GENESYS™

Genesys Customer Experience Insights User's Guide

Agent State Details Report

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Agent State Details Report

This page describes how you can use the (**Agents** folder and **Details** folder) Agent State Details Report to learn more about how agents use their time when not in a call.

Understanding the Agent State Details Report

					Agent State Details Report				
Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
			4/11/2011 12:30:34 PM	Ready			00:00:20	00:00:00	
			4/11/2011 12:30:54 PM	Busy			00:03:35	00:00:00	
			4/11/2011 12:34:29 PM	Ready			00:06:09	00:00:00	
			4/11/2011 12:40:44 PM	Ready			00:00:11	00:00:00	
			4/11/2011 12:40:55 PM	Busy			00:03:45	00:00:00	
			4/11/2011 12:44:40 PM	Ready			00:00:09	00:00:00	
			4/11/2011 12:48:30 PM	Ready			00:00:10	00:00:00	
			4/11/2011 12:48:40 PM	Busy			00:03:01	00:00:00	
		, A6001_sip (A6001_sip)	4/11/2011 12:51:41 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:03:16 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:03:22 PM	Busy			00:01:02	00:00:00	
			4/11/2011 1:04:24 PM	Ready			00:01:34	00:00:00	
			4/11/2011 1:05:58 PM	Busy			00:01:16	00:00:00	
			4/11/2011 1:07:14 PM	Ready			00:01:16	00:00:00	
Environment	Voice		4/11/2011 1:08:30 PM	Busy			00:00:56	00:00:00	
			4/11/2011 1:09:26 PM	Ready			00:00:09	00:00:00	
			4/11/2011 1:09:35 PM	NotReady			00:06:19	00:00:00	
			4/11/2011 12:31:08 PM	Ready			00:00:00	00:00:00	

This report displays the timestamps and durations of the various agent-state changes during a range of hours that you specify within a given day. This information enables supervisors to track how an agent spent his or her time in various non call-related states and to make assessments about how well this time was spent. If a hardware- or software-related reason was logged for any state, this reason also appears in the report.

Use this report for monitoring an agent's noncall-related activities, especially under those circumstances in which the agent is paid by the minute.

If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, state duration is split over each calendar day.

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

SampleAgntStatReport.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 State Details Report

Prompt	Description
Pre-set Day Filter	From the convenient list of predefined days, choose a day for which to run the report.
Report Date	Choose a day for which to run the report.
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.
Reason Code Type	Optionally, select the reason code to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent State Details 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.
Start Timestamp	This attribute enables data to be organized by the moment that the agent entered a specific state.
State	This attribute enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).
Reason Timestamp	This attribute enables data to be organized by the

Attribute	Description
	moment when the agent entered a specific state-reason combination.
Reason Code	This attribute enables data within the reporting interval to be organized by the reason that the agent selected.

Metrics used in the Agent State Details Report

Metric	Description
Duration (Fmt)	The difference (HH:MM:SS) between the beginning and end of the agent's state.
Reason Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.
Active	The Active column is a report variable based on the values of the Active Reason and Active State attributes.

For this report to provide reason codes that might be associated with an agent's state, your environment must configure hardware and/or software reason codes. When configured, one report instance will provide either hardware- or software-related reasons, but not both in the same report.

For this report to provide uninterrupted ACW and NotReady state details, you must appropriately configure the underlying ICON application supplying data to Genesys Info Mart (**gls-enable-acw-busy**). Refer to **The SM_RES_STATE_FACT Table** section in the *Genesys Info Mart User's Guide* for special considerations regarding very short duration (>0 and <1 sec) states.

The Active column is a report variable based on the values of the Active Reason and Active State attributes.