Reports

Reports help obtain certain raw metrics related to team performance, agent availability, conversation overview, customer satisfaction, and resolution types. Collectively, the reports cover all metrics related to the entire interaction life cycle and agent activity. You can extract the Freshchat reports with unprocessed data and create custom reports or populate data in a Business Intelligence (BI) tool.

Endpoints

```
POST /reports/raw
GET /reports/raw/{id}
```

Extract a report

Submits a request to extract a report. The response object contains a unique identifier of the report and a reference to the requested report.

POST .../reports/raw

Request object

```
{
    "start": "2020-01-23T00:30:00.000Z",
    "end": "2020-01-23T18:59:59.000Z",
    "event": "Conversation-Group-Assigned",
    "format": "csv"
}
```

Attributes

Attribute Name	Data Type	Description
start	string	Starting date for report generation, specified in the UTC format. Must not be a date earlier than 15 months from the current date.
end	string	Ending date for report generation, specified in the UTC format. Must not be a date later than a month from the starting date.

event	string	Name of the event whose data is to be extracted.
		Possible values:
		Conversation-Created: The raw report lists the details of all conversations created within a time frame. This helps track the volume of incoming conversations.
		Message-Sent: The raw reports lists the details of all messages sent within a time frame. This helps track the volume of agent activity.
		Conversation-Resolved: The raw reports lists the details of all conversations resolved within a time frame. This helps track the volume of resolved conversations.
		Conversation-Resolution-Label: The raw report lists the details of all resolution labels attached to a conversation when the conversation is resolved. This helps track the trend in conversation volumes by aggregating the percentage of conversations belonging to a specific category and sub-category of resolution.
		For information on how resolution labels can help identify trends in customer queries, see [Conversation labels and label reports]().
		CSAT-Score: The raw report lists all customer satisfaction ratings received agent-wise, within a specific time frame. This helps monitor the customer satisfaction levels and also generate useful actionable metrics such as the number of unsatisfactory conversations.
		First-Response-Time: The raw report tracks the time agents and groups take to send the first response to a customer message. This helps evaluate productivity and team performance.
		Response-Time: The raw report tracks the time agents and groups take to reply to a message in a conversation. This helps evaluate productivity

		and team performance. **Resolution-Time**: The raw report tracks the time agents and groups take to resolve a conversation assigned to the agent or group. This helps evaluate productivity and team performance. **Conversation-Agent-Assigned**: Tracks the time taken to assign a conversation to an agent. **Conversation-Group-Assigned**: Tracks the time taken to assign a conversation to a group. **Agent-Activity**: Tracks agent activity in the Freshchat dashboard. **Agent-Intelliassign-Activity**: Tracks agent activity when a conversation is auto-assigned through IntelliAssign.
format	string	Format in which the reports are to be extracted. **Possible value**: **csv**

The various csv reports and their parameters are as follows.

Conversation-Created report

- **channel_name**: Name of the topic, such as **Billing** or **Sales**, under which the conversation is created. Topics channelise customers to the appropriate groups.
- **reopened**: If **true**, specifies that the conversation is a reopened conversation.
- **actor_type**: Name of the entity who initiated the conversation. **Possible values**: **USER**, **AGENT**, **SYSTEM**, and **BOT**.
- **group_name**: Name of the group to which the created conversation is assigned. As soon as they are created, conversations can be auto-assigned based on topic-group mapping, IntelliAssign, and so on.
- **reopen_cause**: System generated reason for reopening the conversation. **Possible values**: **AGENT_REOPEN**, **USER_MESSAGE**, **CUSTOMER_DISSATISFACTION**, **BOT**, and **FREDDY_BOT**.
- **created_at**: Timestamp of when the conversation is created, specified in the UTC format.

- **interaction_id**: System generated identifier of an interaction - a conversation from the time the first message is created to the time the conversation is closed. If the conversation is reopened a new interaction_id is assigned to the conversation.
- **conv_url**: URL using which agents and teams can access the conversation from the inbox.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned. If the conversation is assigned to an agent, this is the identifier of the group to which the agent belongs. When a group is configured in the Freshchat system, a group_id is auto-generated and assigned to the group.
- **conversation_id**: System generated identifier of the conversation that is created. The conversation_id is the same for the entire conversation thread irrespective of the number of resolutions and reopenings that happen.
- **is_conv_offline**: If **true**, specifies that the conversation is created or reopened outside business hours, through Freshchat's Offline Experience workflow.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

Message-Sent report

- **channel_name**: Name of the topic, such as **Billing** or **Sales**, under which the message in a conversation is sent.
- **actor_sub_type**: When **actor_type** is **SYSTEM**, **actor_sub_type** identifies the routing type, such as assignment rules, Intelliassign, topic-group mapping, and so on, that causes the message to be assigned to a specific agent/group. **Possible values**: **intelliAssign**, **rule**, **api**, **dsat,** and **channel**.
- **reopened**: If **true**, specifies that the conversation to which the message is sent is a reopened conversation.
- **actor_type**: Name of the entity who sends the message to the conversation. **Possible values**: **USER**, **AGENT**, **SYSTEM**, and **BOT**.
- **group_name**: Name of the group from which an agent responds through the message sent or is expected to respond to a user message.
- **actor_name**: Name of the entity who sent the message. If the message is a user message, the actor_name is the user's name. If the message is an agent's message, the actor_name is the agent's name. If the message is sent by a system or BOT, the actor_name is a system generated value.
- **created_at**: Timestamp of when the message is sent, specified in the UTC format.

- **interaction_id**: System generated identifier of the interaction (a conversation from the time the first message is created to the time the conversation is closed) to which the message sent belongs.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned. If the conversation is assigned to an agent, this is the identifier of the group to which the agent belongs. When a group is configured in the Freshchat system, a group_id is auto-generated and assigned to the group.
- **conversation_id**: System generated identifier of the conversation to which the message sent belongs.
- **actor_id**: System generated identifier of the entity who sends the message to the conversation. If the message is a user message, the actor_id is the user id that is auto-generated when the user is created in the Freshchat system. If the message is an agent's message, the actor_id is the agent id that is auto-generated when the agent is configured in the Freshchat system.
- **channel_id**: System generated identifier of the topic under which the message is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

Conversation-Resolved report

- **channel_name**: Name of the topic under which the conversation that is resolved is created.
- **reopened**: If **true**, specifies that the conversation that is resolved is a reopened conversation.
- **actor_type**: Name of the entity who resolved the conversation.
  Possible values: **AGENT**, **SYSTEM**, and **BOT**.
- **resolve_type**: Identifier of the entity who resolved the conversation. **Possible values**: **AGENT_RESOLVE**, **AUTO_RESOLVE**, **BOTS_RESOLVE**, and **FREDDY_BOT_RESOLVE**
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution.
- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution.
- **group_name**: Name of the group to which the conversation is assigned for resolution or the name of the group to which the agent to whom the conversation is assigned for resolution belongs.
- **actor_name**: Name of the entity who resolved the conversation. If the conversation is resolved by an agent, actor_name is the agent's name.

- **created_at**: Timestamp of when the conversation that is assigned for resolution is created, specified in the UTC format.
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If the conversation is assigned to an agent, this is the identifier of the group to which the agent belongs. When a group is configured in the Freshchat system, a group_id is auto-generated and assigned to the group.
- **actor_belongs_to_group**: If **true**, specifies that the actor who resolved the conversation belongs to the group to which the conversation is assigned.
- **conversation_id**: System generated identifier of the conversation that is assigned for resolution.
- **actor_id**: System generated identifier of the entity that resolved the conversation.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

Conversation-Resolution-Label report

- **channel_name**: Name of the topic under which the conversation that is resolved is created.
- **reopened**: If **true**, specifies that the conversation that is resolved is a reopened conversation.
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution.
- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution.
- **actor_type**: Name of the entity who resolved the conversation. **Possible values**: **user**, **AGENT**, **SYSTEM**, and **BOT**.
- **label_sub_category_id**: System generated identifier for the resolution label sub-category. When a sub-category is configured in the Freshchat system, a label_sub_category_id is auto-generated and assigned to the sub-category.
- **group_name**: Name of the group to which the conversation is assigned for resolution or the name of the group to which the agent to whom the conversation is assigned for resolution belongs.
- **user_name**: Name of the user who is involved in the conversation with the agent.
- **actor_name**: Name of the entity who resolved the conversation. If the message is resolved by an agent, actor_name is the agent's name.

- **label_category_name**: Meaningful name of the resolution label configured in the Freshchat system. When processing the raw data from this report, conversations can be grouped by labels to study the volume of conversations belonging to specific categories.
- **created_at**: Timestamp of when the resolution label is attached to the conversation and the conversation is resolved.
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If the conversation is assigned to an agent, this is the identifier of the group to which the agent belongs. When a group is configured in the Freshchat system, a group_id is auto-generated and assigned to the group.
- **actor_belongs_to_group**: If **true**, specifies that the actor who resolved the conversation belongs to the group to which the conversation is assigned.
- **conversation_id**: System generated identifier of the conversation that is assigned for resolution.
- **label_category_id**: System generated identifier for the resolution label primary category. When a label is configured in the Freshchat system, a label_category_id is auto-generated and assigned to the label.
- **actor_id**: System generated identifier of the entity that resolved the conversation.
- **label_sub_category_name**: Meaningful name of the resolution label's sub-category specified when the label is configured in the Freshchat system.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.
- **labelled_by_type**: Identifier of the entity who attached the pre-configured label to the conversation and resolved the conversation. **Possible values**: **AUTO_RESOLVE** and **AGENT**.
  Note: Freshchat customers can associate resolution labels for auto-resolution rules.

CSAT-Score report

- **channel_name**: Name of the topic under which the conversation for which the user provided a CSAT rating is created.
- **reopened**: If **true**, specifies that the conversation for which the user provided a CSAT rating is a reopened conversation.
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution.

- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution.
- **csat_id**: System generated identifier of the CSAT setting configured for the business account. When a CSAT setting is configured in a Freshchat system, a csat_id is auto-generated and assigned to the setting.
- **csat_submitter_user_name**: Name of the user who provides the CSAT rating for the agent who resolved the conversation.
- **csat_submitter_user_id**: System generated identifier of the user who provides the CSAT rating. When a user is created in the Freshchat system, a user_id is auto-generated and associated with the user.
- **group_name**: Name of the group to which the conversation is assigned for resolution or the name of the group to which the agent to whom the conversation is assigned for resolution belongs.
- **actor_name**: Name of the entity who resolves the conversation and thereby triggers the CSAT survey.
- **created_at**: Timestamp of when the CSAT rating is provided.
- **has_response**: If **true**, specifies that the user has provided additional comments along with the rating.
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved. CSAT survey is triggered at the end of every interaction, if Customer Satisfaction Rating is enabled for the business account.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **issue_resolved**: If **true**, specifies that the user who provided the CSAT rating has confirmed that the issue associated with the conversation has been resolved.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If the conversation is assigned to an agent, this is the identifier of the group to which the agent belongs. When a group is configured in the Freshchat system, a group_id is auto-generated and assigned to the group.
- **actor_belongs_to_group**: If **true**, specifies that the actor who resolves the conversation and thereby triggers the CSAT survey, belongs to the group to which the conversation is assigned for resolution.
- **conversation_id**: System generated identifier of the conversation for which the user provides the CSAT rating.
- **csat_reopen**: If **true**, specifies that the conversation is reopened based on the CSAT rating.
- **csat_response**: Comment provided by the user as part of the rating.
- **actor_id**: System generated identifier of the entity who resolved the conversation.

- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.
- **value**: Numeric value of the CSAT rating. **Possible values**: 0 - 5

First-Response-Time report

- **channel_name**: Name of the topic under which the conversation is created.
- **reopened**: If **true**, specifies that the conversation is a reopened conversation.
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution. If there is a response to the message that initiated the conversation before assignment to an agent, in the report, this field value is empty.
- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution. If there is a response to the message that initiated the conversation before assignment to an agent, in the report, this field value is empty.
- **group_name**: Name of the group to which the conversation is assigned for resolution. If there is a response before assignment, this field value is empty.
- **actor_name**: Name of the entity who responds to the conversation.
- **created_at**: Timestamp of when the first response is received for the conversation.
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **total_first_response_time_in_seconds**: Time taken for the conversation to receive the first response, without considering the business hours set up for the organization, specified in seconds.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If there is a response before assignment, this field value is empty.
- **actor_belongs_to_group**: If **true**, specifies that the actor who responded to the conversation, belongs to the group to which the conversation is assigned for resolution. If there is a response before assignment, this field value is **false**.
- **conversation_id**: System generated identifier for the conversation.
- **value_in_seconds**: Time taken for the conversation to receive the first response, taking into consideration the business hours set up for the organization, specified in seconds.
- **actor_id**: System generated identifier of the actor who responds first to the conversation.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

- **channel_name**: Name of the topic under which the conversation is created.
- **actor_sub_type**: When **actor_type** is **SYSTEM**, **actor_sub_type** identifies the routing type, such as assignment rules, Intelliassign, topic-group mapping, and so on, that causes the conversation to be assigned to a specific agent/group. **Possible values**: **intelliAssign**, **rule**, **api**, **dsat,** and **channel**.
- **reopened**: If **true**, specifies that the conversation is a reopened conversation.
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report, this field is empty.
- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report, this field is empty.
- **actor_type**: Name of the entity who responds to the user messages in the conversation. **Possible values**: **AGENT**, **SYSTEM**, and **BOT**.
- **group_name**: Name of the group to which the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report, this field is empty.
- **actor_name**: Name of the entity who responds to user messages in the conversation. If the actor_type is **AGENT,** this is the agent's name.
- **created_at**: Timestamp of when the conversation is resolved, specified in the UTC format.
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report, this field is empty.
- **actor_belongs_to_group**: If **true**, specifies that the actor who responded to the user messages in the conversation, belongs to the group to which the conversation is assigned for resolution. If there is no specific assignment, this field value is **false**.
- **conversation_id**: System generated identifier for the conversation.
- **value_in_seconds**: Response time is the time taken to send reply messages for the user messages in the conversation. This field specifies the sum of all response times recorded for an interaction.
- **actor_id**: System generated identifier of the actor who responds to the user messages in the conversation.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

- **channel_name**: Name of the topic under which the conversation is created.
- **actor_sub_type**: Routing type, such as assignment rules, Intelliassign, topic-group mapping, and so on, that causes the conversation to be assigned to a specific agent/group.
- **reopened**: If **true**, specifies that the conversation is a reopened conversation.
- **agent_name**: Name of the agent to whom the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report this field is empty.
- **agent_id**: System generated identifier of the agent to whom the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report this field is empty.
- **actor_type**: Name of the entity who interacts with the user, in the conversation. **Possible values**: **AGENT**, **SYSTEM**, and **BOT**.
- **group_name**: Name of the group to which the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report this field is empty.
- **actor_name**: Name of the entity who interacts with the user, in the conversation. If the actor_type is **AGENT,** this is the agent's name.
- **created_at**:
- **interaction_id**: System generated identifier of an interaction - the conversation from the time the first message is created to the time the conversation is resolved.
- **interaction_raw_id**: System generated identifier of the interaction, specified in the 32-bit `conversation id-timestamp of when the conversation is created` format.
- **group_id**: System generated identifier of the group to which the conversation is assigned for resolution. If there is no specific assignment for a conversation, in the report, this field is empty.
- **actor_belongs_to_group**: If **true**, specifies that the actor who interacted with the user, belongs to the group to which the conversation is assigned for resolution. If there is no specific assignment, this field value is **false**.
- **conversation_id**: System generated identifier for the conversation.
- **value_in_seconds**: Average time taken to resolve the conversation, during an interaction.
- **actor_id**: System generated identifier of the actor who interacts with the user, in the conversation.
- **channel_id**: System generated identifier of the topic under which the conversation is created. When a topic is created in the Freshchat system, a channel_id is auto-generated and assigned to the topic.

For detailed information on the Conversation-Agent-Assigned report, Conversation-Group-Assigned report, Agent-Activity report, and Agent-Intelliassign-Activity report, see Reports.

Sample request | Curl

```
curl -X POST "https://api.freshchat.com/v2/reports/raw"
-H "accept: application/json"
-H "Authorization: Bearer eyJhbGciOiJSUzI1NiIsIn_U5X2A"
-H "Content-Type: application/json"
-d "{ "start": "2019-05-20T10:00:00.000Z", "end": "2019-05-25T10:00:00.000Z", "event":
"Conversation-Group-Assigned", "format": "csv"}"
```

Response

A successful request returns 202 along with the response object.

Response object

```
{
    "id": "1ac520cf-b1a4-4741-8b01-e383563ae402",
    "link": {
        "rel": "extracts",
        "href": "/reports/raw/"1ac520cf-b1a4-4741-8b01-e383563ae402"
    }
}
```

Attributes

Attribute Name	Data Type	Description
id	string	Unique identifier for the requested report. This is an auto-generated value. In further API requests, you can use this value to identify and retrieve the URL to a report.
link	link object	Reference to the requested report. **Attributes of the link object**: **rel** (string): Type of link relationship between the resource accessed by the href URL and the source from

| | | which the resource is referenced. |
| | | **href** (string): Reference or URL to access the requested report. |

For information on how to retrieve an extracted report, see [Retrieve a report](#).