Sunsetting Reports

ContactExportReport, ChannelWaitTimeReport and
ContactSummaryReport

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What is changing?

If you are subscribed to our release notes, you may have seen in the [May 2023 release notes](#) that the following reports will no longer be available as of August 31st 2023:

- [Contact Summary](#)   (API identifier: ContactSummaryReport)
- [Contact Export](#)   (API identifier: ContactExportReport)
- [Channel Wait Time](#)   (API identifier: ChannelWaitTimeReport)
- As well as any reports that have previously been added to the Sunsetting dropdown in Gladly

The first 3 reports will be replaced by the following reports that are already live on Gladly:

- [Contact Summary (New)](#)
  - New API identifier: ContactSummaryReportV2
  - New columns for Avg. Queued-To-Fulfilled Time within Business Hours and Max Queued-To-Fulfilled Time within Business Hours added
- [Contact Export (New)](#)
  - New API identifier: ContactExportReportV2
  - New column for Queued to Fulfilled within Business Hours added
- [Channel Wait Time (New)](#)
  - New API identifier: ChannelWaitTimeReportV2
  - New column for Avg Queued-to-Fulfilled Time within Business Hours added

What do you need to do?

Step 1: Audit existing integrations and processes

Sunsetting these older reports may cause scheduled or API reports to break. Therefore, we recommend you audit the following:

- Are you subscribed to any reports in the Sunsetting category in Settings > Scheduled Reports?
- Do you have any internal processes (e.g. manual download, then transform in Excel) dependent on the reports in the Sunsetting category?
- Are any of your - or your partner's - integrations built using reports in the Sunsetting category? This may include Workforce Management integrations you use for forecasting or adherence or Gladly contact activities you may be reporting on in your own platforms.

Step 2: Replace usage of sunsetting reports in integrations and processes

- Delete any recurring emails of sunsetting reports in Settings > Scheduled reports and replace with new metric sets
- Update internal processes to download new metric sets

- Update any API Integrations to reference the new metric sets (V2) instead of the current metric set (e.g.: change ContactExportReport to ContactExportReportV2) and to find an alternative report to utilize if using any report within the Sunsetting category. If you reference column number vs. column name in your integration, please be aware that new metrics were added to the ContactExportReportV2, ChannelWaitTimeReportV2 and ContactSummaryReportV2. You will want to update your integrations to reference new column numbers, as other columns will shift due to this addition.

What if I have more questions?

- If you are a Gladly Customer and have any additional questions, please contact Gladly [support](#)
- If you are a Gladly Customer and would like more hands on guidance with a reporting expert, you may elect to purchase a paid Service engagement. To initiate this process, please contact Gladly [support](#)
- If you are a Gladly technology App partner and have any additional questions, please contact the Gladly partner enablement team via regular channels of communication