# Genesys CX Insights Multicloud Projects Reference Guide

Designer Attributes

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

**Related documentation:**
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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 Designer folder contains numerous attributes that you can use to build Designer-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.

**Designer**

- Application ID

- Application Key
- Application Name

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- Survey Answer
- Survey Question

# Folder: Designer

| Attribute name: Application ID | Folder: Designer |
|---|---|
| **Description:** Enables data to be organized by the unique ID associated with the Designer application. | |

| Attribute name: Application Key | Folder: Designer |
|---|---|
| **Description:** Enables data to be organized based on the application key. The default value (0) enables the return of data on all applications that meet the other report criteria. | |

| Attribute name: Application Name | Folder: Designer |
|---|---|
| **Description:** Enables data to be organized by the name of the self-service and/or assisted-service application (created using Designer). | |

| Attribute name: Application Version | Folder: Designer |
|---|---|
| **Description:** Enables data to be organized based on the custom version of the Designer application. | |

## Folder: Designer > Activity

| Attribute name: Activity<br>Introduced: 9.0.013 | Folder: Designer > Activity |
|---|---|
| **Description:** Enables data within the reporting interval to be organized by the name of the activity. | |

| Attribute name: Activity Key<br>Introduced: 9.0.013 | Folder: Designer > Activity |
|---|---|
| **Description:** Enables data to be organized by the ID of the activity which is associated with the interaction. | |

| Attribute name: Completed Flag<br>Introduced: 9.0.013 | Folder: Designer > Activity |
|---|---|
| **Description:** Enables data within the reporting interval to be organized by whether the activity was completed. | |

| Attribute name: Final Disposition | Folder: Designer > Activity |
|---|---|
| **Description:** Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned.<br><br>This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both. | |
| **Form(s):** Final Disposition Type | |
| **Forms in this attribute:** | |
| **Form:** Final Disposition Type<br><br>**Table.Column:**<br>SDR_CALL_DISPOSITION.DISPOSITION_TYPE<br>**Data type:** Text | **Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination). |

# Folder: Designer > Bot

| | |
|---|---|
| **Attribute name: Bot**<br>**Introduced:** 9.0.016 | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the bot that was involved in the session. | |

| | |
|---|---|
| **Attribute name: Country** | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer. | |
| **Form(s):** Country Code | |
| **Forms in this attribute:** | |
| **Form:** Country Code<br><br>**Table.Column:**<br>SDR_GEO_LOCATION.COUNTRY.CODE<br>**Data type:** | **Description:** Enables data to be organized by the code for the country from which the call originates. |

| | |
|---|---|
| **Attribute name: DNIS** | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service). | |

| | |
|---|---|
| **Attribute name: Intent**<br>**Introduced:** 9.0.016 | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the customer intent. | |

| | |
|---|---|
| **Attribute name: Language** | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application. | |
| **Form(s):** Language Code | |
| **Forms in this attribute:** | |
| **Form:** Language Code<br><br>**Table.Column:**<br>SDR_LANGUAGE.LANGUAGE_CODE<br>**Data type:** Text | **Description:** The language code as defined in the application. |

| | |
|---|---|
| **Attribute name: Last Intent**<br>**Introduced:** 9.0.016 | **Folder:** Designer > Bot |

| | |
|---|---|
| **Description:** Enables data to be organized by the last customer intent that was identified before a session ended. | |

| | |
|---|---|
| **Attribute name: Media Type**<br>**Introduced:** 9.0.016 | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by media type. | |

| | |
|---|---|
| **Attribute name: Region** | **Folder:** Designer > Bot |
| **Description:** Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer. | |

## Folder: Designer > Session

| **Attribute name: Bail Out** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized based on the unique ID associated with the Bail Out. | |
| **Form(s):** Bail Out Milestone, Bail Out Milestone Path | |
| **Forms in this attribute:** | |
| **Form:** Bail Out Milestone<br><br>**Table.Column:**<br>SDR_MILESTONE_BAILOUT.MILESTONE<br>**Data type:** Text | **Description:** Enables data to be organized based on the milestones that callers passed, including the last milestone reached before Bail Out. |
| **Form:** Bail Out Milestone Path<br><br>**Table.Column:**<br>SDR_MILESTONE_BAILOUT.MILESTONE_PATH<br>**Data type:** Text | **Description:** Enables data to be organized based on the path taken by the callers as they move through the application flows before Bail Out. |

| **Attribute name: Call Type** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized by the type of call (Inbound, Outbound, Unknown). | |
| **Form(s):** CallTypeDESC | |
| **Forms in this attribute:** | |
| **Form:** | **Description:** |

| Table.Column:<br>Data type: | |
|---|---|

| **Attribute name: Country** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer. | |
| **Form(s):** Country Code | |
| **Forms in this attribute:** | |
| **Form:** Country Code<br><br>Table.Column:<br>SDR_GEO_LOCATION.COUNTRY.CODE<br>Data type: | **Description:** Enables data to be organized by the code for the country from which the call originates. |

| **Attribute name: Deflection** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized based on the milestones passed before deflection. | |

| **Attribute name: Deflection Message** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized based on the Deflection Message. | |

| **Attribute name: DNIS** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service). | |

| **Attribute name: Exit Point** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized based on the exit point of the self-service application. | |

| **Attribute name: Final Disposition** | **Folder:** Designer > Session |
|---|---|
| **Description:** Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned.<br><br>This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both. | |
| **Form(s):** Final Disposition Type | |
| **Forms in this attribute:** | |

| | |
|---|---|
| **Form:** Final Disposition Type<br><br>**Table.Column:**<br>SDR_CALL_DISPOSITION.DISPOSITION_TYPE<br>**Data type:** Text | **Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination). |

| | |
|---|---|
| **Attribute name: Language** | **Folder:** Designer > Session |
| **Description:** Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application. | |
| **Form(s):** Language Code | |
| **Forms in this attribute:** | |
| **Form:** Language Code<br><br>**Table.Column:**<br>SDR_LANGUAGE.LANGUAGE_CODE<br>**Data type:** Text | **Description:** The language code as defined in the application. |

| | |
|---|---|
| **Attribute name: Last** | **Folder:** Designer > Session |
| **Description:** Enables data to be organized based on the last milestone that callers passed. | |
| **Form(s):** Last Milestone Path | |
| **Forms in this attribute:** | |
| **Form:** Last Milestone Path<br><br>**Table.Column:**<br>SDR_MILESTONE.MILESTONE_PATH<br>**Data type:** | **Description:** The path that the caller took prior to reaching the last milestone. |

| | |
|---|---|
| **Attribute name: Region** | **Folder:** Designer > Session |
| **Description:** Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer. | |

| | |
|---|---|
| **Attribute name: Strike Out** | **Folder:** Designer > Session |
| **Description:** Enables data to be organized by whether the maximum number of retries for No Input or No Match was reached. | |
| **Form(s):** Strike Out Milestone Path, Strike Out Milestone | |
| **Forms in this attribute:** | |
| **Form:** Strike Out Milestone<br><br>**Table.Column:** SDR_MILESTONE.MILESTONE<br>**Data type:** Text | **Description:** Enables data to be organized based on the name of the last milestone passed by the caller prior to strikeout. |

| | |
|---|---|
| **Form:** Strike Out Milestone Path<br><br>**Table.Column:**<br>SDR_MILESTONE.MILESTONE_PATH<br>**Data type:** Text | **Description:** Enables data to be organized based the paths taken by callers as they move through the application flows prior to strikeout. |

| | |
|---|---|
| **Attribute name: User Disposition** | **Folder:** Designer > Session |
| **Description:** Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned. | |
| **Form(s):** User Disposition Type | |
| **Forms in this attribute:** | |
| **Form:** User Disposition Type<br><br>**Table.Column:**<br>SDR_CALL_DISPOSITION.DISPOSITION_TYPE<br>**Data type:** Text | **Description:** The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination). |

## Folder: Designer > Session > Detail

| | |
|---|---|
| **Attribute name: Session Detail** | **Folder:** Designer > Session > Detail |
| **Description:** Enables data to be organized by details associated with the session. | |

| | |
|---|---|
| **Attribute name: Session ID SSuF** | **Folder:** Designer > Session > Detail |
| **Description:** Enables data to be organized by a key for a particular session from the SDR Survey Fact table | |

## Folder: Designer > Session Block

| | |
|---|---|
| **Attribute name: Block** | **Folder:** Designer > Session Block |
| **Description:** Enables data to be organized by application block. | |
| | **Folder:** Designer > Session Block |

| Attribute name: Country | |
|---|---|
| **Description:** Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer. | |
| **Form(s):** Country Code | |
| **Forms in this attribute:** | |
| **Form:** Country Code<br><br>**Table.Column:**<br>SDR_GEO_LOCATION.COUNTRY.CODE<br>**Data type:** | **Description:** Enables data to be organized by the code for the country from which the call originates. |

| Attribute name: DNIS | **Folder:** Designer > Session Block |
|---|---|
| **Description:** Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service). | |

| Attribute name: Language | **Folder:** Designer > Session Block |
|---|---|
| **Description:** Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application. | |
| **Form(s):** Language Code | |
| **Forms in this attribute:** | |
| **Form:** Language Code<br><br>**Table.Column:**<br>SDR_LANGUAGE.LANGUAGE_CODE<br>**Data type:** Text | **Description:** The language code as defined in the application. |

| Attribute name: Region | **Folder:** Designer > Session Block |
|---|---|
| **Description:** Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer. | |

## Folder: Designer > Session Milestone

| Attribute name: Call Type | **Folder:** Designer > Session Milestone |
|---|---|
| **Description:** Enables data to be organized by the type of call (Inbound, Outbound, Unknown). | |

| | |
|---|---|
| **Form(s):** CallTypeDESC | |
| **Forms in this attribute:** | |
| **Form:** <br> **Table.Column:** <br> **Data type:** | **Description:** |

| | |
|---|---|
| **Attribute name: Country** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer. | |
| **Form(s):** Country Code | |
| **Forms in this attribute:** | |
| **Form:** Country Code <br><br> **Table.Column:** <br> SDR_GEO_LOCATION.COUNTRY.CODE <br> **Data type:** | **Description:** Enables data to be organized by the code for the country from which the call originates. |

| | |
|---|---|
| **Attribute name: DNIS** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service). | |

| | |
|---|---|
| **Attribute name: Exit Point** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized based on the exit point of the self-service application. | |

| | |
|---|---|
| **Attribute name: Final Disposition** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned. <br><br> This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both. | |
| **Form(s):** Final Disposition Type | |
| **Forms in this attribute:** | |
| **Form:** Final Disposition Type <br><br> **Table.Column:** <br> SDR_CALL_DISPOSITION.DISPOSITION_TYPE <br> **Data type:** Text | **Description:** Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination). |

| | |
|---|---|
| **Attribute name: Language** | **Folder:** Designer > Session Milestone |

| | |
|---|---|
| **Description:** Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application. | |
| **Form(s):** Language Code | |
| **Forms in this attribute:** | |
| **Form:** Language Code<br><br>**Table.Column:**<br>SDR_LANGUAGE.LANGUAGE_CODE<br>**Data type:** Text | **Description:** The language code as defined in the application. |

| | |
|---|---|
| **Attribute name: Milestone** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized by user-defined milestones and milestone paths. The first column lists the milestones that the caller passed, including the last milestone, and the second column concatenates the milestones passed (so far) by the caller. | |
| **Form(s):** Milestone Name, Milestone Path | |
| **Forms in this attribute:** | |
| **Form:** Milestone Name<br><br>**Table.Column:**<br>SDR_MILESTONE_MILESTONE_NAME<br>**Data type:** Text | **Description:** Enables data to be organized based on the name of the last milestone passed by the caller. |
| **Form:** Milestone Path<br><br>**Table.Column:**<br>SDR_MILESTONE_MILESTONE_PATH<br>**Data type:** Text | **Description:** Enables data to be organized based on the milestones passed (so far) by the caller. |

| | |
|---|---|
| **Attribute name: Region** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer. | |

| | |
|---|---|
| **Attribute name: User Disposition** | **Folder:** Designer > Session Milestone |
| **Description:** Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned. | |
| **Form(s):** User Disposition Type | |
| **Forms in this attribute:** | |
| **Form:** User Disposition Type<br><br>**Table.Column:**<br>SDR_CALL_DISPOSITION.DISPOSITION_TYPE<br>**Data type:** Text | **Description:** The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination). |

# Folder: Designer > Survey

| Attribute name: Multi - Agent | Folder: Designer > Survey |
|---|---|
| **Description:** Enables data to be organized by whether more than one agent interacted with the customer (Y or N). If this value is Y (Yes), the responses shown in the report pertain to the last agent who interacted with the customer.<br><br>However, customer responses in such scenarios might also reflect the customer interaction with other agents who were involved in the call at an earlier time. | |

| Attribute name: Survey Answer | Folder: Designer > Survey |
|---|---|
| **Description:** Enables data to be organized by survey answer. | |
| **Form(s):** Survey Answer (Int), Survey Answer (Str) | |
| **Forms in this attribute:** | |
| **Form:** Survey Answer (Int)<br><br>**Table.Column:**<br>SDR_SURVEY_ANSWERS.SURVEY_ANSWER_INT<br>**Data type:** Text | **Description:** Enables data to be organized based on the integer answers given for custom survey questions. |
| **Form:** Survey Answer (Str)<br><br>**Table.Column:**<br>SDR_SURVEY_ANSWERS.SURVEY_ANSWER_STR<br>**Data type:** Text | **Description:** Enables data to be organized based on the string answers given for custom survey questions. |

| Attribute name: Survey Question | Folder: Designer > Survey |
|---|---|
| **Description:** Enables data to be organized by survey question. | |