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# Genesys Customer Experience Insights User's Guide

Predictive Routing Agent Occupancy Dashboard

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# Predictive Routing Agent Occupancy Dashboard

This page describes how you can use the Agent Occupancy Dashboard to see detailed information about the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

## Video: Introducing the Agent Occupancy Dashboard

[Link to video](#)

This video describes how to use the Agent Occupancy Dashboard.

## Understanding the Agent Occupancy Dashboard



The Predictive Routing - Agent Occupancy Dashboard

The Predictive Routing Agent Occupancy Dashboard provides a summary that you can use to evaluate the impact on contact center efficiency of enabling GPR.



### Navigating the Agent Occupancy Dashboard

The report includes three tabs:

- **Active Time and Predictive** — Provides an interactive visual overview of Active Agent Time with and without Predictive Routing. The metrics displayed at the top of the dashboard can help you understand how GPR impacts your contact center: compare the values on the left (GPR on) to those on the right (GPR off), and select various predictors from the list on the left, to see the performance of each. At the bottom of the dashboard, you can also see detailed information about agents — these metrics are not impacted by GPR. Click the + next to an agent name to see detailed information for that agent.
- **Details: Active Time and Predictive** — Provides a grid where you can view detailed Active Time data, and organize it by various attributes, to better understand how Predictive Routing impacts each tenant, media type, and agent.
- **Details: Interaction Time** — Provides a grid where you can view a variety of metrics describing interaction time, to learn how Predictive Routing impacts each one. You can organize the grid based on various attributes, to better understand how Predictive Routing impacts each tenant, media type, and agent.

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

[Sample Predictive Routing Agent Occupancy Dashboard.pdf](#)

The following table explains the prompts you can select when you generate the Predictive Routing Agent Occupancy Dashboard:

**Prompts on the Predictive Routing Agent Occupancy Dashboard**

Prompt	Description
Pre-set Day Filter	Choose a date from the list of preset options. If this prompt is set to anything other than <b>none</b> , the Report Date prompt is ignored.
Report Date	Select the day for which to generate a report.
Agent	Optionally, restrict the report to show information about specific agents.
Agent Group	Optionally, restrict the report to show information about specific groups.
Media Type	Optionally, restrict the report to show information about specific media types.

Interaction Type	Optionally, restrict the report to show information about specific interaction types.
Model	Optionally, restrict the report to show information about specific prediction models.
Predictor	Optionally, restrict the report to show information about specific predictors.
Tenant	Optionally, restrict the report to show information about specific tenants.

## Active Time & Predictive tab

The following table explains the attributes used on the Active Time & Predictive tab:

**Attributes on the Active Time & Predictive tab**

Attribute	Description
Predictor	Enables the organization of data based on what predictor was used.
Agent	Enables the organization of data by agent.

The following table explain the metrics used on the Active Time & Predictive tab:

**Metrics on the Active Time & Predictive tab**

Metric	Description
% Occupancy	The percentage of time within the reporting interval that this agent's state was Busy, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-ready time) divided by (active time minus not-ready time).
Accepted	The total number of times, within the reporting interval, that customer interactions and warm consultations were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
Active Time	The total amount of time attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.
% Busy Time	The percentage of time spent by agent on interaction processing activities during a day (login-logout).
% Not Ready Time	The percentage of time within the interval that this agent's state was in the NotReady state.

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% Ready Time	The percentage of time within the interval that this agent's state was in the Ready state.
% Wrap Time	The percentage of time that this agent spent in ACW.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.

## Details: Active Time & Predictive tab

The following table explains the attributes used on the Details: Active Time & Predictive tab:

**Attributes on the Details: Active Time & Predictive tab**

Attribute	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Agent Name	Enables the organization of data by agent.
Hour	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Predictor	Enables the organization of data based on what predictor was used.
Model	Enables the organization of data based on what model was used.

The following table explain the metrics used on the Details: Active Time & Predictive tab:

**Metrics on the Details: Active Time & Predictive tab**

Metric	Description
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource within the reporting interval.
Accepted	The total number of times, within the reporting interval, that customer interactions and warm consultations were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
% Occupancy	<p>The percentage of time within the reporting interval that this agent's state was Busy, relative to the total duration within the interval of the agent's active session on a particular media channel.</p> <p>This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-</p>

	ready time) divided by (active time minus not-ready time).
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DN's, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.

## Details:Interaction Time tab

The following table explains the attributes used on the Details: Interaction Time tab:

**Attributes on the Details: Interaction Time tab**

Attribute	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Agent Name	Enables the organization of data by agent.
Hour	Enables the organization of data based on the day/date on which the interaction occurred.

The following table explain the metrics used on the Details: Interaction Time tab:

**Metrics on the Details: Interaction Time tab**

Metric	Description
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DN's, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media channel.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state

	for a particular media channel.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW.
Other State Time (Fmt)	The total amount of time (HH:MM:SS) that the state of this agent was neither Ready nor NotReady after login to a particular media channel.
% Ready Time	The percentage of time within the interval that agents were in the Ready state, divided by the total duration, within the interval, of active agent sessions.
% Not Ready Time	The percentage of time within the interval that agents were in the Ready state, divided by the total duration, within the interval, of active agent sessions.
% Busy Time	The percentage of time spent by agent on interaction processing activities during a day (login-logout).
% Wrap Time	The percentage of time that this agent spent in ACW.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.
%Busy Time	The percentage of time agents spent on interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work (ACW).
% Occupancy	The percentage of time within the reporting interval that this agent's state was Busy, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-ready time) divided by (active time minus not-ready time).
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work (ACW).