Genesys Customer Experience Insights User's Guide

Agent Group Business Attribute Report

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Agent Group Business Attribute Report

This page describes how you can use the (**Agents** folder) Agent Group Business Attribute Report to compare agent group interaction handling activities against the revenue generated by each group.

Understanding the Agent Group Business Attribute Report

This report contrasts each agent group's collective interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type (such as voice, chat) and interaction type (such as inbound, internal).

Use this report to contrast agent group interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type and interaction type.

To get a better idea of what this report looks like, view sample output from the report: AgentGroupBusinessAttributeReport.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 Group Business Attribute Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
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.
Business Result	Optionally, specify what business results to include in the report (based on configured business results).
Customer Segment	Optionally, specify what customer segments to include in the report (based on customer-segment attribute(s) that are configured for a given tenant).
Service Type	Optionally, specify what type of service to include in the report (based on the type of service that was assigned to the interaction).
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.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Group Business Attribute 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 Group	This attribute enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the

Attribute	Description
	configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
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 Group Business Attribute Report

Metric	Description
Accepted	Agent Group Attribute: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by agents who belong to this agent group. For email, this metric represents the total number of times that agents who belong to this agent group prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Handle Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group spent handling interactions that the agents received. Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this agent group spent handling interactions that the agents received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group were engaged with customers on interactions that the agents received.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that

Metric	Description
	agents who belong to this agent group were engaged with customers.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) that agents, who belong to this agent group, had customer interactions on hold.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this group had customer interactions on hold. 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).
Consult Received Accepted	The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.
Consult Received Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions. This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.
Avg Consult Received Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group were engaged on collaboration calls or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This metric is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this agent group, spent on customer interactions while in ACW state.
Transfer Initiated Agent	The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.
Revenue	The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.