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Genesys CX Insights Multicloud Projects Reference Guide

[Detail folder](#)

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Objects that you can use to organize and filter detail information from Genesys Info Mart.

Related documentation:

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RSS:

- [For private edition](#)

Detail 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 Detail 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.

- | | | |
|---|--|--|
| • Detail | • Detail > Handling Attempt > Handling User Data Example | User Data Example |
| • Detail > Handling Attempt | | |
| • Detail > Handling Attempt > Handling Predictive Routing | • Detail > Transfer | • Detail > Transfer > Target User Data Example |
| | • Detail > Transfer > Source | |

Folder: Detail

Introduced: 9.0.007.03

Description: The root folder for low-level interaction and agent details. Refer to the descriptions of the subfolders for more information.

Metrics:

- There are no metrics in this folder

Attributes:

- There are no attributes in this folder.

Folder: Detail > Handling Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of interactions that are stored mostly in the INTERACTION_RESOURCE_FACT Info Mart table.

Metrics:

- | | | |
|-----------------------------|------------------------|----------------------------|
| • Abandoned Waiting | • Customer Engage Time | • Revenue |
| • Abandoned Waiting Time | • Customer Handle Time | • Routing Point Time |
| • Conference Initiated Time | • Customer Hold Time | • Satisfaction |
| • Conference Received Time | • Customer Wrap Time | • Total Duration |
| • Consult Initiated Time | • Interaction Duration | • Transfer Initiated Agent |
| • Customer Alert Time | • Queue Time | |
| • Customer Dial Time | • Response Time | |

Attributes:

- | | | |
|-----------------------------------|-----------------------------|----------------------------|
| • Active | • Interaction ID | • Root ID |
| • Case ID | • Interaction ID SSF | • Routing Target |
| • Connection ID | • Interaction Resource ID | • Routing Target Selected |
| • Customer ID | • Irf Anchor | • Routing Target Type |
| • End Timestamp | • IRF Start Date Time Key | • Source Name |
| • From | • Last Interaction Resource | • Source Resource Key |
| • GUID | • Last IVR | • Source Type |
| • Handling Attempt End | • Last Queue | • Start Timestamp |
| • Handling Attempt Start | • Last Queue Key | • Stop Action |
| • Handling Resource | • Last VQueue | • Strategy Name |
| • Interaction Duration | • Last VQueue Key | • Technical Descriptor Key |
| • Interaction Handling Attempt ID | • Media Server Ixn Guid | • Technical Result |
| | • Resource State | • Technical Result Reason |

- Technical Result Resource Role
- To
- UD Interaction Resource ID
- Technical Result Role Reason
- UD Custom Key

Folder: Detail > Handling Attempt > Handling Predictive Routing

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of Predictive Routing interactions.

Metrics:

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank
- Agent Score
- Conference Initiated Time
- Conference Received Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score
- Median Score
- Message
- Min Score
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Target Size
- Total Duration
- Transfer Initiated Agent
- Turnaround Time

Attributes:

- Active
- Case ID
- Connection ID
- Customer Data Found
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID
- Interaction ID
- Interaction Resource ID
- Interaction Type
- IRF Start Date Time Key
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Mode
- Model
- Predictor
- Predictor Switch
- Resource State
- Result
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type
- Skill Combination Requested
- Source
- Start Timestamp
- Status
- Stop Action
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Interaction Resource ID

Folder: Detail > Handling Attempt > Handling User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the measurement of Info Mart data based on custom userdata attributes.

Metrics:

- There are no metrics in this folder

Attributes:

- Detail 1-16
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Detail > Transfer

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions.

Metrics:

- Interaction Duration
- Source Customer Wrap Time
- Target Customer Hold Time
- Source Customer Engage Time
- Source Queue Time
- Target Customer Wrap Time
- Source Customer Hold Time
- Target Customer Engage Time
- Target Queue Time

Attributes:

- End Timestamp
- Source Name
- Target Last VQueue
- From
- Source Service Subtype
- Target Last VQueue Key
- GUID
- Source Service Type
- Target Name
- Handling Attempt End
- Source Technical Result
- Target Resource Key
- Handling Attempt Start
- Source Technical Result Reason
- Target Service Subtype
- Handling Attempt Target Start
- Source Technical Result Resource Role
- Target Service Type
- Interaction Handling Attempt ID
- Source Technical Result Role Reason
- Target Technical Descriptor Key
- Interaction ID
- Source Type
- Target Technical Result
- Interaction Subtype
- Start Timestamp
- Target Technical Result Reason
- Interaction Type
- Target Business Result
- Target Technical Result Resource Role
- Service Subtype
- Target Customer Segment
- Target Technical Result Role Reason
- Service Type
- Target Interaction Descriptor Key
- Target Type
- Source Business Result
- Target Last Queue
- To
- Source Customer Segment
- Target Last Queue Key

Folder: Detail > Transfer > Source User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the source of the transfer.

Metrics:

- There are no metrics in this folder

Attributes:

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Detail > Transfer > Target User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the target of the transfer.

Metrics:

- There are no metrics in this folder

Attributes:

- Dimension 1-10
- ID Rcv
- Interaction Handling Attempt
- Start Date Time Key Rcv

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

- Agent Details Activity Report
- Agent Group Membership Details Report
- Agent Login-Logout Details Report
- Agent State Details Report
- Interaction Flow Report
- Interaction Handling Attempt Report
- Predictive Routing Detail Report
- Transfer Detail Report

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