



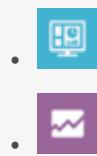
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Work with Genesys CX Insights Reports

Agent Group Membership Details Report

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- Administrator
- Supervisor

Examine the distribution of agents among agent groups.

Related documentation:

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RSS:

- [For private edition](#)

Understanding the Agent Group Membership Details Report

| Agent Group Membership Details Report | | | |
|---------------------------------------|--|-----------------------|--------------|
| Agent Group | Agent Name | Date Added | Date Removed |
| AG1 | , A101_sw1 (A101_sw1) | 1/14/2011 11:43:39 AM | |
| | , A102_sw1 (A102_sw1) | 1/14/2011 11:43:39 AM | |
| | Last A601_sw1, First A601_sw1 (A601_sw1) | 1/14/2011 11:43:39 AM | |
| AG123 | , User_Tenant (User_Tenant2) | 1/14/2011 11:43:39 AM | |
| Agent Group 1 | , Agent1 (Agent1) | 1/14/2011 11:43:39 AM | |
| | , Agent2 (Agent2) | 1/14/2011 11:43:39 AM | |
| Agent Group 2 | , Agent1 (Agent1) | 1/14/2011 11:43:39 AM | |
| | , Agent2 (Agent2) | 1/14/2011 11:43:39 AM | |
| AgentGroup1Ten | 601_swTen1, 601_swTen1 (601_swTen1) | 1/14/2011 11:43:39 AM | |
| | , MMAgent1 (MMAgent1) | 1/14/2011 11:43:39 AM | |
| | , MMAgent10 (MMAgent10) | 1/14/2011 11:43:39 AM | |
| | , MMAgent2 (MMAgent2) | 1/14/2011 11:43:39 AM | |
| | , MMAgent3 (MMAgent3) | 1/14/2011 11:43:39 AM | |
| | , MMAgent4 (MMAgent4) | 1/14/2011 11:43:39 AM | |
| | , MMAgent5 (MMAgent5) | 1/14/2011 11:43:39 AM | |
| Chat distribution for processing | , MMAgent6 (MMAgent6) | 1/14/2011 11:43:39 AM | |
| | , MMAgent7 (MMAgent7) | 1/14/2011 11:43:39 AM | |
| | , MMAgent8 (MMAgent8) | 1/14/2011 11:43:39 AM | |
| | , MMAgent9 (MMAgent9) | 1/14/2011 11:43:39 AM | |
| | , MMAgent1 (MMAgent1) | 1/14/2011 11:43:39 AM | |
| | , MMAgent10 (MMAgent10) | 1/14/2011 11:43:39 AM | |
| E-mail distribution for processing | , MMAgent2 (MMAgent2) | 1/14/2011 11:43:39 AM | |
| | , MMAgent3 (MMAgent3) | 1/14/2011 11:43:39 AM | |
| | , MMAgent4 (MMAgent4) | 1/14/2011 11:43:39 AM | |
| | , MMAgent5 (MMAgent5) | 1/14/2011 11:43:39 AM | |
| | , MMAgent6 (MMAgent6) | 1/14/2011 11:43:39 AM | |
| | , MMAgent7 (MMAgent7) | 1/14/2011 11:43:39 AM | |
| | , MMAgent8 (MMAgent8) | 1/14/2011 11:43:39 AM | |
| | , MMAgent9 (MMAgent9) | 1/14/2011 11:43:39 AM | |
| E-mail QA review group | , MMAgent5 (MMAgent5) | 1/14/2011 11:43:39 AM | |
| forTest | , 601_forTest (601_forTest) | 1/14/2011 11:43:39 AM | |
| | , 602_forTest (602_forTest) | 1/14/2011 11:43:39 AM | |

Use the (**Details** folders) **Agent Group Membership Details Report** to understand how agents are distributed among agent groups, and learn when each agent entered and exited each group.

You can specify the Date, Agent Group, and Agent.

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

[HRCXIAgentGroupMembershipDetails.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 Membership Details Report

| Prompt | Description |
|--------------------|--|
| Pre-set Day Filter | Choose a day from the list of preset options. This prompt overrides the Report Date value. |
| Report Date | Choose the date for which to collect data into the report. |
| Agent Group | Select one or more Agent Groups from which to gather data into the report. |
| Agent | Select one or more Agents from which to gather data into the report. |

Attributes used in the Agent Group Membership Details Report

| Attribute | Description |
|------------------|---|
| Agent Group | This attribute enables data to be organized by Agent Group. |
| Agent Name | This attribute enables data to be organized by Agent Name. |

Metrics used in the Agent Group Membership Details Report

| Metric | Description |
|---------------------------------|--|
| Group Membership \ Date Added | The date and time when the agent joined the group. |
| Group Membership \ Date Removed | The date and time when the agent left the group. |