GENESYS™

Genesys CX Insights Multicloud Projects Reference Guide

Agent folder

7/26/2025

Contents

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

Related documentation:
-
-
-
-

RSS:

- For private edition

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
- Agent > Activity > Activity Call Survey
- Agent > Activity > Activity User Data Example
- Agent > Activity > Queue
- Agent > Detail
- Agent > Detail > Ixn State
- Agent > Detail > Session
- 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
- % Transfer Initiated
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Thread
- Accepted Unique
- Actionability
- Agent - Queue A Group Combination
- Agent - Queue Q Group Combination
- Agent Disconnect First
- Avg Actionability Score
- Avg Conference Accepted Handle Time
- Avg Consult Initiated Time

- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Transfer Accepted Handle Time

- Avg Transfer Initiated Handle Time
- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold

- 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

- 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

- 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

Attributes:
- 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
- Call Score

- Company Score
- IQ1 - IQ4

- Product Score
- 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
- Category Key
- Classify Actionability Category

- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

- Influence Category
- Screen Actionability Category
- 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
- % Accepted
- % Transfer Initiated
- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Others
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Disconnect First
- Avg Actionability Score
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time

- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- 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
- Handle Time
- Hold
- Hold Time
- 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
- Sentiment Score

• 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	• Consult Received Accepted	• Not Accepted
• % Engage Time	• Consult Received Time	• Not Ready In
• % Hold Time	• Consult Received Wrap Time	• Not Ready In Time
• % Invite Time	• Engage Time	• Not Ready Out
• % Ixn Wrap Time	• Group Combination	• Not Ready Out Time
• % Not Ready In Time	• Hold	• Offered
• % Not Ready Out Time	• Hold Time	• Wrap In
• % Wrap In Time	• Invite Time	• Wrap In Time
• % Wrap Out Time	• Ixn Busy Time	• Wrap Out
• Accepted	• Ixn Wrap	• Wrap Out Time
• Accepted Eventually	• Ixn Wrap 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 Time	• % Omni Busy Time
• % Not Ready Reason Time	• % Occupancy	• % Omni Not Ready Time

• % Omni Occupancy	• Not Ready Reason Count	• Omni Wrap
• % Omni Other State TIme	• 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 TIme	• 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*.