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# Work with Genesys CX Insights Reports

Agent Group Membership Details Report

7/31/2025

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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 |              |
| Chat distribution for processing      | , 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 |              |
|                                       | , 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 |              |
| E-mail distribution for processing    | , 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 |              |
|                                       | , 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 |              |
| E-mail QA review group                | , MMAgent8 (MMAgent8)                    | 1/14/2011 11:43:39 AM |              |
|                                       | , MMAgent9 (MMAgent9)                    | 1/14/2011 11:43:39 AM |              |
| forTest                               | , MMAgent5 (MMAgent5)                    | 1/14/2011 11:43:39 AM |              |
|                                       | , 601_forTest (601_forTest)              | 1/14/2011 11:43:39 AM |              |
|                                       | , 602_forTest (602_forTest)              | 1/14/2011 11:43:39 AM |              |

Use the (**Agents** folder) **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

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| 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.   |