Genesys Customer Experience Insights User's Guide

Agent Group Membership Details Report

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Agent Group Membership Details Report

This page describes how you can use the (**Agents** and **Details** folders) **Agent Group Membership Details Report** to understand how agents are distributed among Agent Groups.

Understanding the Agent Group Membership Details Report

Agent Group Membership Details Report			
Agent Group	**Agent Name**	**Date Added**	**Date Removed**
AG1	, A101_sw1 (A101_sw1)	1/14/2011 11:43:39 AM	
	, A102_sw1 (A102_sw1)	1/14/2011 11:43:39 AM	
	Last A601_sw1, First A601_sw1 (A601_sw1)	1/14/2011 11:43:39 AM	
AG123	, User_Tenant (User_Tenant2)	1/14/2011 11:43:39 AM	
Agent Group 1	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
Agent Group 2	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
AgentGroup1Ten	601_swTen1, 601_swTen1 (601_swTen1)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail QA review group	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
forTest	, 601_forTest (601_forTest)	1/14/2011 11:43:39 AM	
	, 602_forTest (602_forTest)	1/14/2011 11:43:39 AM	

Use the Agent Group Membership Details report to generate a detailed view of how agents are distributed among Agent Groups, including information about when each Agent entered and exited each group.

You can specify the Date, Agent Group, and Agent.

To get a better idea of what this report looks like, view sample output from the report:
HRCXIAgentGroupMembershipDetails.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 Membership Details Report

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Report Date value.
Report Date	Choose the starting date for the agent membership. Only agents who were added to the group after this date are included in the report.
Agent Group	Select one or more Agent Groups from which to gather data into the report.
Agent	Select one or more Agents from which to gather data into the report.

Attributes used in the Agent Group Membership Details Report

Attribute	Description
Agent Group	This attribute enables data to be organized by Agent Group.
Agent Name	This attribute enables data to be organized by Agent Name.

Metrics used in the Agent Group Membership Details Report

Metric	Description
Group Membership \ Date Added	The date and time when the agent joined the group.
Group Membership \ Date Removed	The date and time when the agent left the group.