Genesys Customer Experience Insights User's Guide

Resource Performance Report

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Resource Performance Report

This page describes how you (as a team leader, manager, or business user) can use the (**CX Insights for iWD** folder) > **Resource Performance Report** to understand how resources handle tasks, broken down by process, in a specified time interval. The report provides the total number of tasks that each resource accepted, as well as the shortest, longest, and average amount of time that it took to handle tasks.

Understanding the Resource Performance Report

Resource Performance Report

Tenant	Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)
					InboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
				Inbound		Total		1	00:00:48	00:00:48
					Total			1	00:00:48	00:00:48
					OutboundNew	Agent 5	2021-04-28	1	00:00:40	00:00:40
			email			Total		1	00:00:40	00:00:40
				Outbound	OutboundReply	Agent 4	2021-04-28	1	00:00:42	00:00:42
						Total		1	00:00:42	00:00:42
					Total			2	00:01:22	00:00:41
		Process 2		Total				3	00:02:10	00:00:43
					OutboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48
						Total		1	00:00:48	00:00:48
	Department 1		workitem	Outbound	OutboundReply	Agent 4	2021-04-28	1	00:00:40	00:00:40
						Total		1	00:00:40	00:00:40
					Total			2	00:01:28	00:00:44
				Total				2	00:01:28	00:00:44
		Total						5	00:03:38	00:00:44
					InboundNew	Agent 2	2021-04-28	1	00:00:40	00:00:40
						Total		1	00:00:40	00:00:40
				Inbound	InboundTest	Agent 6	2021-04-28	2	00:01:19	00:00:40
		Process 3	email			Total		2	00:01:19	00:00:40
					Total			3	00:01:59	00:00:40
					OutboundACK	Agent 5	2021-04-28	2	00:01:25	00:00:43
				Outbound		Total		2	00:01:25	00:00:43
					Out		2021-04-28			00:00:42

This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted, as well as the shortest, longest, and average amounts of time that it took the resource to handle them.

To get a better idea of what this report looks like, view sample output from the report:

SampleResourcePerformanceReport.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 Resource Performance 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 Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Agent Name (Modified in 9.0.017)	Optionally, select the name of the agent on which to focus the report.
Tenant	Optionally, select a tenant on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.
Interaction Type	Optionally, select one or more interaction types for which to gather data into the report.

Attributes in the Resource Performance Report

Attribute	Description	Data Mart Table.Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route	PROCESS.PROCESS_NAME

Attribute	Description	Data Mart Table.Column
	them.	
Media Type	Enables data to be organized by media type.	MEDIA_TYPE.MEDIA_TYPE_NAME
Interaction Type	Enables data to be organized by interaction type.	MEDIA_TYPE.INTERACTION_TYPE_NAME
Interaction Subtype	Enables data to be organized by interaction subtype.	MEDIA_TYPE.INTERACTION_SUBTYPE_NAME
Agent Name (Modified in 9.0.017)	Enables data to be organized by the name of the agent.	RESOURCE_GCXI.AGENT_NAME
Day	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.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Resource Performance Report

Metric	Description	Source or Calculation
Accepted	For completed tasks, the total number of tasks that were assigned to this resource during the reporting interval.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TASK_
Finished	The total number of tasks that were completed during the reporting interval.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].CMPL_
Handle Time (Fmt)	The total amount of time, in seconds, that this resource worked on tasks before finishing them. This duration is measured as the difference between the time when the resource is assigned to a task, and the time when the task is finished. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task can have multiple work items. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].WORK
Avg Handle Time (Fmt)	The average amount of time that this resource (for example, an agent) worked on tasks before finishing them. Note that the act of a resource finishing a task within the iWD system does not,	Calculated based on the value of the Handle Time and Accepted metrics, where: • Handle Time is:

Metric	Description	Source or Calculation
	in and of itself, mark the task Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].WC • Accepted is: IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TA
Min Handle Time (Fmt)	The shortest amount of time that this resource worked a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MIN_W
Max Handle Time (Fmt)	The longest amount of time that this resource worked on a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This measure considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MAX_W