected by the remote party, before they could be picked up by an agent.
Completed	InteractionsCompleted	This is the number of interactions completed that went from a state of ACD-Assigned to ACD-Disconnected.
Flowed Out	InteractionsElowedOut	This is the number of interactions that flowed-out from the selected workgroup queue.
On Hold	InteractionOnHold	This is the number of interactions currently on hold.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.

Multiple Workgroup Interval Details Grid Dashboard

The Multiple Workgroup Interval Details Grid dashboard displays interaction and workgroup statistics, for the current and previous shift and period. The visualizations display: interaction statistics for the current and previous shift and period, by workgroup; and the average agent and customer scores with the average interaction handling times.

The visualizations for the Multiple Workgroup Interval Details Grid dashboard include **Workgroup Interaction Statistics**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroups**, and **Select Intervals**.

Multiple Workgroup Interval Details Grid												
Workgroup Interaction Statistics											Select Workgroups	
Interval	Workgroup	Abandoned	Answered	Completed	Entered	Flowed Out	On Hold					
CurrentPeriod	_System\TransferHub_	0	0	0	0	0	0					<input checked="" type="checkbox"/> (All)
	Billing	0	0	0	0	0	0					<input checked="" type="checkbox"/> _System\TransferHub_
	Claims	1	9	10	9	0	0					<input checked="" type="checkbox"/> Billing
	Client Services	0	1	1	1	0	0					<input checked="" type="checkbox"/> Claims
	Company/Operator	0	0	0	0	0	0					<input checked="" type="checkbox"/> Client Services
	Customer Experience	0	0	0	0	0	0					<input checked="" type="checkbox"/> Company/Operator
	Customer Support	0	0	0	0	0	0					<input checked="" type="checkbox"/> Customer Experience
	GCare Parking	0	0	0	0	0	0					<input checked="" type="checkbox"/> Customer Support
	Genesys Insurance	0	0	0	0	0	0					<input checked="" type="checkbox"/> GCare Parking
	Help Desk	0	10	10	10	10	0					<input checked="" type="checkbox"/> Genesys Insurance
	Member Services	0	0	0	0	0	0					<input checked="" type="checkbox"/> Help Desk
	Outbound Agents	0	0	0	0	0	0					<input checked="" type="checkbox"/> Member Services
	Sales Specialist	0	0	0	0	0	0					<input checked="" type="checkbox"/> Outbound Agents
												<input checked="" type="checkbox"/> Sales Specialist
Workgroup Statistics												
Interval	Workgroup	Average Customer Positive Score	Average Customer Negative Score	Average Agent Positive Score	Average Agent Negative Score	Average Hold Time	Average Talk Time	Average Wait Time	Total Hold Time	Total Talk Time	Total Wait Time	Total Wait Time
CurrentPeriod	_System\TransferHub_	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Billing	0.00	0.00	0.00	0.00	00:00:00	00:00:17	00:00:02	00:00:00	00:01:42	00:00:12	12
	Claims	0.00	0.00	0.00	0.00	00:00:00	00:03:22	00:02:30	00:00:00	00:33:41	00:22:36	1356
	Client Services	0.00	0.00	0.00	0.00	00:00:00	00:04:29	00:06:07	00:00:00	00:04:29	00:06:07	367
	Company/Operator	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Customer Experience	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Customer Support	0.00	0.00	0.00	0.00	00:00:00	00:03:22	00:01:20	00:00:00	00:16:53	00:06:05	485
	GCare Parking	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Genesys Insurance	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Help Desk	0.00	0.00	0.00	0.00	00:00:00	00:03:11	00:00:01	00:00:00	00:31:55	00:00:12	12
	Member Services	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Outbound Agents	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
	Sales Specialist	0.00	0.00	0.00	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Select Intervals												
												<input checked="" type="checkbox"/> (All)
												<input checked="" type="checkbox"/> CurrentPeriod
												<input checked="" type="checkbox"/> CurrentShift
												<input checked="" type="checkbox"/> PreviousPeriod
												<input checked="" type="checkbox"/> PreviousShift

Dashboard Visualizations

The following visualizations are displayed in the Multiple Workgroup Interval Details Grid dashboard.

Workgroup Interaction Statistics

This grid visualization displays workgroup interaction statistics for Entered, Answered, Abandoned, Completed, Flowed Out, and On Hold, for the selected Intervals.

Workgroup Statistics

This grid visualization displays workgroup statistics for Average Customer Positive Score, Average Customer Negative Score, Average Agent Positive Score, Average Agent Negative Score, Average Hold Time, Average Talk Time, Average Wait Time, Total Hold Time, Total Talk Time, and Total Wait Time, for the selected Intervals.

Workgroups Interaction Statistics

Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the selected Interval for which the workgroup interaction statistics are being displayed.
Workgroup	Workgroup	This is the name of a selected workgroup for which the workgroup interaction statistics are being displayed.
Entered	InteractionsEntered	This is the total number of interactions that entered the selected workgroup queue.
Answered	InteractionsAnswered	This is the number of interactions answered, calculated as the number of ACD interactions from the selected workgroup that went to a Connected state in the agent's queue.
Abandoned	InteractionsAbandoned	This is the number of interactions that were externally disconnected by the remote party, before they could be picked up by an agent.
Completed	InteractionsCompleted	This is the number of interactions completed that went from a state of ACD-Assigned to ACD-Disconnected.
Flowed Out	InteractionsElowedOut	This is the number of interactions that flowed-out from the selected workgroup queue.
On Hold	InteractionOnHold	This is the number of interactions currently on hold.

Workgroup Statistics

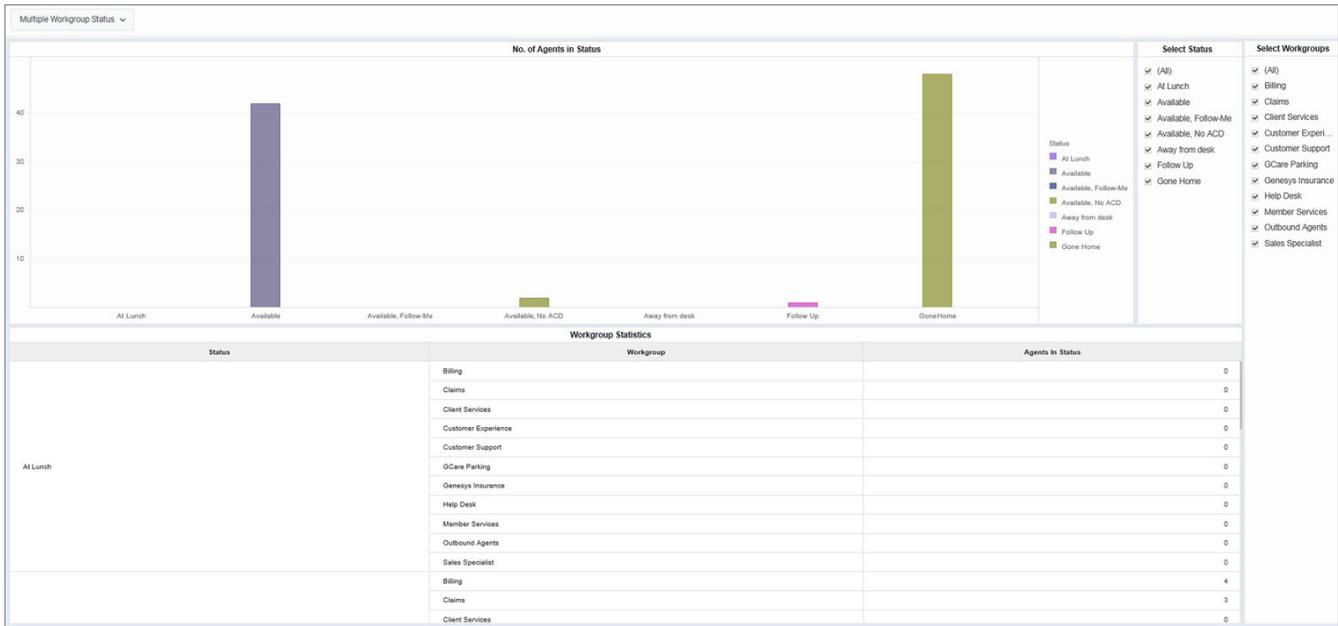
Dashboard Element	Data Column or Computation	Description
Interval	Interval	This is the selected Interval for which the workgroup interaction statistics are being displayed.
Workgroup	Workgroup	This is the name of a selected workgroup for which the workgroup interaction statistics are being displayed.
Average Customer Positive Score	AverageCustomerPositiveScore	This is the sum of the customers positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Customer Negative Score	AverageCustomerNegativeScore	This is the sum of the customers negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Positive Score	AverageAgentPositiveScore	This is the sum of the agents positive scores divided by the total number of calls in the Current and Previous period or shift.
Average Agent Negative Score	AverageAgentNegativeScore	This is the sum of the agents negative scores divided by the total number of calls in the Current and Previous period or shift.
Average Hold Time	AverageHoldTime	This is the total amount of time that different ACD interactions were on hold, divided by the number of ACD interactions handled by all agents in the selected workgroup, for the selected Intervals.
Average Talk Time	AverageTalkTime	This is the total amount of time that agents in selected workgroups spent on different ACD interactions, divided by the number of ACD interactions handled by all agents, for the selected Intervals.
Average Wait Time	AverageWaitTime	This is the total time that different ACD interactions waited in the selected workgroup queue before they were ACD assigned, divided by the number of ACD interactions for the period of time.
Total Hold Time	TotalHoldTime	This is the total amount of time that different ACD interactions were on hold, by workgroup, for the selected Intervals.
Total Talk Time	TotalTalkTime	This is the total amount of time that agents in selected workgroups spent on different ACD interactions, for the selected Intervals.
Total Wait Time	TotalWaitTime	This is the total amount of time that different ACD interactions waited in the selected workgroup queue, before they were ACD assigned, for the selected Intervals.

Multiple Workgroup Status Dashboard

With the Multiple Workgroup Status dashboard, you can monitor the number of agents in status, for selected workgroups.

The visualizations for the Multiple Workgroup Status dashboard include the **Number of Agents in Status**, and **Workgroup Statistics**.

You can include or exclude data in your dashboard visualizations using the filters **Select Workgroups**, and **Select Status**.



Dashboard Visualizations

The following visualizations are displayed in the Multiple Workgroup Status dashboard.

Number of Agents in Status

This bar chart visualization displays the number of agents currently in each selected status, for the selected workgroups.

Workgroup Statistics

This grid visualization displays the current number of agents in status, by workgroup.

Elements used in the Multiple Workgroup Status Dashboard

The following tables provide descriptions of the dashboard visualization elements.

Number of Agents in Status

Dashboard Element	Data Column or Computation	Description
Status	AgentsInStatus	This is the number of agents in in the selected statuses, for example: ACD Agent Not Answering, At a Training Session, At Lunch, and follow Up, for the selected Workgroups.

Workgroup Statistics

Dashboard Element	Data Column or Computation	Description
Status	Status	This is a list of the selected statuses to display in the grid.
Agents in Status	AgentsInStatus	This is the number of agents in the selected statuses, by the selected Workgroups.

Generate a Log File

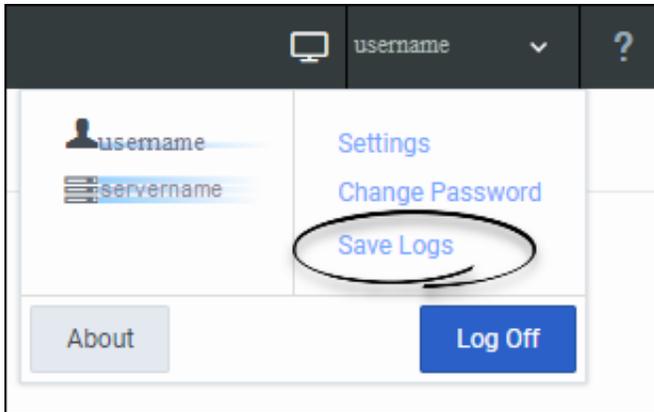
Your CIC administrator can set a server parameter in Interaction Administrator that hides the Save Logs command. If you need to generate a log file, contact your CIC administrator for details.

If you are experiencing a problem, you can generate a CX Insights client log file, attach it to an email message, and send it your PureConnect Customer Care representative.

Generating a CX Insights log file

To generate a log file, from CX Insights:

Click your user name, and then click **Save Logs**.

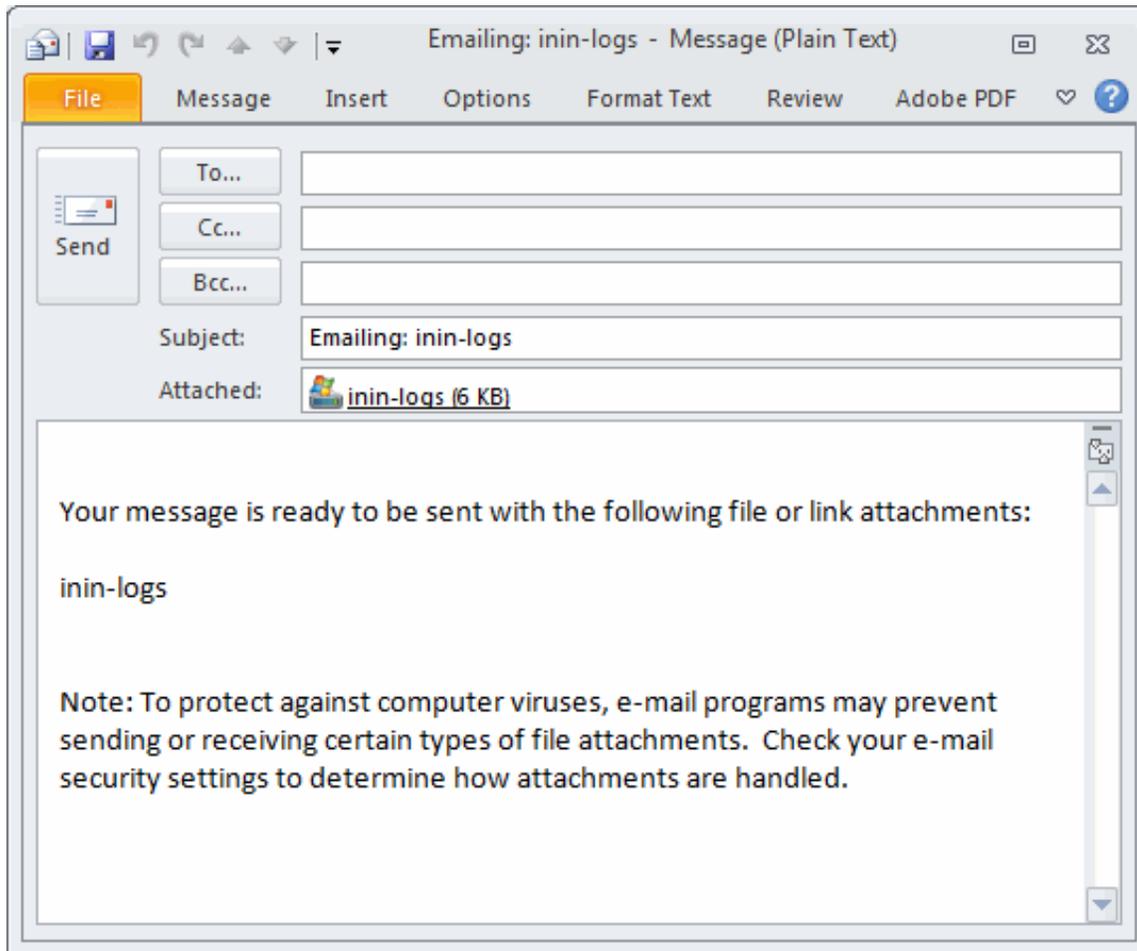


CX Insights generates a log file named `inin-logs.txt` and places it in your browser's Downloads directory. If you previously created this file, CX Insights appends a number to the log file name.

Email log file

To email your log file to PureConnect Customer Care, from your Windows Downloads directory, right-click the file and select **Send to > Mail recipient**.

A new email message opens in your default email program. The selected log file is attached to the message.



Supply any other useful information or comments in the email message.

Address the message to your PureConnect Customer Care representative or other designated person, and click **Send**. Your CIC administrator can provide the email address to send your company's report log to, for troubleshooting.

Change log

Date	Changes
08-March-2019	Created this change log.
09-May-2019	Updates for Analytics configuration.
31-May-2019	Updates for CX Insights dashboards
07-June-2019	Added new topic SQL Server Agent Service
09-July-2019	Added new topic NoInput/NoMatch IVR Details dashboard
10-July-2019	Added new topic NoInput/NoMatch Details by Hour dashboard
11-July-2019	Added new topic NoInput/NoMatch Details by Interval dashbaord
11-July-2019	Updated NoInput/NoMatch Details Grid information
25-July-2019	Minor edit broken link
02-August-2019	Removed SQL Server Agent Service information