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Historical Reporting with Genesys CX Insights

Agent Login-Logout Details Report

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- Administrator
- Supervisor

Analyze the timing and duration of agent login sessions.

Related documentation:

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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. 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

Attribute	Description
	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)	<p>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 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>