

Predictive Routing Agent Occupancy Report

REPORT INFO

Report Date: 4/11/2011
 Hour (From/To): 0 / 24
 Agent Group: ALL
 Agent: ALL
 Media Type: ALL
 Interaction Type: ALL
 Predictor: ALL
 Model: ALL
 Tenant: ALL

Tenant: Environment

Media Type: Voice

Agent Name	Hour	Predictor Switch	Predictor	Model	Offered	Accepted	% Occupancy	Active Time	Avg Agent Score
, A6001_sip (A6001_sip)	2011-04-11 12	OFF	UNKNOWN	NO_VALUE	3	3	59.31%	00:17:27	0
, A6001_sip (A6001_sip)	2011-04-11 13	TEST_USE	NO_VALUE	NO_VALUE	6	6	51.19%	00:12:38	0
, A6002_sip (A6002_sip)	2011-04-11 12	OFF	NO_VALUE	UNKNOWN	4	4	62.93%	00:13:42	0
, A6002_sip (A6002_sip)	2011-04-11 13	OFF	NO_VALUE	TEST_MODEL	6	6	50.51%	00:12:03	0
, A6003_sip (A6003_sip)	2011-04-11 12	OFF	UNKNOWN	UNKNOWN	4	4	53.87%	00:11:02	0
, A6003_sip (A6003_sip)	2011-04-11 13	OFF	NO_VALUE	TEST_MODEL	4	2	65.38%	00:11:59	0
, A6004_sip (A6004_sip)	2011-04-11 12	TEST_USE	TEST_PREDICTOR	NO_VALUE	3	3	51.61%	00:08:49	0

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Agent Name	Hour	Active Time	Time					% Time				
			Ready Time	Not Ready Time	Busy Time	Wrap Time	Other State Time	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
, A6001_sip (A6001_sip)	2011-04-11 12	00:17:27	00:07:06	00:00:00	00:10:21	00:00:00	00:00:00	40.69%	0.00%	59.31%	0.00%	0.00%
, A6001_sip (A6001_sip)	2011-04-11 13	00:12:38	00:03:05	00:06:19	00:03:14	00:00:00	00:00:00	24.41%	50.00%	25.59%	0.00%	0.00%
, A6002_sip (A6002_sip)	2011-04-11 12	00:13:42	00:05:01	00:00:10	00:08:31	00:00:00	00:00:00	36.62%	1.22%	62.17%	0.00%	0.00%
, A6002_sip (A6002_sip)	2011-04-11 13	00:12:03	00:03:13	00:05:33	00:03:17	00:00:00	00:00:00	26.69%	46.06%	27.25%	0.00%	0.00%
, A6003_sip (A6003_sip)	2011-04-11 12	00:11:02	00:04:16	00:01:47	00:04:59	00:00:00	00:00:00	38.67%	16.16%	45.17%	0.00%	0.00%
, A6003_sip (A6003_sip)	2011-04-11 13	00:11:59	00:00:27	00:10:41	00:00:51	00:00:00	00:00:00	3.76%	89.15%	7.09%	0.00%	0.00%
, A6004_sip (A6004_sip)	2011-04-11 12	00:08:49	00:04:16	00:00:00	00:04:33	00:00:00	00:00:00	48.39%	0.00%	51.61%	0.00%	0.00%
, Agent1 (Agent1)	2011-04-11 12	00:52:20	00:00:11	00:00:57	00:51:12	00:00:00	00:00:00	0.35%	1.82%	97.83%	0.00%	0.00%
, Agent1 (Agent1)	2011-04-11 13	00:48:43	00:00:05	00:00:13	00:48:25	00:00:00	00:00:00	0.17%	0.44%	99.38%	0.00%	0.00%
, Agent2 (Agent2)	2011-04-11 12	00:01:35	00:00:14	00:00:34	00:00:47	00:00:00	00:00:00	14.74%	35.79%	49.47%	0.00%	0.00%
, Agent2 (Agent2)	2011-04-11 13	00:00:15	00:00:06	00:00:09	00:00:00	00:00:00	00:00:00	40.00%	60.00%	0.00%	0.00%	0.00%
, Agent3 (Agent3)	2011-04-11 12	00:47:54	00:46:18	00:01:36	00:00:00	00:00:00	00:00:00	96.66%	3.34%	0.00%	0.00%	0.00%
, Agent3 (Agent3)	2011-04-11 13	00:48:47	00:48:41	00:00:06	00:00:00	00:00:00	00:00:00	99.80%	0.20%	0.00%	0.00%	0.00%

Predictive Routing Agent Occupancy Report

Report Description

Use the Predictive Routing Agent Occupancy Report to assess the percentage of time agents were occupied, as opposed to idle time, and allows you to contrast situations where Genesys Predictive Routing (GPR) was active against situations where it was not. The report also allows you to view the volume of interactions Offered and Accepted, and to compare various Predictors and Models.

Measure Description

Column Name	Universe Measure Name	Description
Offered	Interaction State \ Offered	The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because this agent did not answer or accept them.
Accepted	Interaction State \ 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 ensued in this interval.
% Occupancy	Summarized State \ % Occupancy	The percentage of time that this agent's state was Busy within the interval to the total duration within the interval of the agent's active session on a particular media channel. This measure reflects the percentage of time that agents actually spent handling interactions against their available or idle time.
Active Time	Summarized State \ Active Time	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. In the scenario in which an agent logs into multiple switches, DNSs, 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).
Avg Agent Score	Interaction Predictive Routing \ Avg Agent Score	
Active Time	Summarized State \ Active Time	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. In the scenario in which an agent logs into multiple switches, DNSs, 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).
Ready Time	Summarized State \ Ready Time	The total amount of time, in seconds, that this agent was in the Ready state for a particular media type.
Not Ready Time	Summarized State \ Not Ready Time	The total amount of time, in seconds, within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Busy Time	Summarized State \ Busy Time	The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
Wrap Time	Summarized State \ Wrap Time	The total amount of time, in seconds, within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction.
Other State Time	Summarized State \ Other State Time	The total amount of time, in seconds, that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.
% Ready Time	Summarized State \ % Ready Time	The percentage of time within the interval that this agent's state was Ready to the total duration within the interval of the agent's active session on a particular media channel.

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Measure Description

Column Name	Universe Measure Name	Description
% Not Ready Time	Summarized State \ % Not Ready Time	The percentage of time within the interval that this agent's state was NotReady to the total duration within the interval of the agent's active session on a particular media channel.
% Busy Time	Summarized State \ % Busy Time	The percentage of time of all interaction-processing activities.
% Wrap Time	Summarized State \ % Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval to the total duration of the agent's active session within the interval.
% Other State Time	Summarized State \ % Other State Time	The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login to the total duration within the interval of the agent's active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DNs into the Ready state upon login.