Genesys Customer Experience Insights Project Guide

Agent folder

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Agent folder

Use objects from the Agent folder to build agent-related reports.

The Agent folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain **Custom** folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Agent folder and subfolders

This folder contains the following root folder and subfolders.

- Agent
- Agent > Activity
- Agent > Activity > Activity Call Survey
- Agent > Activity > Activity User Data Example
- Agent > Activity > Queue

- Agent > Detail
- Agent > Detail > Ixn State
- Agent > Detail > Session
- Agent > Detail > State
- Agent > Group Membership
- Agent > State and Reason

- Agent > State and Reason > Interaction State
- Agent > State and Reason > Interaction State > Interaction Predictive Routing
- Agent > State and Reason > Summarized State

Folder: Agent

Introduced: 9.0.007.03

Description: The root Agent folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of agent interactions. Other objects in this folder are organized into subfolders.		
Metrics: • Start Date Time Key		
Attributes:		
• Agent Group	• Agent Resource Key	• Group Key
• Agent Name	• Group Combination Key	

Folder: Agent > Activity

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the interaction-related activities that are conducted by active agents at their DNs. Counts and duration metrics are attributed to the reporting interval in which interactions were offered to the agent.

Metrics:

- % Abandoned Inviting
- % Transfer Initiated
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Thread
- Accepted Unique
- Actionability
- Agent - Queue A Group Combination
- Agent - Queue Q Group Combination
- Agent Disconnect First
- Avg Actionability Score
- Avg Conference Accepted Handle Time
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction

- Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Transfer Initiated Handle Time
- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time

- Group Combination
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Agent Cold
- Transfer Initiated Agent Warm
- Transfer Initiated Time

• Transfer Offered	• Wrap	
• Transfer Received Accepted	• Wrap Time	

Attributes:

• Agent Group	• Interaction Key	• Resource Name
• Agent Name	• Interaction Subtype	• Service Subtype
• Business Result	• Interaction Type	• Service Type
• Customer Segment	• Media Type	
• Interaction Descriptor Key	• Resource Group	

Folder: Agent > Activity > Activity Call Survey

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the results of call surveys.

Metrics:
- There are no metrics in this   folder

Attributes:

• Agent Score	• Company Score	• Product Score
• Call Score	• IQ1 - IQ4	• SQ1 - SQ2

Folder: Agent > Activity > Activity User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on user data attributes.

Metrics:
- There are no metrics in this   folder

Attributes:

• Category	• Classify Sentiment Category	• Influence Category
• Category Key	• Dimension 1 - Dimension 5	• Screen Actionability Category
• Classify Actionability Category	• Dimension 6 - Dimension 10	• Screen Sentiment Category

Folder: Agent > Activity > Queue

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of info Mart agent data based on ACD queue, virtual queue, interaction queue, or workbin.

Metrics:

• % Abandoned Inviting	• % Accepted	• % Transfer Initiated

- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Others
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Disconnect First
- Avg Actionability Score
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction

- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Handle Time

- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Transfer Received Accepted
- Wrap
- Wrap Time

Attributes:
- Queue
- Queue Group

Folder: Agent > Detail

Introduced: 9.0.007.03

Description: This folder comprises several subfolders which contain agent state, interaction-level, and session details as they pertain to agents. The following subclasses and their components are stored in this class. See descriptions of the subfolders for more information.

Metrics:
- There are no metrics in this   folder

Attributes:
- There are no attributes in this   folder

Folder: Agent > Detail > Ixn State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the state of one leg of an interaction that is being processed by an agent. Unlike Agent > State and Reason > Interaction State, all metrics in this folder reflect detailed data.

Metrics:
- Duration
- Start DateTime Key

Attributes:
- Additional Info
- Interaction Type
- State
- End Timestamp
- Start Timestamp

Folder: Agent > Detail > Session

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on one agent's login session.

Metrics:
- Active Time
- Session
- Group Combination Detail
- Start DateTime Key

Attributes:
- Active
- Session Key
- End Timestamp
- Start Timestamp

Folder: Agent > Detail > State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on an agent's state.

Metrics:
- Duration
- Reason Time

Attributes:
- Active Reason
- Reason Key
- Start Timestamp
- Active State
- Reason Timestamp
- State
- End Timestamp
- Reason Type Code
- Reason Code
- Reason Value

Folder: Agent > Group Membership

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on Agent membership in groups.		
Metrics: • Start Date Time Key		
Attributes:		
• Agent Group	• Date Added	• Group Key
• Agent Name	• Date Removed	• Start Date Time Key
• Agent Resource Key	• End TS	

Folder: Agent > State and Reason

Introduced: 9.0.007.03

Description: Objects in this folder describe summarized states of resources and resource sessions. See descriptions of the subfolders for more information.		
Metrics: • There are no metrics in this folder		
Attributes:		
• Agent Group	• Reason Code	• Resource State Reason Key
• Agent Name	• Reason Key	• State Name
• Group Combination Sess Key	• Reason Type Code	
• Media Type	• Reason Value	

Folder: Agent > State and Reason > Interaction State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data based on the specific interval in which interactions occur at agent DNs. Metrics are attributed to each reporting interval in which agents handle the interactions and durations are clipped at interval boundaries. Objects in this folder reflect data that is aggregated over a reporting interval. Unlike Agent > Detail > Ixn State, all metrics in this folder reflect aggregated data.		
Metrics:		
• % Consult Received Time	• Accepted	• Invite Time
• % Engage Time	• Accepted Eventually	• Ixn Busy Time
• % Hold Time	• Consult Received Accepted	• Ixn Wrap
• % Invite Time	• Consult Received Time	• Ixn Wrap Time
• % Ixn Wrap Time	• Consult Received Wrap Time	• Not Accepted
• % Not Ready In Time	• Engage Time	• Not Ready In
• % Not Ready Out Time	• Group Combination	• Not Ready In Time
• % Wrap In Time	• Hold	• Not Ready Out
• % Wrap Out Time	• Hold Time	• Not Ready Out Time

• Offered	• Wrap In Time	• Wrap Out Time
• Wrap In	• Wrap Out	
Attributes:		
• Interaction Subtype	• Interaction Type	

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data pertaining to Genesys Predictive Routing based on the specific interval in which interactions occur at agent DNs.

Metrics:		
• Active	• Agent Score	• Avg Agent Score
Attributes:		
• Interaction Subtype	• Model	• Predictor Switch
• Interaction Type	• Predictor	

Folder: Agent > State and Reason > Summarized State

Introduced: 9.0.007.03

Description: Objects in this folder enable the measurement and filtering of Info Mart agent data that is related to the status of DNs that are associated with active agents. Metrics are attributed to each reporting interval in which agents handle the calls, and durations are clipped at interval boundaries.

Metrics:		
• % Busy Time	• Active Time	• Omni Ready
• % Not Ready Reason Time	• Busy	• Omni Ready Time
• % Not Ready Time	• Busy Time	• Omni Wrap
• % Occupancy	• Not Ready	• Omni Wrap Time
• % Omni Busy Time	• Not Ready Reason Count	• Other State Time
• % Omni Not Ready Time	• Not Ready Reason Time	• Ready
• % Omni Occupancy	• Not Ready Time	• Ready Time
• % Omni Other State TIme	• Omni Active Time	• Start Date Time Key
• % Omni Ready Time	• Omni Busy	• State Reason
• % Omni Wrap Time	• Omni Busy Time	• State Reason Time
• % Other State Time	• Omni Not Ready	• Wrap
• % Ready TIme	• Omni Not Ready Time	• Wrap Time
• % Wrap Time	• Omni Other State Time	
Attributes:		
• There are no attributes in this	folder	

Reports built primarily from the objects in the Agent folder and subfolders

- 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 Interval Based Report Report
- Agent Interaction Hierarchy Report
- Agent Login-Logout Details Report
- Agent Not Ready Report

- Agent Not Ready Reason Code Report
- Agent Omnichannel Activity Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent Summary Activity Report (Active)
- Agent Summary Activity Report (Interaction)
- Agent State Details Report
- Agent Utilization Report
- Agent Wrap Report
- Predictive Routing Agent Occupancy

For more information about Agent reports, see the *Genesys CX Insights 9.0 User's Guide*.