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Genesys Customer Experience Insights User's Guide

Agent Interval Based Report

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Agent Interval Based Report

This page describes how you can use the (**Agents** folder) Agent Interval Based Report to learn more about key agent performance indicators during specific time intervals.

Understanding the Agent Interval Based Report

Agent Interval Based											
Tenant	Media Type	Agent Name	Hour	Interaction Type	Active Time (Fmt)	Accepted	Engage Time (Fmt)	% Engage Time			
			2011-04-11 12	Inbound	00:17:27		00:00:00	0.00%			
				Internal	00:17:27	3	00:09:28	54.25%			
				Outbound	00:17:27		00:00:00	0.00%			
				Unknown	00:17:27		00:00:00	0.00%			

Interval Based Report											
Accepted	Engage Time (Fmt)	% Engage Time	Hold	Hold Time (Fmt)	% Hold Time	Consult Received Accepted	Consult Received Time (Fmt)	% Consult Received Time	Ixn Wrap	Ixn Wrap Time (Fmt)	% Ixn Wrap Time
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
3	00:09:28	54.25%	1	00:00:14	1.34%	0	00:00:00	0.00%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
6	00:03:45	29.68%	0	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
4	00:06:11	45.13%	6	00:01:57	14.23%	1	00:00:04	0.49%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
6	00:02:37	21.72%	2	00:00:04	0.55%	0	00:00:00	0.00%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%

This report generates a snapshot of agent interaction-processing activities during a range of hours that you specify within a particular day. This report is useful to those who manage contact center operations enabling them to view key performance indicators that are related to the agents they supervise and to assess agent productivity. No distinction is made between interactions that are routed directly from a switch and those that are routed via a mediation DN object. Use this report to understand agent interaction-processing activities (including Accepted, Consult, Hold, and Wrap times and percentages) during a specified range of hours.

This is an interval-based report, which means that counts and durations for the bulk of metrics are recognized in each interval in which interactions occur, regardless of when the interaction began or ended.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

To get a better idea of what this report looks like, view sample output from the report:
[SampleAgentIntervalBasedReport.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 Interval Based 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 the 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 to include in 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.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in Agent Interval Based 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.

Attribute	Description
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.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Metrics used in the Agent Interval Based Report

Metric	Description
Active Time (Fmt)	<p>The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.</p> <p>In the scenarios where an agent logs into multiple switches, DN's, and/or queues, this measure starts 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). Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.</p>
Accepted	The total number of customer interactions and warm consultations that were accepted, answered, pulled, or initiated by this agent within the interval or accepted, answered, pulled, or initiated in a prior interval but that ensued in this interval.
Engage Time (Fmt)	<p>The total amount of time (HH:MM:SS) that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and that ensued 'in this interval.</p> <p>This metric might include engagement time for interactions that the agent made or received while in the Not Ready or ACW (Wrap) states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately). This metric excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.</p>
% Engage Time	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.
Hold	The total number of times within the interval that this agent had customer calls on hold.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold

Metric	Description
	once or more than once.
% Hold Time	The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.
Consult Received Accepted	The total number of times within the interval that this agent received and accepted requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.
Consult Received Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent as a recipient spent in collaborations or consultations, where the collaborations/consultations were associated with customer interactions. This time includes any hold duration that occurred within the interval and during the collaboration/consultation.
% Consult Received Time	The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.
Ixn Wrap	The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.
Ixn Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.
% Ixn Wrap Time	The percentage of time within the interval that this agent spent in ACW (Wrap) state associated with customer calls, relative to the total duration of the agent's active session within the interval.

This report provides results based on hour-level aggregation.

If a resource (for example, an agent or a queue) was added to a group during the reporting interval, the activities that the resource performed while it was not a group member are excluded from measurements in the reports. This report includes only those activities that resources perform while they are part of the group.