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Genesys CX Insights Multicloud Projects Reference Guide

Callback folder

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Objects that you can use to organize and filter data related to callbacks.

Related documentation:

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RSS:

- [For private edition](#)

Callback folder and subfolders

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 Callback folder contains numerous objects that you can use to build reports.

Some data in the Callback folder is organized in a Details subfolder, to make it easier to find the objects you need. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

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.

This folder contains the following root folder and subfolders.

- Callback
- Callback > Detail

Folder: Callback

Introduced: 9.0.007.03

Description: The root folder for Callback objects. Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on summarized high-level characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- | | | |
|---|--|---|
| • % Abandoned | • Customer Connected | • Max Time to Abandon Waiting For Agent |
| • % Canceled | • Declined | • Max Time to Abandon Waiting For Agent (Fmt) |
| • % Customer Connected | • Establish Time | • Max Time to Wait For Agent |
| • % Declined | • Expected Wait Time | • Max Time to Wait For Agent (Fmt) |
| • % Successful | • Expected Wait Time when Offered | • Min Expected Wait Time when Offered |
| • % Unsuccessful | • Failed Transfers before Agent is connected | • Min Expected Wait Time when Offered (Fmt) |
| • Abandon Waiting For Agent | • Failed Transfers to Agent | • Min Position in Queue when Offered |
| • Accepted | • Forced Dialed | • Min Saved Time |
| • Accepted Immediate | • Max Establish Time | • Min Saved Time (Fmt) |
| • Accepted Scheduled | • Max Establish Time (Fmt) | • Offer Time |
| • Accepted Wait For Agent | • Max Expected Wait Time | • Offered |
| • Added Agents | • Max Expected Wait Time (Fmt) | • Offline Waiting Time |
| • Attempt 1 | • Max Expected Wait Time when Offered | • Position in Queue |
| • Attempt 2 | • Max Expected Wait Time when Offered (Fmt) | • Position in Queue when Offered |
| • Attempt 3 | • Max Expected Wait Time when Offered (Fmt) | • Requested Agent Assistance |
| • Attempt 4 | • Max Offer Time | • Saved Time |
| • Attempted | • Max Offer Time (Fmt) | • Start Date Time Key |
| • Avg Added Agents | • Max Offline Waiting Time | • Successful |
| • Avg Offer Time | • Max Offline Waiting Time (Fmt) | • Time to Abandon Waiting For Agent |
| • Avg Saved Time | • Max Position in Queue | • Time to Wait For Agent |
| • Avg Time to Abandon Waiting For Agent | • Max Position in Queue when Offered | • Timeout Waiting |
| • Avg Time To Wait For An Agent | • Max Saved Time | |
| • Callback Attempts | • Max Saved Time (Fmt) | |
| • Callbacks | | |
| • Canceled | | |

Attributes:

- | | | |
|----------------------|----------------------|-----------------------|
| • Callback Dim 1 Key | • Callback Dim 3 Key | • Callback Offer Type |
| • Callback Dim 2 Key | • Callback Direction | • Callback Type |

- | | | |
|----------------------|-----------------|-------------|
| • Channel | • Final Target | • Queue |
| • Dial Dialog Result | • Offer Timing | • Queue Key |
| • Final Dial Result | • Order Connect | |

Folder: Callback > Detail

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on detailed characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- | | | |
|--------------------------------|-----------------------------------|-------------------------------------|
| • Abandoned Waiting | Timestamp | • Position in Queue |
| • Accepted | • Desired Time | • Position in Queue When Offered |
| • Added Agent | • Desired Timestamp | • Push Delivery Confirmed Timestamp |
| • Callback Accepted Timestamp | • Establish Time | • Ready To Start Timestamp |
| • Callback Attempts | • Expected Wait Time | • Requested Agent Assistance |
| • Callback Offer Time | • Expected Wait Time When Offered | • Service Start Timestamp |
| • Callback Offered Timestamp | • Last Callback Offer Time | • Start DateTime Key |
| • Callback Offers per Session | • Last Callback Offered Timestamp | • Timeout Warning |
| • Connect Waiting Time | • Offered | • Transfer Failed |
| • Customer Connected Timestamp | • Offline Waiting Time | |
| • Customer Ready To Start | | |

Attributes:

- | | | |
|-------------------------|-----------------|--------------|
| • Callback Dim 4 Key | • Dial Result | • Service ID |
| • Customer Phone Number | • Final | |
| • Desired Time | • Forced Dialed | |

Reports built primarily from the objects in the Callback folder and subfolders

- Callback Details Report
- Callback Summary Report

For more information about Callback reports, see the guide *Historical Reporting with Genesys CX Insights*.