GENESYS™

Genesys Customer Experience Insights User's Guide

Agent Utilization Email Report

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Contents

Agent Utilization Email Report

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

Understanding the Agent Utilization Email Report

Agent Utilization Email Report

Tenant	Agent Name	Interaction Type	Day	Avg Handle Time (Fmt)	Offered	Accepted	% Accepted	Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
		Inbound	2010-02-15	00:01:22	7	4	1	2	1	25.00%
			2010-02-16	00:01:42	3	3	1	0	1	33.33%
			2010-02-19	00:00:04	1	1	1	0	0	0.00%
			2010-02-25	00:00:54	2	2	1	0	1	50.00%
			2010-02-26	00:01:24	1	1	1	0	0	0.00%
			2011-03-28	00:00:06	4	4	1	0	0	0.00%
			2011-03-29	00:00:06	5	4	1	1	0	0.00%
			2011-04-04	00:10:35	2	2	1	0	0	0.00%
		Internal	2010-02-25	00:00:00	0	0	0	0	0	0.00%
			2010-03-01	00:00:00	0	0	0	0	0	0.00%
	, MMAgent1 (MMAgent1)	Outbound	2010-02-15	00:01:21	7	7	1	0	4	57.14%
			2010-02-16	00:00:19	4	4	1	0	2	50.00%
			2010-02-19	00:00:25	2	2	1	0	0	0.00%
			2010-02-25	00:02:36	1	1	1	0	0	0.00%
			2010-02-26	00:00:14	1	1	1	0	0	0.00%
nvironment			2010-03-01	00:05:30	2	2	1	0	0	0.00%
			2011-03-28	00:00:18	4	4	1	0	0	0.00%
			2011-03-29	00:00:09	4	4	1	0	0	0.00%
			2011-04-04	00:00:40	1	1	1	0	0	0.00%
			2011-04-06	00:00:24	1	1	1	0	0	0.00%
			2011-06-30	00:00:31				0	4	66.67%

This report provides details about agent activity when handling email, including, for each agent, the average time to handle an interaction, the number of offered email interactions, the number rejected, and the number and percentage of accepted and transferred interactions.

Use this report to understand each agent's efficiency in handling interactions, and to compare various related metrics for different agents.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentUtilizationEmailReport.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 Utilization 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.
Interaction Type	Optionally, select the type of interaction to include in the report — for example, Inbound, Internal, or Outbound.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Utilization Email Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction type—for example, Inbound, Internal, or Outbound.
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 Utilization Email Report

Metric	Description
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received.

Metric	Description
	This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Offered	The total number of email interactions that were received or initiated by an agent.

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-IDIXN] section. |
Accepted	The total number of email interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.
% Accepted	Of the email interactions offered to agents, the percentage that were accepted.
Rejected	The total number of email interactions that alerted at the agent and were not accepted.
Transfer Initiated Agent	The total number of email interactions that agents transferred.

Both warm and blind transfers are reflected in this metric. |
| % Transfer Initiated Agent | The percentage of email interactions that agents transferred.

Both warm and blind transfers are reflected in this metric. |