Genesys Customer Experience Insights User's Guide

Agent Summary Activity Report (Interaction)

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Contents

Agent Summary Activity Report (Interaction)

This page describes how you can use the (**Agents** folder) Agent Summary Activity Report (Interaction) to see detailed information about how much time agents spent on interactions.

Understanding the Agent Summary Activity Report (Interaction)

Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Ixn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Ixn Wrap Time (Fmt)	Co Rec Tim
			2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		, ExampleUser1 (ExampleUser1)		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	

Agent Summary Activity Report (Interaction)

Day	Interaction Type	Ixn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Ixn Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Ixn Wrap Time	% Consult Received Time
2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-02-10	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-01-02	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%

This report provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a specific media type, fully accounting for the agent's interaction time (time spent handling interactions). The report breaks down the agent's time based on how much active time is spent processing interactions, and also shows each value as a percentage of active time.

Use this report to understand how much of agent interaction time was spent in each state. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of interaction time spent in each state.

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: HRCXIAgentSummaryActivityReport(Interaction).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 Summary Activity Report (Interaction)

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.
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 the Agent Summary Activity Report (Interaction)

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.

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
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.
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 Summary Activity Report (Interaction)

Metric	Description
Ixn Busy Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was busy processing interactions. The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.
Invite Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only.
Engage Time (Fmt)	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 ensued in this interval. 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.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent had customer interactions

Metric	Description
	on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.
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.
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.
% Invite Time	The percentage of time that customer interactions spent in Invite Time, relative to the total duration of the agent's active session within the interval.
% 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 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.
% Ixn Wrap Time	The percentage of time within the interval that this agent spent in ACW (Wrap) state related to customer calls, relative to the total duration of the agent's active session within the interval.
% 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.