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Historical Reporting with Genesys CX Insights

Agent Task Dashboard

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- Administrator
- Supervisor

View a breakdown of the time agents spent when handling interactions that were routed by Genesys Task Routing (GTR).

Related documentation:

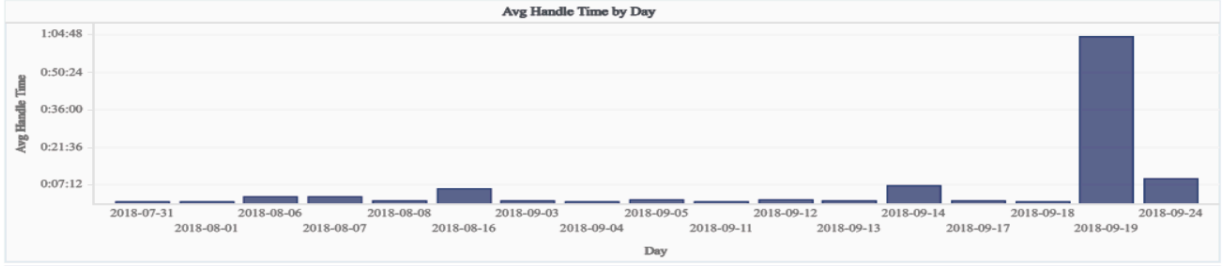
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Important

This report is available on request; and depends on data provided by other Genesys components that may not be ready for you to use at this time. Check with your administrator to see if your environment is configured to run this report.

Understanding the Agent Task Dashboard

Offered 6,162	Accepted 6,149	Rejected 13	Transfer Initiated Agent 2,129
Avg Handle Time 00:02:30	% Accepted 99.79%	% Rejected 0.21%	% Transfer Initiated Agent 34.62%



Day	Agent Group	Avg Handle Time	Accepted	% Accepted	Rejected	% Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
2018-07-31	No Group	00:00:16	2	100.00%	0	0.00%	1	50.00%
2018-08-01	No Group	00:00:21	2	100.00%	0	0.00%	0	0.00%
2018-08-06	Agent Group 3	00:02:30	132	100.00%	0	0.00%	3	2.27%
	Agent Group 4	00:02:38	395	100.00%	0	0.00%	6	1.52%
	Group 1	00:02:38	519	100.00%	0	0.00%	13	2.50%
	Group 2	00:02:43	256	100.00%	0	0.00%	6	2.34%
2018-08-07	Agent Group 3	00:02:44	336	100.00%	0	0.00%	163	48.51%
	Agent Group 4	00:02:40	1,052	100.00%	0	0.00%	476	45.25%
	Group 1	00:02:37	1,399	100.00%	0	0.00%	659	47.11%

% Occupancy 41.61%	Active Time 697:53:04	Ready Time 394:35:30	Not Ready Time 22:08:15	Busy Time 281:09:19
	% Active Time 100.00%	% Ready Time 56.54%	% Not Ready Time 3.17%	% Busy Time 40.29%

Day	Agent Group	% Occupancy	Active Time	Ready Time	Not Ready Time	Busy Time	% Ready Time	% Not Ready Time	% Busy Time
2018-07-31	No Group	23.08%	00:02:46	00:02:00	00:00:10	00:00:36	72.29%	6.02%	21.69%
2018-08-01	No Group	0.34%	04:05:36	04:04:16	00:00:30	00:00:50	99.46%	0.20%	0.34%
2018-08-06	Agent Group 3	53.97%	10:03:45	04:37:54	00:00:00	05:25:51	46.03%	0.00%	53.97%
	Agent Group 4	56.89%	30:11:31	13:00:55	00:00:01	17:10:35	43.11%	0.00%	56.89%
	Group 1	56.05%	40:15:11	17:41:25	00:00:00	22:33:46	43.95%	0.00%	56.05%
	Group 2	57.31%	20:07:40	08:35:31	00:00:01	11:32:08	42.69%	0.00%	57.31%
	Group 3	57.31%	20:07:40	08:35:31	00:00:01	11:32:08	42.69%	0.00%	57.31%
2018-08-07	Agent Group 3	64.23%	24:00:00	08:35:07	00:00:00	15:24:53	35.77%	0.00%	64.23%
	Agent Group 4	65.14%	72:00:00	25:05:51	00:00:00	46:54:09	34.86%	0.00%	65.14%
	Group 1	63.87%	96:00:00	34:40:51	00:00:00	61:19:09	36.13%	0.00%	63.87%
	Group 2	65.21%	48:00:00	16:41:58	00:00:00	31:18:02	34.79%	0.00%	65.21%
2018-08-08	Agent Group 3	63.68%	09:00:41	03:16:21	00:00:00	05:44:20	36.32%	0.00%	63.68%
	Agent Group 4	49.54%	27:04:33	13:39:45	00:00:00	13:24:48	50.46%	0.00%	49.54%
	Group 1	30.98%	36:33:36	25:14:04	00:00:00	11:19:32	69.02%	0.00%	30.98%
	Group 2	64.54%	18:18:32	06:29:34	00:00:00	11:48:58	35.46%	0.00%	64.54%
2018-08-16	No Group	46.91%	24:47:55	13:09:57	00:00:00	11:37:58	53.09%	0.00%	46.91%
2018-09-03	No Group	0.49%	08:17:05	08:09:14	00:00:26	00:02:25	99.47%	0.00%	0.49%

The **Task Routing > Agent Task Dashboard** comprises two tabs:

- **Agent Utilization** — This tab provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a workitem media type, fully accounting for the agent's interaction time (time spent handling interactions).
Use this information to understand how much of agent total active time was spent in each state.
The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of active time spent in each state.
- **Agent Summary Activity** — This tab provides details about agent activity when handling email, including, for each agent, the average time to handle an interaction, the number of offered task interactions, the number rejected, and the number and percentage of accepted and transferred interactions.
Use this information to understand each agent's efficiency in handling interactions, and to compare various related metrics for different agents.

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

[SampleTaskRoutingAgentDashboard.pdf](#)

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Agent Task Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
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 agent groups to include in the dashboard.
Agent	Optionally, select one or more agents to include in the dashboard.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the dashboard.

Attributes used in the Agent Task Dashboard

Attribute	Description
Agent Group	This attribute enables data to be organized by certain attributes of the agent group associated with the interaction.

Attribute	Description
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 Task Dashboard

The Task Routing Agent Dashboard is divided into two tabs:

- Agent Summary Activity
- Agent Utilization

Metric	Description
Agent Summary Activity	
Offered	<p>The total number of email interactions that 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 as configured in the [agg-gim-thld-IDIXN] section.</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>
Accepted	The total number of email interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.
% Accepted	Of the email interactions offered to agents, the percentage that were accepted.
Rejected	The total number of email interactions that alerted at the agent and were not accepted.
% Rejected	Of the email interactions that alerted at the agent, the percentage that were not accepted.
Transfer Initiated Agent	<p>The total number of email interactions that agents transferred.</p> <p>Both warm and blind transfers are reflected in this metric.</p>
% Transfer Initiated Agent	The percentage of email interactions that agents transferred.

Metric	Description
	Both warm and blind transfers are reflected in this metric.
Agent Utilization	
% Occupancy	<p>The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel.</p> <p>This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.</p>
Active Time (Fmt)	<p>The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts at the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).</p> <p>Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.</p>
% Active Time	The percentage of time (always 100%).
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media type.
% Ready Time	The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
% Busy Time	The percentage of time of all interaction-processing activities.

To view more detailed information about the metrics and attributes in this report, and other metrics and attributes that can be used to customize reports, see the [Genesys CX Insights Projects Reference](#)

Guide.