# Genesys CX Insights Multicloud Projects Reference Guide

## Callback Attributes

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

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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 Callback folder contains numerous attributes that you can use to build callback-related reports.

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.

**Callback**

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

- Callback Type
- Channel
- Dial Dialog Result
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- Final Target
- Offer Timing

- Order Connect
- Queue
- Queue Key

**Callback > Detail**

- Callback Dim 4 Key

- Customer Phone Number
- Desired Time
- Dial Result
- Final
- Forced Dialed
- Service ID

# Folder: Callback

| Attribute name: Callback Dim 1 Key | Folder: Callback |
|---|---|
| **Description:** Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_1 table. | |

| Attribute name: Callback Dim 2 Key | Folder: Callback |
|---|---|
| **Description:** Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_2 table. | |

| Attribute name: Callback Dim 3 Key | Folder: Callback |
|---|---|
| **Description:** Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_3 table. | |

| Attribute name: Callback Direction | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on which party originated the call. Values=CUSTOMER_TERMINATED, CUSTOMER_ORIGINATED. | |

| Attribute name: Callback Offer Type | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the type of callback offer that was presented to the customer. Values: SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT. For example: | |

- During off-hours, you can make only the scheduled option available.

- During on-hours, allow only the wait_for_agent option, or a combination of scheduled and wait_for_agent.

| Attribute name: Callback Type | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized the type of callback. Values: IMMEDIATE,WAIT_FOR_AGENT, SCHEDULE. | |

| Attribute name: Channel | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the Callback origination channel. Values=ivr, web. | |

| Attribute name: Dial Dialog Result | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the cause of the final dialing result. Values=RIGHT_PERSON, WRONG_PERSON, CANCELED. | |

| Attribute name: Final Dial Result | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the final dialing result. Values=BUSY, NO_ANSWER, ANSWERING_MACHINE, ERROR_TONE, FAX, PERSON, REDIAL_LIMIT_REACHED. | |

| Attribute name: Final Target | Folder: Callback |
|---|---|
| **Description:** | |

| Attribute name: Offer Timing | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on whether the callback arrived during normal hours of operation, or during off-hours. | |

Values={OFF-HOURS, ON-HOURS}:

- OFF-HOURS: callback (typically scheduled only) was offered during non-operational hours
- ON-HOURS: callback was offered during operational (business) hours

| Attribute name: Order Connect | Folder: Callback |
|---|---|

**Description:** Enables data to be organized based on the order in which the parties connected. Values=CUSTOMER_FIRST, AGENT_FIRST_PREVIEW, AGENT_FIRST_NO_PREVIEW.

| Attribute name: Queue | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the name of the virtual queue. | |
| **Form(s):** Queue Type | |
| **Forms in this attribute:** | |
| **Form:** Queue Type<br><br>**Table.Column:** Queue Type<br>**Data type:** RESOURCE_Q.RESOURCE_TYPE | **Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin. |

| Attribute name: Queue Key | Folder: Callback |
|---|---|
| **Description:** Enables data to be organized based on the primary key for the virtual queue. | |

## Folder: Callback > Detail

| Attribute name: Callback Dim 4 Key | Folder: Callback > Detail |
|---|---|
| **Description:** Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_4 table. | |

| Attribute name: Customer Phone Number | Folder: Callback > Detail |
|---|---|
| **Description:** Enables data to be organized based on the phone number provided by the customer for callback.<br><br>This is the number that was used to dial out (in CUSTOMER_TERMINATED scenarios) or used to execute a match by ANI (in CUSTOMER_ORIGINATED scenarios). | |

| Attribute name: Desired Time<br>**Introduced:** 100.0.023.0000 | Folder: Callback > Detail |
|---|---|
| **Description:** Enables data to be organized based on the callback time requested by the customer. | |

| Attribute name: Dial Result | Folder: Callback > Detail |
|---|---|
| **Introduced:** 100.0.023.0000 | |

**Description:** Enables data to be organized based on the dialing result. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

| Attribute name: Final | Folder: Callback > Detail |
|---|---|

**Description:** Enables data to be organized based on whether callback was dialed, or scheduled but never dialed. (1 = callback was dialed, 0 = callback was scheduled, but not dialed.)

| Attribute name: Forced Dialed | Folder: Callback > Detail |
|---|---|

**Description:** Enables data to be organized based on whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability. (0 = No, 1 = Yes). A value of 1 (yes) might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

| Attribute name: Service ID | Folder: Callback > Detail |
|---|---|

**Description:** Enables data to be organized based on the original SCXML/GMS session ID.