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Genesys CX Insights Multicloud Projects Reference Guide

Callback folder

8/16/2025

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

Attributes:

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

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

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 • Accepted • Added Agent • Callback Accepted Timestamp • Callback Attempts • Callback Offer Time • Callback Offered Timestamp • Callback Offers per Session • Connect Waiting Time • Customer Connected Timestamp • Customer Ready To Start	• Desired Time • Desired Timestamp • Establish Time • Expected Wait Time • Expected Wait Time When Offered • Last Callback Offer Time • Last Callback Offered Timestamp • Offered • Offline Waiting Time	• Position in Queue • Position in Queue When Offered • Push Delivery Confirmed Timestamp • Ready To Start Timestamp • Requested Agent Assistance • Service Start Timestamp • Start DateTime Key • Timeout Warning • Transfer Failed
Attributes: • Callback Dim 4 Key • Customer Phone Number • Desired Time	• Dial Result • Final • Forced Dialed	• Service ID

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.*