



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys CX Insights Multicloud Projects Reference Guide

Agent folder

---

## Contents

- 1 Agent folder and subfolders
  - 1.1 **Folder:** Agent
  - 1.2 **Folder:** Agent > Activity
  - 1.3 **Folder:** Agent > Activity > Activity Call Survey
  - 1.4 **Folder:** Agent > Activity > Activity User Data Example
  - 1.5 **Folder:** Agent > Activity > Queue
  - 1.6 **Folder:** Agent > Detail
  - 1.7 **Folder:** Agent > Detail > Ixn State
  - 1.8 **Folder:** Agent > Detail > Session
  - 1.9 **Folder:** Agent > Detail > State
  - 1.10 **Folder:** Agent > Group Membership
  - 1.11 **Folder:** Agent > State and Reason
  - 1.12 **Folder:** Agent > State and Reason > Interaction State
  - 1.13 **Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
  - 1.14 **Folder:** Agent > State and Reason > Summarized State
- 2 Reports built primarily from the objects in the Agent folder and subfolders

---

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 > 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
- % 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

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

## 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:

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• Agent Score</li> <li>• Call Score</li> </ul> | <ul style="list-style-type: none"> <li>• Company Score</li> <li>• IQ1 - IQ4</li> </ul> | <ul style="list-style-type: none"> <li>• Product Score</li> <li>• SQ1 - SQ2</li> </ul> |
|---|--|--|

## 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                    |
|                                       |                                   | • Satisfaction               |
|                                       |                                   | • Sentiment Score            |

- |                       |                              |             |
|-----------------------|------------------------------|-------------|
| • Short               | • Transfer Initiated Agent   | • Wrap      |
| • Start Date Time Key | • Transfer Received Accepted | • Wrap Time |
| <b>Attributes:</b>    |                              |             |
| • 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
- Active State
- End Timestamp
- Reason Code
- Reason Key
- Reason Timestamp
- Reason Type Code
- Reason Value
- Start Timestamp
- State

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

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

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

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