GENESYS™

Genesys CX Insights Multicloud Projects Reference Guide

Designer folder

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Contents

Objects that you can use to organize and filter information about Interactive-Voice-Response (IVR) usage in your contact center.

Related documentation:

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-
-
-

RSS:

- For private edition

Designer 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 Designer folder contains numerous objects that can provide information that is used to build reports that display information about Interactive-Voice-Response (IVR) usage in your contact center. IVR Reports are created using Genesys Designer. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. 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.

- Designer
- Designer > Activity
- Designer > Bot

- Designer > Session
- Designer > Session > Detail
- Designer > Session Block
- Designer > Session Milestone
- Designer > Survey

Folder: Designer

Introduced: 9.0.007.03

Description: The root Designer folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of Interactive-Voice-Response (IVR) session. Other objects in this folder are organized into subfolders.
Metrics: • Start Date Time Key
Attributes: • Application ID • Application Key • Application Name • Application Version

Folder: Designer > Activity

Introduced: 9.0

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on interaction-related activities that are conducted by active agents at their DNs, and associated with Designer applications.
Metrics: • % Completed   • Activities   • Avg Activity Duration • % Incomplete   • Activity Duration   • Completed
Attributes: • Activity   • Completed Flag • Activity Key   • Final Disposition

Folder: Designer > Bot

Introduced: 9.0.016.02

Description: Objects in this folder enable the organization and measurement of data related to interactions involving bots, and associated with Designer applications.
Metrics: • Abandoned in Queue   • Bots   • Intent Hits • Abandoned in Self Service   • Entered Bot in Self Service   • Routed to Agent • Avg Intent Duration   • Entered in Self Service   • Routed to DN • Avg Self Service Bot Duration   • Entered No Bot in Self Service   • Self Service Bot Duration • Avg Self Service No Bot Duration   • Failed   • Self Service Duration • Bot Hits   • Intent Duration   • Self Service No Bot Duration

- Success

Attributes:

- Bot
- Country
- DNIS

- Intent
- Language
- Last Intent

- Media Type
- Region

Folder: Designer > Session

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on characteristics of the session.

Metrics:

- Abandoned in Queue
- Assisted Service Duration
- Avg Assisted Service Duration
- Avg Self-Service Duration
- Avg Session Duration

- Contained In Self-Service
- Entered in Assisted Service
- Entered in Self-Service
- Routed to Agent
- Routed to DN

- Self-Service Duration
- Session
- Session Duration
- Transferred to Assisted Service

Attributes:

- Bail Out
- Call Type
- Country
- Deflection
- Deflection Message

- DNIS
- Exit Point
- Final Disposition
- Language
- Last

- Region
- Strike Out
- User Disposition

Folder: Designer > Session > Detail

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on detailed session characteristics.

Metrics:

- Call Duration

- Input Count

- Menu Count

Attributes:

- Session Detail

- Session ID SSuF

Folder: Designer > Session Block

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart agent data based on traffic in each application block.

Metrics:		
• Avg Block Duration	• Block Duration	• No Match Error
• Avg No Input Error	• Blocks	• Strikeout
• Avg No Match Error	• No Input Error	• Success
Attributes:		
• Block	• DNIS	• Region
• Country	• Language	

Folder: Designer > Session Milestone

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data that describes call progress through defined milestones.		
Metrics:		
• Session		
Attributes:		
• Call Type	• Exit Point	• Milestone
• Country	• Final Disposition	• Region
• DNIS	• Language	• User Disposition

Folder: Designer > Survey

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on customer responses to post-call surveys.		
Metrics:		
• % Accepted	• No Input Error	• Offered
• Accepted	• No Match Error	• Responses
• Answered	• Not Accepted	
Attributes:		
• Multi - Agent	• Survey Answer	• Survey Question

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

- Activity Summary Report
- Application Duration Report
- Application Summary Report

- Assisted Service Interactions by Last Milestone Report
- Blocks Summary Report
- Bot Analytical Dashboard

- Final Disposition Dashboard
- Milestone Summary Report
- Self-Service Statistics Report

- Survey Answer Report
- Survey Statistics Report
- Weekly Self Service Containment Dashboard

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