



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.

Work with Genesys CX Insights Reports

Agent Login-Logout Details Report

6/4/2026

Contents

- [1 Understanding the Agent Login-Logout Details Report](#)
- [2 Prompts for the Agent Login-Logout Details Report](#)
- [3 Attributes used in the Agent Login-Logout Details Report](#)
- [4 Metrics used in the Agent Login-Logout Details Report](#)



- Administrator
- Supervisor

Analyze the timing and duration of agent login sessions.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

Understanding the Agent Login-Logout Details Report

| Agent Login-Logout Details Report | | | | | |
|-----------------------------------|------------|-------------------------|-----------------------|-----------------------|-------------------|
| Tenant | Media Type | Agent Name | Start Timestamp | End Timestamp | Active Time (Fmt) |
| Environment | Voice | , A6001_sip (A6001_sip) | 4/11/2011 12:30:34 PM | 4/11/2011 12:40:38 PM | 00:10:04 |
| | | | 4/11/2011 12:40:44 PM | 4/11/2011 12:44:49 PM | 00:04:05 |
| | | | 4/11/2011 12:48:30 PM | 4/11/2011 12:51:48 PM | 00:03:18 |
| | | | 4/11/2011 1:03:16 PM | 4/11/2011 1:15:54 PM | 00:12:38 |
| | | , A6002_sip (A6002_sip) | 4/11/2011 12:31:08 PM | 4/11/2011 12:38:02 PM | 00:06:54 |
| | | | 4/11/2011 12:41:01 PM | 4/11/2011 12:44:47 PM | 00:03:46 |
| | | | 4/11/2011 12:48:44 PM | 4/11/2011 12:51:46 PM | 00:03:02 |
| | | | 4/11/2011 1:03:28 PM | 4/11/2011 1:08:23 PM | 00:04:55 |
| | | , A6003_sip (A6003_sip) | 4/11/2011 1:08:44 PM | 4/11/2011 1:15:52 PM | 00:07:08 |
| | | | 4/11/2011 12:31:38 PM | 4/11/2011 12:38:04 PM | 00:06:26 |
| | | | 4/11/2011 12:41:40 PM | 4/11/2011 12:44:45 PM | 00:03:05 |
| | | | 4/11/2011 12:49:19 PM | 4/11/2011 12:50:50 PM | 00:01:31 |
| | | , A6004_sip (A6004_sip) | 4/11/2011 1:03:51 PM | 4/11/2011 1:15:50 PM | 00:11:59 |
| | | | 4/11/2011 12:32:09 PM | 4/11/2011 12:38:06 PM | 00:05:57 |
| | | | 4/11/2011 12:42:28 PM | 4/11/2011 12:44:44 PM | 00:02:16 |
| | | | 4/11/2011 12:51:08 PM | 4/11/2011 12:51:44 PM | 00:00:36 |

The (**Details** folder) Agent Login-Logout Details Report shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant’s standard time zone.

If an agent logs in to multiple DNs, the duration of the agent’s overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

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

[SampleHRCXIAgentLoginOutReport.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 Login-Logout Details Report

| Prompt | Description |
|--------------------|---|
| Pre-set Day Filter | Choose from the convenient list of predefined days for which to run the report. |

| Prompt | Description |
|-------------|---|
| | The default selection for this report is Today. |
| Report Date | Choose a day for which to run the report. |
| Agent Group | Optionally, select one or more groups from which to gather data for the report. |
| Agent | Optionally, select one or more agents 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. |
| Tenant | For multi-tenant environments, optionally select the tenant(s) for which to include data in the report. |
| Session Key | Optionally, restrict the report to the active session of a particular agent, for a particular media type. |

Attributes used in the Agent Login-Logout Details 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 Name | This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction. |
| Start Timestamp | This attribute enables data to be organized by the calendar date and time when the agent session began. |
| End Timestamp | This attribute enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL. |

Metrics used in the Agent Login-Logout Details Report

| Metric | Description |
|-------------------|---|
| Active Time (Fmt) | The total amount of time (HH:MM:SS) between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent |

| Metric | Description |
|--------|---|
| | <p>logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.</p> <p>If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days. Click the values in the Active Time (Fmt) column to open the Agent Details Activity Report.</p> |