

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Business Attribute Attributes

Contents

- 1 Folder: Business Attribute
- 2 Folder: Business Attribute > BA Call Survey
- 3 Folder: Business Attribute > BA Consults
- 4 Folder: Business Attribute > BA Customer
- 5 Folder: Business Attribute > BA Predictive Routing
- 6 Folder: Business Attribute > BA User Data Example

Attributes that you can use to build reports based on business attributes.

Related documentation:

- •
- •
- .

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 Business Attribute folder contains numerous attributes that you can use to build reports based on business attribute-related objects.

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.

Business Attribute

• Business Result

- Interaction Key
- Customer Segment
- Interaction Subtype

- Interaction Type
- Media Type
- Service Subtype
- Service Type

Business Attribute > BA Call Survey

- · Agent Score
- Call Score
- Company Score
- IQ1 IQ4
- Product Score
- SQ1 SQ2

Business Attribute > BA Consults

• There are no attributes in this folder

Business Attribute > BA Customer

• There are no attributes in this folder

Business Attribute > BA Predictive Routing

- Model
- Predictor
- · Predictor Switch

Business Attribute > BA User Data Example

- Category
- · Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 Dimension 5
- Dimension 6 Dimension 10
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: Business Attribute

Attribute name: Business Result Folder: Business Attribute

Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.

Attribute name: Customer

Seament

Folder: Business Attribute

Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.

Attribute name: Interaction Kev Folder: Business Attribute

Description: Enables data to be organized based on the surrogate key that provides a join to Info Mart tables.

Attribute name: Interaction

Subtype

Folder: Business Attribute

Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

Folder: Business Attribute **Attribute name: Interaction Type**

Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Attribute name: Media Type Folder: Business Attribute

Description: Enables data to be organized by the media type of the interaction; for example, Voice,

Email, and Chat.

Form(s): Media Type, Media Name Code

Forms in this attribute:

Form: Media Name Code **Description:** Enables data to be organized by the Media

Name Code associated with the interaction. One of NONE, Table.Column: Data type: Text

VOICE, EMAIL, CHAT.

Form: Media Type **Description:** Enables data to be organized by the media type

associated with the interaction, For example, VOICE, EMAIL, or Table.Column: Data type: Text

CHAT.

Attribute name: Service Subtype Folder: Business Attribute

Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.

Description: Enables data to be organized by the type of service that was assigned to the interaction.

Folder: Business Attribute

Displays as Source Service Type in some reports.

Attribute name: Service Type

Folder: Business Attribute > BA Call Survey

Attribute name: Agent Score Folder: Business Attribute > BA Call Survey **Introduced:** 9.0.013

Description: Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.

Folder: Business Attribute > BA Call Survey

Attribute name: Call Score

Introduced: 9.0.013

Description: Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.

Attribute name: Company Score

Introduced: 9.0.013

Folder: Business Attribute > BA Call Survey

Description: Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.

Attribute name: IQ1 - IQ4

Introduced: 9.0.013

Folder: Business Attribute > BA Call Survey

Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.

Attribute name: Product Score

Introduced: 9.0.013

Folder: Business Attribute > BA Call Survey

Description: Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.

Attribute name: SQ1 - SQ2

Introduced: 9.0.013

Folder: Business Attribute > BA Call Survey

Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.

Folder: Business Attribute > BA Consults

There are no attributes in this folder

Folder: Business Attribute > BA Customer

There are no attributes in this folder

Folder: Business Attribute > BA Predictive Routing

Attribute name: Model Folder: Business Attribute > BA Predictive Routing

Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.

Attribute name: Predictor Folder: Business Attribute > BA Predictive Routing

Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.

Attribute name: Predictor Switch Folder: Business Attribute > BA Predictive Routing

Description: Enables the organization of data based on whether predictive routing is ON or OFF.

Folder: Business Attribute > BA User Data Example

Attribute name: Category Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Category Key Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Classify
Actionability Category

Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Classify Sentiment Category

Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Dimension 1 - Dimension 5

Folder: Business Attribute > BA User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 - Dimension 10

Folder: Business Attribute > BA User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Influence Category

Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Screen Actionability Category

Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Screen Sentiment Category

Folder: Business Attribute > BA User Data Example

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to

use sentiment, influence, and actionabilit	y social-media business attributes.