Genesys Customer Experience Insights User's Guide

Agents reports

12/20/2025

Agents reports

This page describes reports you can use to learn more about the performance of agents in your contact center. The reports in the **Agents** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> ## Tip
> Interactions pertaining to an agent are attributed to each group of which the agent is a member. So, in scenarios where an agent is a member of more than one agent group, interactions are counted against each group, and can therefore appear more than once in historical reports. Similarly, interactions that are attributed to queues that are members of more than one queue group are reported against both queue groups.

About Agents reports

The following reports are available in the **CX Insights** > **Agents** folder:

- Agent Conduct Report
- Agent Details Activity Report
- Agent Group Business Attribute Report

- Agent Group Interaction Handling Report
- Agent Group Membership Details Report
- Agent Group Queue Business Attribute Report
- Agent Interaction Hierarchy Report
- Agent Interval Based Report
- Agent Login-Logout Details Report
- Agent Not Ready Report
- Agent Not Ready Reason Code Report
- Agent Omnichannel Activity Report
- Agent Outbound Campaign Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent State Details Report
- Agent Summary Activity Report (Active)
- Agent Summary Activity Report (Interaction)
- Agent Utilization Report
- Agent Wrap Report
- Weekly Agent Group Performance Dashboard
- Weekly Agent Group Utilization Dashboard

Related Topics:

- Go back to the complete list of available reports.
- Learn how to understand and use reports.
- Learn how to create or customize reports.