Genesys

CX Analytics Release Note

12/8/2014

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CX Analytics 14.11 Release Note

Introduction

This release note applies to the 14.11 release of CX Analytics.

- The New in This Release section lists the new features.
- The Corrections and Modifications section for each release lists corrections to issues and limitations which were previously documented as Known Issues.
- The Known Issues and Recommendations section is a cumulative list. It includes information on when individual items were found and, if applicable, corrected.

Note: The numbers in parentheses are internal references.

New in This Release

This release contains the following new features and functionality:

CX Analytics provides a new user interface for the **All Reports** landing dashboard. Report definitions remain the same, but the new organization improves usability. For example, clicking on the voice icon in front of a report name retrieves the current voice channel-based reports.
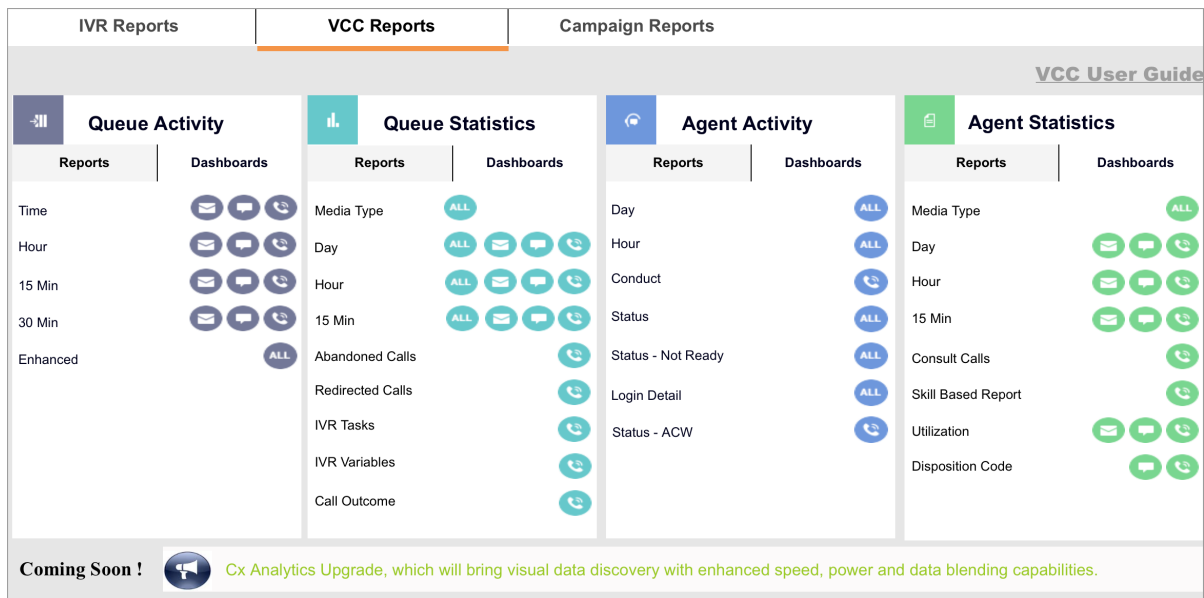
VCC Reports and Dashboards

Statistics by SL report—A new report, **Statistics by SL** (Service Level), is added to Queue Statistics.

This report returns a count of all calls which were answered within the specified service level, meaning all calls that were answered and have the SL of YES.

Queue Statistics—A new **All** category is available in **Queue Statistics**, which combines all the channels-voice, email and chat-into one category.

A new **Media Type** attribute is available in the grid, which lists all the data for all channels, in addition to existing attributes such as Date, Time, 15 Min, Media Type, and Service Level.

Campaign Statistics by Completion—A new **Campaign Statistics by Completion** report is available to customers using Genesys Engage campaign manager. These reports do not apply to OCM or Outbound API.

Supported completion statuses include:

- Delivered Person
- Delivered Machine
- Busy
- DNC

- Wireless
- Not Supported

Campaign Summary—A new **Campaign Summary** report includes the following attributes and metrics:

- Attributes:
    - Date, Week, Month, Hour, 15 Mins
    - Pass
    - Campaign
    - Sub-campaigns (on the grid)
    - Dialing Mode
    - Pacing Mode
- Metrics:
    - Total Records
    - Unique Records
    - Filtered
    - Available
    - All Attempted
    - Unique Attempted
    - Delivered
    - Not Delivered
    - Not Attempted

Drilldown Reports—All the attempted and delivered metrics allow for drill-down to detail status (Completion Status Report).

Corrections and Modifications

This release includes no corrections and modifications.

Known Issues and Limitations

This section provides the latest information on known issues and limitations associated with this product.

In some scenarios, CX Analytics does not correctly populate the user call guide for MEDIATION_SEGMENT_FACT (MSF). (CXA-469)

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this solution:

- The *CX Analytics User Guide* gives you the information that you need to use the CX Analytics application.

Product documentation is provided on the Customer Care website and the Genesys Documentation website.