Genesys CX Insights Multicloud Projects Reference Guide

Billing Data Attributes

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Contents

Attributes that you can use to build billing-related reports.

Related documentation:

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RSS:

- For private edition

> **Important**
>
> Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing. Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

Billing Data

- Agent Name
- Business Unit
- Metric
- Region

Folder: Billing Data

Attribute name: Agent Name	Folder: Billing Data
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name **Table.Column:** **Data type:**	**Description:** Enables data to be organized by the agent name.
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Business Unit Introduced: 100.0.023.0000	Folder: Billing Data
Description: Enables data within the reporting interval to be organized based on Business Unit.	

Attribute name: Metric Introduced: 100.0.023.0000	Folder: Billing Data
Description: This attribute is used for internal calculations.	

Attribute name: Region Introduced: 100.0.023.0000	Folder: Billing Data
Description: Enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.	