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Genesys CX Insights Multicloud Projects Reference Guide

[Agent folder](#)

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Objects that you can use to organize and filter agent-related data.

Related documentation:

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RSS:

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The Agent folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain **Custom** folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Agent folder and subfolders

Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

This folder contains the following root folder and subfolders.

• Agent	• Agent > Activity > Activity User Data Example	• Agent > Detail > Ixn State
• Agent > Activity	• Agent > Activity > Queue	• Agent > Detail > Session
• Agent > Activity > Activity Call Survey	• Agent > Detail	• Agent > Detail > State

- Agent > Group Membership
- Agent > State and Reason
- Agent > State and Reason >
- Interaction State
- Agent > State and Reason > Interaction State >
- Interaction Predictive Routing
- Agent > State and Reason > Summarized State

Folder: Agent

Introduced: 9.0.007.03

Description: The root Agent folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of agent interactions. Other objects in this folder are organized into subfolders.

Metrics:

- Start Date Time Key

Attributes:

• Agent Group	• Agent Resource Key	• Group Key
• Agent Name	• Group Combination Key	

Folder: Agent > Activity

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the interaction-related activities that are conducted by active agents at their DNs. Counts and duration metrics are attributed to the reporting interval in which interactions were offered to the agent.

Metrics:

• % Abandoned Inviting	• Avg Consult Received Time	• Avg Transfer Initiated Handle Time
• % Transfer Initiated	• Avg Consult Received Warm Time	• Avg Wrap Time
• % Transfer Received Accepted	• Avg Consult Received Warm Wrap Time	• Conference Accepted Time
• Abandoned Inviting	• Avg Consult Received Wrap Time	• Conference Initiated
• Accepted	• Avg Engage Time	• Conference Offered
• Accepted Thread	• Avg Handle Time	• Conference Received Accepted
• Accepted Unique	• Avg Hold Time	• Consult Initiated
• Actionability	• Avg Influence Score	• Consult Initiated Time
• Agent - Queue A Group Combination	• Avg Invite Time	• Consult Offered
• Agent - Queue Q Group Combination	• Avg Revenue	• Consult Received Accepted
• Agent Disconnect First	• Avg Satisfaction	• Consult Received Accepted Warm
• Avg Actionability Score	• Avg Sentiment Score	• Consult Received Hold
• Avg Conference Accepted Handle Time	• Avg Transfer Accepted Handle Time	• Consult Received Time
• Avg Consult Initiated Time		• Consult Received Warm Hold

<ul style="list-style-type: none"> • Consult Received Warm Time • Consult Received Warm Wrap • Consult Received Warm Wrap Time • Consult Received Wrap • Consult Received Wrap Time • Consult Responses • Engage • Engage Time • Focus • Focus Time • Group Combination • Handle Time • Hold • Hold Time 	<ul style="list-style-type: none"> • Influence Score • Invite • Invite Time • Not Accepted • Offered • Offered with Actionability • Offered with Influence • Offered with Revenue • Offered with Satisfaction • Offered with Sentiment • Rejected • Responded Unique • Responses • Revenue • Satisfaction 	<ul style="list-style-type: none"> • Sentiment Score • Short • Start Date Time Key • Transfer Accepted Cold • Transfer Accepted Time • Transfer Accepted Warm • Transfer Initiated Agent • Transfer Initiated Agent Cold • Transfer Initiated Agent Warm • Transfer Initiated Time • Transfer Offered • Transfer Received Accepted • Wrap • Wrap Time
<p>Attributes:</p> <ul style="list-style-type: none"> • Agent Group • Agent Name • Business Result • Customer Segment • Interaction Descriptor Key • Interaction Key • Interaction Subtype • Interaction Type • Media Type • Resource Group • Resource Name • Service Subtype • Service Type 		

Folder: Agent > Activity > Activity Call Survey

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the results of call surveys.

Metrics:

- There are no metrics in this folder

Attributes:

• Agent Score	• Company Score	• Product Score
• Call Score	• IQ1 - IQ4	• SQ1 - SQ2

Folder: Agent > Activity > Activity User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on

user data attributes.

Metrics:

- There are no metrics in this folder

Attributes:

• Category	• Classify Sentiment Category	• Influence Category
• Category Key	• Dimension 1 - Dimension 5	• Screen Actionability Category
• Classify Actionability Category	• Dimension 6 - Dimension 10	• Screen Sentiment Category

Folder: Agent > Activity > Queue

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of info Mart agent data based on ACD queue, virtual queue, interaction queue, or workbin.

Metrics:

• % Abandoned Inviting	• Avg Influence Score	• Engage
• % Accepted	• Avg Invite Time	• Engage Time
• % Transfer Initiated	• Avg Revenue	• Focus
• % Transfer Initiated Agent	• Avg Satisfaction	• Focus Time
• % Transfer Received Accepted	• Avg Sentiment Score	• Handle Time
• Abandoned Inviting	• Avg Wrap Time	• Hold
• Accepted	• Conference Initiated	• Hold Time
• Accepted Others	• Conference Received Accepted	• Influence Score
• Accepted Thread	• Consult Initiated	• Invite
• Accepted Unique	• Consult Initiated Time	• Invite Time
• Actionability	• Consult Received Accepted	• Not Accepted
• Agent Disconnect First	• Consult Received Accepted Warm	• Offered
• Avg Actionability Score	• Consult Received Hold	• Offered with Actionability
• Avg Consult Initiated Time	• Consult Received Time	• Offered with Influence
• Avg Consult Received Time	• Consult Received Warm Hold	• Offered with Revenue
• Avg Consult Received Warm Time	• Consult Received Warm Time	• Offered with Satisfaction
• Avg Consult Received Warm Wrap Time	• Consult Received Warm Wrap	• Offered with Sentiment
• Avg Consult Received Wrap Time	• Consult Received Warm Wrap Time	• Rejected
• Avg Engage Time	• Consult Received Wrap	• Responded Unique
• Avg Handle Time	• Consult Received Wrap Time	• Responses
• Avg Hold Time	• Consult Responses	• Revenue

• Short	• Transfer Initiated Agent	• Wrap
• Start Date Time Key	• Transfer Received Accepted	• Wrap Time
Attributes:		
• Queue		• Queue Group

Folder: Agent > Detail

Introduced: 9.0.007.03

Description: This folder comprises several subfolders which contain agent state, interaction-level, and session details as they pertain to agents. The following subclasses and their components are stored in this class. See descriptions of the subfolders for more information.

Metrics:

- There are no metrics in this folder

Attributes:

- There are no attributes in this folder.

Folder: Agent > Detail > Ixn State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on the state of one leg of an interaction that is being processed by an agent. Unlike [[PEC-REP/Library/GCXIPRG/Agent#AgentStateandReasonInteractionState]], all metrics in this folder reflect detailed data.

Metrics:

- Duration
- Start DateTime Key

Attributes:

• Additional Info	• Interaction Type	• State
• End Timestamp	• Start Timestamp	

Folder: Agent > Detail > Session

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on one agent's login session.

Metrics:

• Active Time	Session
• Group Combination Detail	• Start DateTime Key

Attributes:

• Active	• Session Key
• End Timestamp	• Start Timestamp

Folder: Agent > Detail > State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on an agent's state.

Metrics:

- Duration
- Reason Time

Attributes:

• Active Reason	• Reason Key	• Start Timestamp
• Active State	• Reason Timestamp	• State
• End Timestamp	• Reason Type Code	
• Reason Code	• Reason Value	

Folder: Agent > Group Membership

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on Agent membership in groups.

Metrics:

- Start Date Time Key

Attributes:

• Agent Group	• Date Added	• Group Key
• Agent Name	• Date Removed	• Start Date Time Key
• Agent Resource Key	• End TS	

Folder: Agent > State and Reason

Introduced: 9.0.007.03

Description: Objects in this folder describe summarized states of resources and resource sessions. See descriptions of the subfolders for more information.

Metrics:

- There are no metrics in this folder

Attributes:

• Agent Group	• Reason Code	• Resource State Reason Key
• Agent Name	• Reason Key	• State Name
• Group Combination Sess Key	• Reason Type Code	
• Media Type	• Reason Value	

Folder: Agent > State and Reason > Interaction State

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data based on the specific interval in which interactions occur at agent DNs. Metrics are attributed to each reporting interval in which agents handle the interactions and durations are clipped at interval boundaries. Objects in this folder reflect data that is aggregated over a reporting interval. Unlike **Agent > Detail > Ixn State**, all metrics in this folder reflect aggregated data.

Metrics:

- % Consult Received Time
- % Engage Time
- % Hold Time
- % Invite Time
- % Ixn Wrap Time
- % Not Ready In Time
- % Not Ready Out Time
- % Wrap In Time
- % Wrap Out Time
- Accepted
- Accepted Eventually
- Consult Received Accepted
- Consult Received Time
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Hold
- Hold Time
- Invite Time
- Ixn Busy Time
- Ixn Wrap
- Ixn Wrap Time
- Not Accepted
- Not Ready In
- Not Ready In Time
- Not Ready Out
- Not Ready Out Time
- Offered
- Wrap In
- Wrap In Time
- Wrap Out
- Wrap Out Time

Attributes:

- Interaction Subtype
- Interaction Type

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart agent data pertaining to Genesys Predictive Routing based on the specific interval in which interactions occur at agent DNs.

Metrics:

- Active
- Agent Score
- Avg Agent Score

Attributes:

- Interaction Subtype
- Model
- Predictor Switch
- Interaction Type
- Predictor

Folder: Agent > State and Reason > Summarized State

Introduced: 9.0.007.03

Description: Objects in this folder enable the measurement and filtering of Info Mart agent data that is related to the status of DNs that are associated with active agents. Metrics are attributed to each reporting interval in which agents handle the calls, and durations are clipped at interval boundaries.

Metrics:

- % Busy Time
- % Not Ready Reason Time
- % Not Ready Time
- % Occupancy
- % Omni Busy Time
- % Omni Not Ready Time

• % Omni Occupancy	• Not Ready Reason Count	• Omni Wrap
• % Omni Other State Tlme	• Not Ready Reason Time	• Omni Wrap Time
• % Omni Ready Time	• Not Ready Time	• Other State Time
• % Omni Wrap Time	• Omni Active Time	• Ready
• % Other State Time	• Omni Busy	• Ready Time
• % Ready Tlme	• Omni Busy Time	• Start Date Time Key
• % Wrap Time	• Omni Not Ready	• State Reason
• Active Time	• Omni Not Ready Time	• State Reason Time
• Busy	• Omni Other State Time	• Wrap
• Busy Time	• Omni Ready	• Wrap Time
• Not Ready	• Omni Ready Time	

Attributes:

- There are no attributes in this folder.

Reports built primarily from the objects in the Agent folder and subfolders

- 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 Interval Based Report Report
- Agent Interaction Hierarchy Report
- Agent Login-Logout Details Report
- Agent Not Ready Reason Code Report
- Agent Not Ready Report
- Agent Omnichannel Activity Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent Summary Activity Report (Active)
- Agent Summary Activity Report (Interaction)
- Agent State Details Report
- Agent Utilization Report
- Agent Wrap Report
- Predictive Routing Agent Occupancy
- Weekly Agent Group Performance Dashboard
- Weekly Agent Group Utilization Dashboard

For more information about Agent reports, see the guide *Historical Reporting with Genesys CX Insights*.