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Work with Genesys CX Insights Reports

Agent Group Interaction Handling Report

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View detailed information about the interaction-processing performance of agent groups.

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Understanding the Agent Group Interaction Handling Report

Agent Group Interaction Handling Report

Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-05-27	5	5	00:04:19	00:04:19	00:00:00	00:00:00	1	20.00%	0	0.00%
2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-06-08	2	2	00:04:21	00:04:21	00:00:00	00:00:00	1	50.00%	0	0.00%
	14	14	00:05:04	00:05:04	00:00:00	00:00:00	2	14.29%	0	0.00%
2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
	7	7	00:05:48	00:05:48	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%

The (**Agents** folder) Agent Group Interaction Handling Report displays information about various aspects of interaction processing, including the number of interactions where a transfer is initiated and the number of interactions that are received by agent groups. This information is helpful when evaluating whether agent groups are transferring too many interactions.

Interaction processing (or handling) involves accepting interactions, placing interactions on hold, consultations, transfers, aftercall work, and conversing with customers.

Use this report to monitor the interaction processing performance of groups of agents over specific day ranges. The report displays information about Handle Time, Engage Time, Wrap Time, and various transfer initiation and acceptance metrics.

To get a better idea of what this report looks like, view sample output from the report:
HRCXIAgentGroupInteractionHandlingReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Interaction Handling Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Group Interaction Handling Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Group	This attribute enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Group Interaction Handling Report

Metric	Description
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by agents who belong to this agent group. For email, this metric represents the total number of times that agents who belong to this agent group prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Avg Handle Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Avg Engage Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group were engaged with customers.
Avg Hold Time (Fmt)	The average amount of time, in seconds, that agents who belong to this group had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Wrap Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group, spent on customer interactions while in ACW state.
Transfer Initiated Agents	The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated	The percentage of accepted customer interactions
Transfer Received Accepted	The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this metric.
%Transfer Received Accepted	The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group.