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Genesys Customer Experience Insights User's Guide

Agent Summary Activity Email Report

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Agent Summary Activity Email Report

This page describes how you can use the (**Email** folder >) Agent Summary Activity Email Report to view detailed information about how each agent's active time was used when handling email interactions.

Understanding the Agent Summary Activity Email Report

Agent Summary Activity Email Report											
Agent	Media Type	Agent Name	Day	% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time
Agent	Email	, Agent1 (Agent1)	2011-03-28	0.00%	00:02:24	00:01:53	00:00:31	00:00:00	78.47%	21.53%	0.00%
			2010-02-15	65.45%	00:33:05	00:08:58	00:07:08	00:16:59	27.10%	21.56%	51.34%
			2010-02-16	23.96%	00:28:42	00:19:09	00:03:31	00:06:02	66.72%	12.25%	21.02%
			2010-02-19	46.88%	00:03:26	00:01:08	00:01:18	00:01:00	33.01%	37.86%	29.13%
			2010-02-25	42.20%	04:18:13	00:06:07	04:07:38	00:04:28	2.37%	95.90%	1.73%
			2010-02-26	100.00%	08:20:06	00:00:00	08:18:29	00:01:37	0.00%	99.68%	0.32%
			2010-03-01	89.70%	00:12:59	00:01:16	00:00:41	00:11:02	9.76%	5.26%	84.98%
			2011-03-28	19.89%	00:42:03	00:07:19	00:32:55	00:01:49	17.40%	78.28%	4.32%
			2011-03-29	30.43%	02:09:22	00:04:48	02:02:28	00:02:06	3.71%	94.67%	1.62%
			2011-04-04	47.92%	00:45:49	00:23:48	00:00:07	00:21:54	51.95%	0.25%	47.80%
			2011-04-06	32.88%	00:01:21	00:00:49	00:00:08	00:00:24	60.49%	9.88%	29.63%
			2011-06-30	100.00%	00:08:23	00:00:00	00:05:19	00:03:04	0.00%	63.42%	36.58%
		, MMAgent1 (MMAgent1)	2010-02-15	45.57%	00:28:11	00:12:24	00:05:24	00:10:23	44.00%	19.16%	36.84%
			2010-02-16	14.94%	00:16:11	00:10:55	00:03:21	00:01:55	67.46%	20.70%	11.84%
			2010-02-19	35.78%	00:04:35	00:02:20	00:00:57	00:01:18	50.91%	20.73%	28.36%
			2010-02-25	23.65%	04:20:45	00:03:46	04:15:49	00:01:10	1.44%	98.11%	0.45%
			2010-02-26	0.00%	08:26:13	00:00:00	08:26:13	00:00:00	0.00%	100.00%	0.00%
			2010-03-01	82.42%	00:09:59	00:01:39	00:00:36	00:07:44	16.53%	6.01%	77.46%
			2011-03-28	30.47%	00:37:02	00:03:55	00:31:24	00:01:43	10.58%	84.79%	4.64%
			2011-03-29	28.75%	01:48:21	00:03:53	01:42:54	00:01:34	3.58%	94.97%	1.45%
			2011-04-04	0.00%	00:04:00	00:03:03	00:00:57	00:00:00	76.25%	23.75%	0.00%
			2011-04-05	29.41%	00:01:15	00:00:48	00:00:07	00:00:20	64.00%	9.33%	26.67%
			2011-04-06	0.00%	00:02:37	00:00:11	00:02:26	00:00:00	7.01%	92.99%	0.00%
				95.07%	00:24:06	00:00:00	00:00:00	00:00:00	0.47%	49.83%	49.70%
		, MMAgent2 (MMAgent2)	2010-02-15	45.57%	00:28:11	00:12:24	00:05:24	00:10:23	44.00%	19.16%	36.84%
			2010-02-16	14.94%	00:16:11	00:10:55	00:03:21	00:01:55	67.46%	20.70%	11.84%
			2010-02-19	35.78%	00:04:35	00:02:20	00:00:57	00:01:18	50.91%	20.73%	28.36%
			2010-02-25	23.65%	04:20:45	00:03:46	04:15:49	00:01:10	1.44%	98.11%	0.45%
			2010-02-26	0.00%	08:26:13	00:00:00	08:26:13	00:00:00	0.00%	100.00%	0.00%
			2010-03-01	82.42%	00:09:59	00:01:39	00:00:36	00:07:44	16.53%	6.01%	77.46%
			2011-03-28	30.47%	00:37:02	00:03:55	00:31:24	00:01:43	10.58%	84.79%	4.64%
			2011-03-29	28.75%	01:48:21	00:03:53	01:42:54	00:01:34	3.58%	94.97%	1.45%
			2011-04-04	0.00%	00:04:00	00:03:03	00:00:57	00:00:00	76.25%	23.75%	0.00%
			2011-04-05	29.41%	00:01:15	00:00:48	00:00:07	00:00:20	64.00%	9.33%	26.67%
			2011-04-06	0.00%	00:02:37	00:00:11	00:02:26	00:00:00	7.01%	92.99%	0.00%
				95.07%	00:24:06	00:00:00	00:00:00	00:00:00	0.47%	49.83%	49.70%
				95.07%	00:24:06	00:00:00	00:00:00	00:00:00	0.47%	49.83%	49.70%
				95.07%	00:24:06	00:00:00	00:00:00	00:00:00	0.47%	49.83%	49.70%

This report provides a breakdown of the duration of the different agent states (Ready, Not Ready, Busy, and Other) for a specific media type, fully accounting for the agent's interaction time (time spent handling interactions).

Use this report to understand how much of agent total active time was spent in each state. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of active time spent in each state.

To get a better idea of what this report looks like, view sample output from the report:

[HRCXIAgentSummaryActivityEmailReport.pdf](#)

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Summary Activity Email Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Summary Activity Email Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Summary Activity Email Report

Metric	Description
% Occupancy	<p>The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel.</p> <p>This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.</p>

Metric	Description
	This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
Active Time (Fmt)	<p>The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DN's, and/or queues, this metric starts at the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/ queue (if logout falls within the interval).</p> <p>Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.</p>
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media type.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
% Ready Time	The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Busy Time	The percentage of time of all interaction-processing activities.