

Queues | Build and download a historical report for queues

Introduction

Prerequisite: Log in to your manager account in CCAIP.

Scenario: In this exercise, you log into Google's CCAI Platform as a manager. Once logged in, create a historical report for queues and download the report.

Note: This report may not have data.

Directions:

1. On the top navigation bar, select the **Reports button**, then select the **Queues button**.

2. Under the **Create Reports** heading, navigate to **step 1** and select the **queues** for the report you'd like to view.

Note: For this activity, select all queues.

Note: You have the option to select all queues or select individual queues. The amount of queues you are able to select is dependent on your permissions.

3. Choose the **session type**. For the purpose of this exercise, select **calls**.

Note: Chats will include SMS messages.

4. Select the report you need.

*Note: For this activity, select the **Queue Summary / All Interactions** report.*

*Note: In the future when you select the **Performance Metrics Report**, you will be able to select specific metrics you would like to include.*

5. Select the time frame for the report you would like to run. Time frame options include:

- a. **Today:** The current date based on your locally configured time zone
 - b. **Past 24 hours**
 - c. **This week:** starts on Monday at 12:00 am
 - d. **This quarter:** starts at the first day of the current calendar quarter until the current day
 - e. **Custom:** sliding 90-day range
6. Select the **time zone** you would like the reports to reflect.
 7. Click **Download**.

Note: To locate the report, navigate to the downloads section in your computer files.