Work with Genesys CX Insights Reports

Agent Group Queue Business Attribute Report

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  - Administrator
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Analyze agent activities based on a range of call handling attributes.

Related documentation:
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RSS:

  - For private edition

Understanding the Agent Group Queue Business Attribute Report

Agent Group Qu...

Tenant	Month	Agent Group	Queue	Media Type	Interaction Type	Service Type
						default
						DEFAULT_SERVICE

...ness Attribute Report

	Customer Segment	Business Result	Offered	Accepted	Transfer Initiated Agent	Transfer Received Accepted
	default	DEFAULT_BUSINESS_RESULT	2	2	0	0
E	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	38	33	7	0
	not-typical	none	0	0	0	0
	typical	unknown	0	0	0	0
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	13	10	0	4
	not-typical	none	0	0	0	0
	typical	unknown	0	0	0	0
	default	DEFAULT_BUSINESS_RESULT	48	40	13	0
	not-typical	none	0	0	0	0
	default	DEFAULT_BUSINESS_RESULT	16	10	0	5
	not-typical	none	0	0	0	0

The (**Agents** folder) Agent Group Queue Business Attribute Report summarizes how interactions are characterized by:

- the system or by the agents who accepted and/or transferred them (through the groups to which the agents belonged).
- the queue-type device through which the interactions were distributed.
- the interaction media type (such as voice or chat) and interaction type (such as inbound or internal).
- each month-long period throughout the designated reporting interval.

Drilled results are provided only for month- or higher-level aggregations and for queue to queue group (and queue group to queue) actions.

Use this report to understand agent-activity results categorized by a wide range of attributes, including Agent Group, Business Result, Customer Segment, Interaction Type, Media Type, Queue, and Service Type.

To get a better idea of what this report looks like, view sample output from the report:
SampleAgentGroupQueueBusinessResultReport.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 Queue Business Attribute 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.
Queue	Optionally, select one or more queues to include in the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Business Result	Optionally, specify what business results to include in the report (based on configured business results).
Customer Segment	Optionally, specify what customer segments to include in the report (based on customer-segment attribute(s) that are configured for a given tenant).
Service Type	Optionally, specify what type of service to include in the report (based on the type of service that was assigned to the interaction).
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 for the Agent Group Queue Business Attribute Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Month	This attribute enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.
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.

Attribute	Description
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Business Result	This attribute enables data to be organized by the configured business result.

Metrics used in the Agent Group Queue Business Attribute Report

Metric	Description
Offered	The total number of times that interactions were received or initiated by agents who belong to this agent group. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
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. For voice media, this metric is identical to Activity\Responses.
Transfer Initiated Agent	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 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.

Metric	Description
	Both warm and blind transfers are reflected in this metric.