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Predictive Routing Help

Analyzing Agent Details

12/15/2025

Analyzing Agent Details

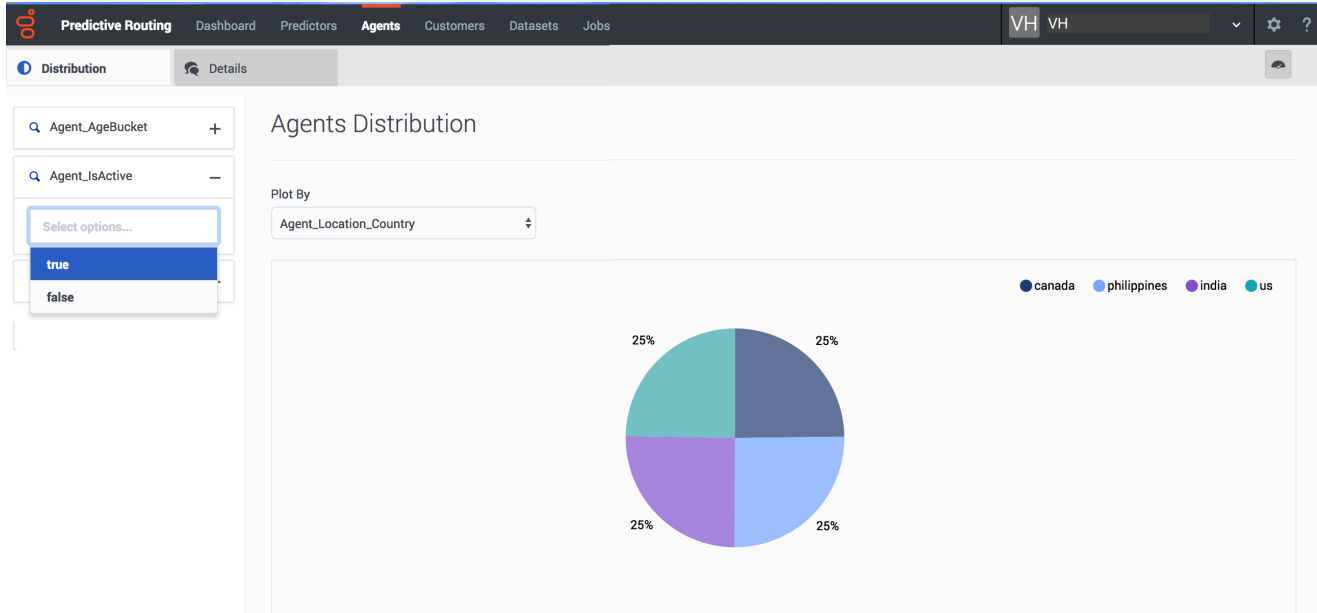
To view information about the agents who appear in your environment, use the **Agents** page.

- To open it, click **Agents** on the top navigation bar.

Important

- If you have many columns in your Agent Profile schema, some might not be visible in the interface. To view all columns for a row, click that row to open a window containing the complete record. It appears as a two-column table. The first column contains the names of all properties and the second column contains the corresponding values.
- Fields with the visibility turned off in the Agent Profile schema are not visible on the **Agent Details** tab.

View agent distribution



The **Distribution** tab enables you to parse your agent-related data, which is shown in the form of a pie graph. To change the parameters taken into account:

1. Use the **Plot by** drop-down menu.

2. Choose from the various filters on the left side of the page. To make selections, click the + sign by a factor, then click in the text box that appears, which opens a drop-down menu of options.
3. To change the date, use the date selector at the right side of the blue top navigation bar.

View agent details

Agent_AgentID	Agent_Age	Agent	Agent_Status	Agent_Last	Agent_Location_Country	Agent_Location_State	Agent_PersonalityType	Agent_Skill1
0	32	1	false	Maguire	US	MS	Campaigner	TechSupport
1	26	1	false	Hotaling	Philippines	Antique	Protagonist	TechSupport
2	35	1	false	Miner	India	Bihar	Entertainer	TechSupport
3	28	1	false	Arnold	Philippines	Lanao del Norte	Debater	TechSupport
4	21	1	false	Hein	Canada	SK	Adventurer	TechSupport
5	26	1	false	Bowen	Philippines	Iloilo	Entrepreneur	TechSupport
6	33	1	false	Redwine	US	TN	Campaigner	TechSupport
7	25	1	false	Lapointe	India	Maharashtra	Logician	TechSupport
8	48	2	false	Hernandez	Philippines	Mountain Province	Logistician	TechSupport
9	22	1	false	Prince	Philippines	Abra	Defender	TechSupport

The **Details** tab enables you to parse your agent-related data, which is shown in the form of a table. To change the parameters taken into account:

1. Use the **Plot by** drop-down menu.
2. Choose from the various filters on the left side of the page. To make selections, click the + sign by a factor, then click in the text box that appears, which opens a drop-down menu of options.
3. To change the date, use the date selector at the right side of the blue top navigation bar.