

GENESYS

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Predictive Routing Help

Analyzing Agent Details

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

ő	Predictive Routing	Dashboard	Predictors	Agents	Customers	Datasets	Jobs		VH VH		~	\$?
•	Distribution	🗲 Details										•	
с	Agent_AgeBucket	+	Agents	s Distri	bution								
с	Agent_IsActive	-	Plot By										
	Select options		Agent_Loc	ation_Countr	у	*							
T	true								canada	philippines	india 🄇	us	
[25% 25%					

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

Predictive Routing	Dashboard	Predictors Agen	ts Customers	Datase	ets Jobs			VH VH		× \$?
Distribution	🤶 Details									
Q Agent_AgeBucket	+	Agents De	tails							
Q Agent_IsActive	-									
Select options		Agent_AgentID	Agent_Age	Agent_	Agent_Status	Agent_Last	Agent_Location_Country	Agent_Location_State	Agent_PersonalityType	Agent_Skill1
true	- F.	0	32	1	false	Maguire	US	MS	Campaigner	TechSupport
false		1	26	1	false	Hotaling	Philippines	Antique	Protagonist	TechSupport
Select options		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.