Genesys Customer Experience Insights User's Guide

Agent Conduct Report

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Agent Conduct Report

This page describes how you can use the (**Agents** folder) Agent Conduct Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Conduct Report

Agent Conduct Report

Tenant	Media Type	Agent Name	Interaction Type	Hour	Accepted	Responses	Consult Initiate
Environment	Voice	, Agnt1 (Agnt1)	Internal	2016-10-17 15	1	1	
			Total		1	1	
		4100, 4100 (4100)	Outbound	2016-10-17 15	1	1	
				2016-10-17 16	1	1	0
				2016-10-17 18	1	1	

Agent Conduct Report

Ted	Responses	Consult Initiated	Short	Abandoned Inviting	Rejected	Agent Disconnect First	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)	Avg Wrap Time (Fmt)
1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
3	3	0	3	0	0	0	00:00:00	00:00:05	00:00:00
4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00
4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00

This report describes agent performance in handling interactions, focusing on metrics that demonstrate the possible mishandling of interactions a high number of unaccepted interactions, excessive hold and aftercall work (wrap) times, and shorter-than-usual engage (talk) durations with

customers. It compares the number of interactions that were abandoned while alerting at the agent's DN to the number of interactions that fall within the shorttalk threshold, and the number of interactions that were rerouted from the agent's DN because the agent did not accept them. These metrics provide relative performance and should be analyzed carefully before conclusions are drawn or corrective action is taken.

You can Drill Up / Drill Down on the following metrics:

- Agent Group–Agent
- Ixn Type–Ixn Subtype
- H-D-M-Q-Y

To get a better idea of what this report looks like, view sample output from the report: SampleAgentConductReport.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 in the Agent Conduct Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Report Date	Choose a day for which to run the report.
From Hour	The first hour* to include in the report.
To Hour	The last hour* to include in the report.
*For both From Hour and To Hour : - 0 represents the first hour, from 12:00:00 AM to 12:59:59 AM. - 1 represents the second hour, from 01:00:00 AM to 01:59:59 AM. . . . - 23 represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM. - 24 also represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM	
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.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.

Prompt	Description
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes in the Agent Conduct Report

Attribute	Description	Data Mart Table.Column
Tenant	This attribute enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.	MEDIA_TYPE.MEDIA_NAME
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_GI2.AGENT_NAME
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	INTERACTION_TYPE_GI2.INTERACTION_TYPE
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.	FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH2 DATE_TIME.LABEL_YYYY_MM_DD_HH24

Metrics in the Agent Conduct Report

Metric	Description	Source or Calculation
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.	AG2_AGENT_[*].ACCEPTED
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an	AG2_AGENT_[*].RESPONSES

Metric	Description	Source or Calculation
	outbound reply. Note: For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.	
Consult Initiated	The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.	AG2_AGENT_[*].CONSULT_INITIATED
Short	The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold. This metric relies on the value of the **short-engagement (short-talk)** option as configured in the **[agg-gim-thld-AGENT-IXN]** section.	AG2_AGENT_[*].SHORT
Abandoned Inviting	The total number of interactions of this business attribute that were abandoned or dropped for any reason while they were alerting/ringing at the first handling resource. This count includes short-abandoned interactions.	AG2_AGENT_[*].ABANDONED_INVITE
Rejected	The total number of times that customer interactions alerted at this agent and were not accepted.	AG2_AGENT_[*].REJECTED
Agent Disconnect First	For voice interactions, the total number of times during the reporting interval that this agent released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server). The value represented by this metric is incremented only when the system (such as the switch) provides such information.	AG2_AGENT_[*].AGENT_DISCONNECT_FIRST
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold.	Calculated based on the Hold and Hold Time Activity metrics.

Metric	Description	Source or Calculation
	This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).	
Avg Handle Time (Fmt)	Agent Attribute: The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.	Calculated based on the Handle Time, Accepted, and Consult Received Accepted Activity metrics.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.	Calculated based on the Wrap Time and Wrap Activity metrics.