Work with Genesys CX Insights Reports

Weekly Agent Group Utilization Dashboard

12/13/2025

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Understand how agents are using their time over the course of a week.

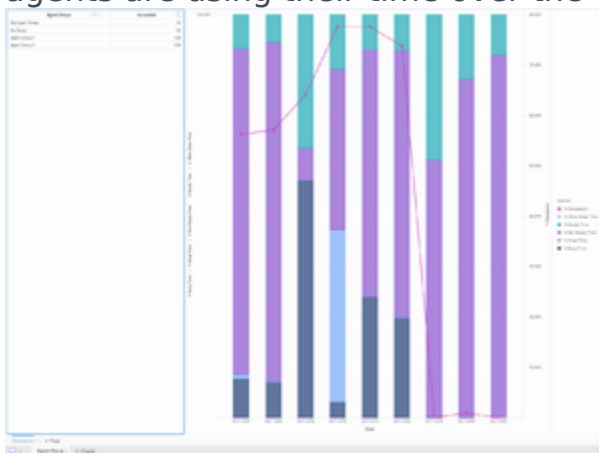**Related documentation:**
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RSS:
- For private edition

The (**Dashboards** and **Agents** folders) Weekly Agent Group Utilization Dashboard provides visualizations you can use to understand how much of agent total active time was spent in each state, which can help you understand how agents are using their time over the course of a week.

Weekly Agent Group Utilization Dashboard

Understanding the Weekly Agent Group Utilization Dashboard

The Weekly Agent Group Utilization Dashboard charts agent occupancy against a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, Other, and Wrap) as percentages, fully accounting for the interaction time (time spent handling interactions) for the agents in the group.

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

SampleWeekly Agent Group Utilization Dashboard .pdf

Video: Filtering by agent group

Link to video

Filter the dashboard results to focus on one or more agent groups.

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

Prompts available for the Weekly Agent Group Utilization Dashboard

The following table lists the prompts available for the Weekly Agent Group Utilization Dashboard:

Prompt	Description
Pre-set Date Filter	From the convenient list of predefined dates, choose a date for which to run the report.
Start Date	Choose the first day from which to gather data into the dashboard.
End Date	Choose the last day from which to gather data into the dashboard.
Agent Group	Optionally, select one or more agent groups on which to focus the report.
Media Type	Optionally, select one or more media types 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 one or more tenants on which to focus the report.

Attributes used on the Weekly Agent Group Utilization Dashboard

The following table lists the attributes used on the Weekly Agent Group Utilization Dashboard:

Attribute	Description
Agent Group	Click values in this column to focus the report on specific groups.
Week	Enables data within the reporting interval to be organized by a particular week (1-53).

Metrics used on the Weekly Agent Group Utilization Dashboard

The following table lists the metrics used on the Weekly Agent Group Utilization Dashboard:

Metric	Description
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.
% Occupancy	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. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.
% 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	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.
% Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.
% Busy Time	The percentage of time of all interaction-processing activities.

To view more detailed information about the metrics and attributes in this dashboard, and other metrics and attributes that can be used to customize reports, see the *Genesys CX Insights Projects*

Reference Guide.