

Historical Reporting with Genesys CX Insights

Resource Performance Report

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Examine key task-handling metrics for each agent / resource.

Related documentation:

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This page describes how you (as a team leader, manager, or business user) can use the (CX Insights for iWD folder) > **Resource Performance Report** to understand how resources handle tasks over specific time periods. Gaining insights and the variability of performance for each process, department, and days the resource worked.

Understanding the Resource Performance Report

Resource Performance Report											
Department	Process	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
Department	Process 2	email	Inbound	InboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48	00:00:48	00:00:48
				Total			1	00:00:48	00:00:48	00:00:48	00:00:48
				Total			1	00:00:48	00:00:48	00:00:48	00:00:48
			Outbound	OutboundNew	Agent 5	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40
				Total			1	00:00:40	00:00:40	00:00:40	00:00:40
				Total			1	00:00:40	00:00:40	00:00:40	00:00:40
		Outbound	OutboundReply	Agent 4	2021-04-28	1	00:00:42	00:00:42	00:00:42	00:00:42	
			Total			1	00:00:42	00:00:42	00:00:42	00:00:42	
			Total			2	00:01:22	00:00:41	00:00:40	00:00:42	
		Total			3	00:02:10	00:00:43	00:00:40	00:00:48		
	workitem	Outbound	OutboundNew	Agent 3	2021-04-28	1	00:00:48	00:00:48	00:00:48	00:00:48	
			Total			1	00:00:48	00:00:48	00:00:48	00:00:48	
			Total			1	00:00:48	00:00:48	00:00:48	00:00:48	
		Outbound	OutboundReply	Agent 4	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40	
			Total			1	00:00:40	00:00:40	00:00:40	00:00:40	
			Total			2	00:01:28	00:00:44	00:00:40	00:00:48	
	Total			2	00:01:28	00:00:44	00:00:40	00:00:48			
	Total			5	00:03:38	00:00:44	00:00:40	00:00:48			
	Inbound	Inbound	InboundNew	Agent 2	2021-04-28	1	00:00:40	00:00:40	00:00:40	00:00:40	
			Total			1	00:00:40	00:00:40	00:00:40	00:00:40	
Total					1	00:00:40	00:00:40	00:00:40	00:00:40		
Inbound		InboundTest	Agent 6	2021-04-28	2	00:01:19	00:00:40	00:00:36	00:00:43		
		Total			2	00:01:19	00:00:40	00:00:36	00:00:43		
		Total			3	00:01:59	00:00:40	00:00:36	00:00:43		
Outbound		OutboundACK	Agent 5	2021-04-28	2	00:01:25	00:00:43	00:00:42	00:00:43		
Total			2	00:01:25	00:00:43	00:00:42	00:00:43				

This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted, as well as the shortest, longest, and average amounts of time that it took the resource to handle them.

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

[SampleResourcePerformanceReport.pdf](#)

Prompts in the Resource Performance 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 Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Agent Name	Optionally, select the name of the agent on which to focus the report.
Media Type	Optionally, select one or more media types for which to gather data into the report.
Interaction Type	Optionally, select one or more interaction types for which to gather data into the report.

Attributes in the Resource Performance Report

Attribute	Description
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.
Media Type	Enables data to be organized by media type.
Interaction Type	Enables data to be organized by interaction type.
Interaction Subtype	Enables data to be organized by interaction subtype.
Agent Name	Enables data to be organized by agent name.

Attribute	Description
Day	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 in the Resource Performance Report

Metric	Description
Accepted	For completed tasks, the total number of tasks that were assigned to this resource during the reporting interval.
Finished	The total number of tasks that were completed during the reporting interval.
Handle Time (Fmt)	<p>The total amount of time, in seconds, that this resource worked on tasks before finishing them. This duration is measured as the difference between the time when the resource is assigned to a task, and the time when the task is finished.</p> <p>Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task can have multiple work items. This metric considers active as well as completed tasks in its computation.</p>
Avg Handle Time (Fmt)	The average amount of time that this resource (for example, an agent) worked on tasks before finishing them. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.
Min Handle Time (Fmt)	The shortest amount of time that this resource worked a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.
Max Handle Time (Fmt)	The longest amount of time that this resource worked on a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This measure considers active as well as completed tasks in its computation.

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](#).