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Work with Genesys CX Insights Reports

Agent Utilization Report

9/7/2025

Contents

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



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Analyze agent performance with respect to customer and consults interactions.

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Understanding the Agent Utilization Report

HRCXIAgentUtilizationReport.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 Utilization 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.
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.
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 used in the Agent Utilization 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.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a

Attribute	Description
	month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Utilization Report

Metric	Description
Offered	<p>The total number of times that interactions were received or initiated by an agent.</p> <p>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 AG2_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold option as configured in the [agg-gim-thld-ID-IXN] section.</p>
Accepted	<p>The description of this metric varies according to the attributes and filters in the report query:</p> <ul style="list-style-type: none"> The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. <p>For voice media, this metric is identical to Activity\Responses.</p>
Not Accepted	<p>The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent.</p> <p>This metric includes interactions that the customer abandoned while they were alerting at the agent.</p>
Responses	<p>For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an outbound reply.</p> <p>For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.</p>
Avg Handle Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received.</p> <p>This metric is computed as handle time divided by the sum of accepted interactions and received consultations.</p>
Avg Engage Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent was engaged with customers.</p>

Metric	Description
Avg Hold Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent had customer interactions on hold.</p> <p>This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).</p>
Avg Wrap Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.</p>
Avg Consult Received Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.</p>
Avg Consult Received Wrap Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.</p> <p>This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.</p>
Avg Consult Received Warm Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.</p> <p>This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.</p>
Avg Consult Received Warm Wrap Time (Fmt)	<p>The average amount of time (HH:MM:SS) that this agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.</p> <p>This metric includes:</p> <ul style="list-style-type: none"> ACW durations that were associated with conferences where the customer leaves the interaction. Internal interactions that were transferred to the agent.
Hold	<p>The total number of customer interactions that this agent had on hold.</p>
Conference Initiated	<p>The total number of times that this agent initiated conferences for customer interactions that the agent received, where the conferences were</p>

Metric	Description
	<p>established.</p> <p>The count includes the number of established conferences that were initiated for transferred interactions that the agent received.</p>
Conference Received Accepted	The total number of times that this agent joined conferences to participate in customer interactions.
Transfer Initiated Agent	<p>The total number of times that this agent transferred customer interactions.</p> <p>Both warm and blind transfers are reflected in this metric.</p>
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.
Consult Initiated	The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
Avg Consult Initiated Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions.
Consult Responses	<p>For email, the total number of collaboration replies that were initiated by this agent.</p> <p>For voice, this metric is the same as Activity\Consult Received Accepted.</p>
Consult Received Accepted	The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.
Consult Received Accepted Warm	The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.