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Genesys Customer Experience Insights User's Guide

Agents reports

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Agents reports

This page describes reports you can use to learn more about the performance of agents in your contact center. The reports in the **Agents** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Tip

Interactions pertaining to an agent are attributed to each group of which the agent is a member. So, in scenarios where an agent is a member of more than one agent group, interactions are counted against each group, and can therefore appear more than once in historical reports. Similarly, interactions that are attributed to queues that are members of more than one queue group are reported against both queue groups.

About Agents reports

The screenshot displays the 'Agents' folder within the CX Insights interface. On the left is a navigation pane with a tree view containing: Recents, Shared Reports (circled), Custom, CX Insights (expanded), Agents (circled), Business Results, Callback, Chat, Dashboards, Details, IVR, Outbound Contact, Queues, My Reports, My Objects, and History List. The main area shows a grid of report cards, each with a report icon, title, owner, modification date, and a brief description. The reports listed are:

- Agent Conduct Report**
Owner: Administrator
Modified: 6/6/17 8:07:31 PM
Use this report to contrast agent interaction handling performance against the agent group performance, based on various measures, including Accepted/Rejected, Responses, and Handle Time, Hold Time, Wrap Time, and whether a Consult was initiated.
- Agent Details Activity Report**
Owner: Administrator
Modified: 6/6/17 9:22:28 PM
- Agent Group Business Attribute Report**
Owner: Administrator
Modified: 6/6/17 8:08:02 PM
Use this report to contrast agent group interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type and interaction type.
- Agent Group Queue Business Attribute Report**
Owner: Administrator
Modified: 6/6/17 8:08:07 PM
Use this report to understand how interactions were characterized either by the system or agents, by the queue-type devices, by media type, by interaction type, and by each month-long period.
- Agent Interval Based Report**
Owner: Administrator
Modified: 6/6/17 8:07:50 PM
Use this report to understand agent interaction-processing activities during a range of hours that you specify. This report is useful to those who want to understand agent performance during specific times of the day.
- Agent Login-Logout Details Report**
Owner: Administrator
Modified: 6/6/17 8:09:05 PM
Use this report to view the times when agents logged in and out, and the duration of their sessions. The report displays the timestamps in the session.
- Agent Interaction Hierarchy Report**
Owner: Administrator
Modified: 6/6/17 8:07:45 PM
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).
- Agent Group Interaction Handling Report**
Owner: Administrator
Modified: 6/6/17 8:07:57 PM
Use this report to monitor the interaction processing performance of groups of agents over specific day ranges. The report displays information about Handle Time, Engage Time, Wrap Time, and various transfer initiation and acceptance measures.

The following reports are available in the **CX Insights > Agents** folder:

- **Agent Conduct Report**
- **Agent Details Activity Report**
- **Agent Group Business Attribute Report**

- [Agent Group Interaction Handling Report](#)
- [Agent Group Membership Details Report](#)
- [Agent Group Queue Business Attribute Report](#)
- [Agent Interaction Hierarchy Report](#)
- [Agent Interval Based Report](#)
- [Agent Login-Logout Details Report](#)
- [Agent Not Ready Report](#)
- [Agent Not Ready Reason Code Report](#)
- [Agent Omnichannel Activity Report](#)
- [Agent Outbound Campaign Report](#)
- [Agent Queue Report](#)
- [Agent Social Engagement Report](#)
- [Agent State Details Report](#)
- [Agent Summary Activity Report \(Active\)](#)
- [Agent Summary Activity Report \(Interaction\)](#)
- [Agent Utilization Report](#)
- [Agent Wrap Report](#)
- [Weekly Agent Group Performance Dashboard](#)
- [Weekly Agent Group Utilization Dashboard](#)

Related Topics:

- Go back to the [complete list of available reports](#).
- Learn how to [understand and use reports](#).
- Learn how to [create or customize reports](#).