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Genesys Customer Experience Insights User's Guide

Agent Interaction Hierarchy Report

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Agent Interaction Hierarchy Report

This page describes how you can use the (**Agents** folder) Agent Interaction Hierarchy Report to learn more about the hierarchy of interactions that were offered to agents.

Understanding the Agent Interaction Hierarchy Report

Agent Interaction Hierarchy Report										
Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
	Chat	Sqa_15556667770_2275, Sqa_15556667770_2275 (Sqa_15556667770_2275)	2016-05-25	1	0	0	0	0	0	00:00:00
			Total	1	0	0	0	0	0	00:00:00
		Sqa_15556667778_2275, Sqa_15556667778_2275 (Sqa_15556667778_2275)	2016-05-25	5	0	5	5	0	5	00:04:47
			2016-06-01	2	0	1	1	0	1	00:00:11
			2016-06-02	1	0	1	1	0	1	00:16:34
			Total	8	0	7	7	0	7	00:05:48
		voice_2275_1, voice_2275_1 (voice_2275_1)	2016-05-27	6	0	5	5	0	5	00:04:19
			2016-06-08	3	0	2	2	0	2	00:04:21
			Total	9	0	7	7	0	7	00:04:20
	Email	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	2016-05-25	1	0	0	0	0	0	00:00:00
			2016-06-02	1	0	1	1	0	0	23:59:00
			Total	2	0	1	1	0	0	23:59:00
		Sqa_15556667771_2275, Sqa_15556667771_2275 (Sqa_15556667771_2275)	2016-06-02	1	0	1	1	0	0	00:00:55
			2016-06-13	2	0	2	2	0	0	00:00:12
			Total	3	0	3	3	0	0	00:00:26
			2016-05-25	2	0	1	2	1	1	00:00:10

Use this report to understand the hierarchy of interactions that were offered to agents, including the nature of the accepted interactions and responses (whether interactions were threaded, logical, or base).

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

[HRCXIAgentInteractionHierarchyReport.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 Interaction Hierarchy Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more,

Prompt	Description
	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 Interaction Hierarchy Report

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.
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.

Metrics used in the Agent Interaction Hierarchy Report

Metric	Description
Offered	<p>The total number of times that interactions were received or initiated by an agent.</p> <p>The count includes interactions that were abandoned while</p>

Metric	Description
	<p>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.</p> <p>For AG2_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold option as configured in the [agg-gim-thld-ID-IXN] section.</p>
Accepted Thread	The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.
Accepted Unique	<p>The total number of logical interactions that were accepted, initiated, or pulled by this agent.</p> <p>This metric includes an agent's first participation in outbound replies to inbound interactions.</p>
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
Responded Unique	<p>The total number of first-time outbound replies in which this agent participated in response to customer interactions.</p> <p>Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.</p>
Responses	<p>For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an outbound reply.</p> <p>For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.</p>
Avg Handle Time (Fmt)	<p>The average amount of time, in seconds, that this agent spent handling interactions that the agent received.</p> <p>This metric is computed as handle time divided by the sum of accepted interactions and received consultations.</p>