Work with Genesys CX Insights Reports

Agent Outbound Campaign Report

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Analyze agent performance in your outbound campaigns.

Related documentation:
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RSS:
- For private edition

Understanding the Agent Outbound Campaign Report

Tenant	Agent Name	Campaign	Business Result	Day
		Agent Outbound Campaign Report		
Environment	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	C_2275.June_1_2.1550C88360A14C6100A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-06-01
		C_2275.May_25_1.154E7F0364D5B51430A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-25
		C_2275.May_27_1.154F21604BC0C07550A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-27
	Total			
Total				

Agent Outbound Campaign Report

Campaign	Business Result	Day	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Preview Time (Fmt)	Avg Preview Time (Fmt)
360A14C6100A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-06-01	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
64D5B51430A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-25	00:00:25	00:00:50	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04BC0C07550A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-27	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:00:18	00:01:11	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:00:18	00:01:11	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Use the (**Agents** folder) Agent Outbound Campaign Report to view total and average durations of call-handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for agents who participate in outbound campaigns.

Use this report in conjunction with the reports in the Outbound Campaign folder to understand agent performance in your outbound campaigns, by reviewing total and average durations of call handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for each agent.

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

HRCXIAgentOutboundCampaignReport.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 Outbound Campaign 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.
Business Result	Optionally, select one or more Business Results to include in the report.
Campaign	Optionally, select one or more campaigns from which to gather data for 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.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Outbound Campaign Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated

Attribute	Description
	with the interaction.
Campaign	This attribute enables data to be organized by the name of the outbound campaign.
Business Result	This attribute enables data to be organized by the configured business result.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Outbound Campaign Report

Metric	Description
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was engaged with customers on interactions that the agent received.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) that this agent had customers on hold for interactions that were associated with this campaign.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold. 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).
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent in ACW (Wrap) state for customer interactions that the agent received and that were associated with this campaign.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.
Preview Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.

Metric	Description
	This metric also includes the time spent sending the request from OCS to the Interaction Server, and Interaction Server routing the call to the Agent and as a result, for OCS Push-Preview campaigns, this metric sometimes has a larger-than-expected value.
Avg Preview Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent's desktop. This metric also includes the time spent sending the request from OCS to the Interaction Server, and Interaction Server routing the call to the Agent and as a result, for OCS Push-Preview campaigns, this metric sometimes has a larger-than-expected value.