

## **GENESYS**

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## Workforce Management Web for Supervisors Help

**Agent Properties Report** 

## Agent Properties Report

To create an Agent Properties Report:

- 1. On the **Reports** tab, select **Policies Reports** from the Views menu.
- 2. Select **Agent Properties Report** from the list in the Objects pane. **The Reports Wizard's first screen, Header, appears.**
- 3. To print a header on the report, select **Show Header** and type your header text into the text box.
- 4. Click Next.
- 5. On the **Data** screen, select the agents that you want to include in the report.

  You can expand business units to display their sites, teams, and agents. You can select any combination of agents or teams, from multiple sites.
- 6. Click Finish.

  The report appears in the Report Viewer.

## Understanding the Agent Properties Report

The report is organized by sites, by teams within each site, and site time zone.  Agent Name of each agent included in the report.  By Agent's identification number.  Hire Date Date that agent was hired.  Termination Date Date that agent was terminated.  Rank Agent's rank set in Agent Properties.  Contract The contract type assigned to agent.  Rotating Pattern The agent's rotating pattern, if one was assigned.  Wage The current wage set for the agent.  Skills (Level) The skills that have been assigned to agent.  Activities List of activities that the agent can work on.  Comments Time-Off Rule Time-off rule assigned to agent.  All time-off types associated with time-off rule.  Last Carry-Over Date Most recent date for carry-over of unused time-off hours.  Stop Date  Date when the Time-Off Rule became inactive for agent.		
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