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Genesys CX Insights Multicloud Projects Reference Guide

[Detail Attributes](#)

Contents

- [1 Folder: Detail](#)
- [2 Folder: Detail > Handling Attempt](#)
- [3 Folder: Detail > Handling Attempt > Handling Predictive Routing](#)
- [4 Folder: Detail > Handling Attempt > Handling User Data Example](#)
- [5 Folder: Detail > Transfer](#)
- [6 Folder: Detail > Transfer > Source User Data Example](#)
- [7 Folder: Detail > Transfer > Target User Data Example](#)

Attributes that you can use to build detail 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 Detail folder contains numerous attributes that you can use to build reports that describe low-level interaction and agent details

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.

Detail

- There are no attributes in this folder

Detail > Handling Attempt

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

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

Detail > Handling Attempt > Handling Predictive Routing

- 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

Detail > Handling Attempt > Handling User Data Example

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

Detail > Transfer

- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Attempt Target Start

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

Detail > Transfer > Source User Data Example

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

Detail > Transfer > Target User Data Example

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

Folder: Detail

There are no attributes in this folder

Folder: Detail > Handling Attempt

Attribute name: Active	Folder: Detail > Handling Attempt
Description: Enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.	
Attribute name: Case ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.	

Attribute name: Connection ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by attributes of the interaction's connection ID.	
Attribute name: Customer ID	Folder: Detail > Handling Attempt
Description: The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053.	
The Customer ID dimension in the Flow class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.	
Attribute name: End Timestamp	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the calendar date and time when the interaction ended.	
Attribute name: From	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the source address of the interaction:	
<ul style="list-style-type: none"> • For voice, the source address is the interaction's automatic number identification (ANI). • For email, the source address is the customer's email address. • For chat, the source address is empty. 	
Attribute name: GUID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.	
In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.	
Attribute name: Handling Attempt End	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.	
Attribute name: Handling Attempt Start	Folder: Detail > Handling Attempt

Description: Enables data to be organized by the moment when the resource began to participate in the interaction.

Attribute name: Handling Resource

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the name of the Handling Resource.

Form(s): Handling Resource Type

Forms in this attribute:

Form: Handling Resource Type

Table.Column:
RESOURCE_TARGET.RESOURCE_TYPE
Data type: Text

Description:

Attribute name: Interaction Duration

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the difference between the start and end timestamps of the interaction.

Attribute name: Interaction Handling Attempt ID

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.

Attribute name: Interaction ID

Folder: Detail > Handling Attempt

Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table.

- For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction.
- For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Attribute name: Interaction ID SSF

Folder: Detail > Handling Attempt

Description: Enables data to be organized by a key for an interaction from the SDR Sesion Fact table.

Attribute name: Interaction

Folder: Detail > Handling Attempt

Resource ID	
Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
Attribute name: Irf Anchor	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the IRF anchor value, which is one of:	
<ul style="list-style-type: none"> • 2=The agent who first responded to an offline interaction • 1=Either the first handling resource or the resource that abandoned / stopped the itneraction • 0=All other IRFs. 	
Attribute name: IRF Start Date Time Key	Folder: Detail > Handling Attempt
Description: Enables data to be organized based on the a key for a particular date and time from the INTERACTION_RESOURCE_FACT hierarchy. Reserved for internal use.	
Attribute name: Last Interaction Resource	Folder: Detail > Handling Attempt
Description: Enables data to be organized based on the last resource to enter the interaction.	
Attribute name: Last IVR	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the IVR in which the interaction traveled.	
Attribute name: Last Queue	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.	
Attribute name: Last Queue Key	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.	
	Folder: Detail > Handling Attempt

Attribute name: Last VQueue	
Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
Form(s): Last VQueue Type	
Forms in this attribute:	
Form: Last VQueue Type	Description: Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance.
Table.Column: RESOURCE_VQ.RESOURCE_SUBTYPE Data type: Text	
Attribute name: Last VQueue Key	Folder: Detail > Handling Attempt
Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	
Attribute name: Media Server Ixn Guid	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.	
<ul style="list-style-type: none"> • T-Server voice interactions: the GUID is the Call UUID. • Multimedia interactions: the GUID is the Interaction ID from Interaction Server. 	
Attribute name: Resource State	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the media-specific or detailed state of the resource — for example, Busy, Ready, NotReady, and AfterCallWork.	
Form(s): State Type	
Forms in this attribute:	
Form: State Type	Description: Enables data to be organized by the media-neutral state of the resource — for example, Ready, WorkingReady, and WorkingNotReady.
Table.Column: RESOURCE_STATE.STATE_TYPE Data type: Text	
Attribute name: Root ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the ID of the original interaction given multi-threaded interaction scenarios. This field is currently used only to link an email customer-reply interaction to the original email interaction in the thread. This field is null for all other interaction types, and its value might not be unique.	

Attribute name: Routing Target	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.	
Attribute name: Routing Target Selected	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.	
Attribute name: Routing Target Type	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.	
Attribute name: Source Name	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.	
Attribute name: Source Resource Key	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the surrogate key.	
Attribute name: Source Type	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the resource’s type—for example, Agent, Queue, and IVRPort.	
Attribute name: Start Timestamp	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the moment when the interaction began.	
Attribute name: Stop Action	Folder: Detail > Handling Attempt
Description: This attribute has different meaning for voice and multimedia interactions:	

- For voice, this attribute enables data to be organized by whether the initiating party released the call.
 - 0-Indicates that the initiating party did not release the call.
 - 1-Indicates that the initiating party did release the call.
 - null-Indicates that such information is not available.
- For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:
 - 0-Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
 - 1-Indicates that the interaction was stopped by the associated IRF resource.
 - null-Indicates that the interaction was not stopped at the associated IRF resource.

Attribute name: Strategy Name	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the name and other aspects of the routing strategy.	
Form(s): Strategy Type	
Forms in this attribute:	
Form: Strategy Type	Description: Enables data to be organized by the type of strategy—for example, RoutingStrategy or IVRApplication.
Table.Column: STRATEGY.STRATEGY_TYPE Data type:	
Attribute name: Technical Descriptor Key	Folder: Detail > Handling Attempt
Description: Reserved for internal use. Enables data to be organized base don the primary key of the TECHNICAL_DESCRIPTOR table.	
Attribute name: Technical Result	Folder: Detail > Handling Attempt
Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Transfer Source Technical Result.	
Attribute name: Technical Result Reason	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer > Source Technical Result Reason.	

Attribute name: Technical Result Resource Role	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.	
Attribute name: Technical Result Role Reason	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout. Identical to Transfer > Source Technical Result Role Reason.	
Attribute name: To	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the target address of the interaction:	
<ul style="list-style-type: none"> • For voice, the target address is the interaction’s dialed number identification service (DNIS). • For email, the target address is a contact center email address. • For chat, the target address is empty. 	
Attribute name: UD Custom Key	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the primary key of user -ata tables.	
Attribute name: UD Interaction Resource ID	Folder: Detail > Handling Attempt
Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT_GI2 table.	

Folder: Detail > Handling Attempt > Handling Predictive Routing

Attribute name: Active	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.	

Attribute name: Case ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.	
Attribute name: Connection ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by attributes of the interaction's connection ID, which is assigned by the telephony server.	
Form(s): ID	
Forms in this attribute:	
Form: ID	Description: Enables data to be organized by name of the ID of the agent who was last assigned the task or work item, as captured by the source system.
Table.Column: Data type:	
Attribute name: Customer Data Found	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores. Also known as GPR Customer Data Found.	
Attribute name: Customer ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053.	
Attribute name: End Timestamp	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the moment when the interaction ended.	
Attribute name: From	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the source address of the interaction:	
<ul style="list-style-type: none"> • For voice, the source address is the interaction's automatic number identification (ANI). • For email, the source address is the customer's email address. • For chat, the source address is empty. 	

Attribute name: GUID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.	
Attribute name: Handling Attempt End	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.	
Attribute name: Handling Attempt Start	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the moment when the resource's participation in the interaction started.	
Attribute name: Handling Resource	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.	
Attribute name: Interaction Duration	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized based on the duration of GPR interaction resource facts.	
Attribute name: Interaction Handling Attempt ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the primary key of the IF_IRF_GPM_FACT table.	
Attribute name: Interaction ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table.	
<ul style="list-style-type: none"> For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. 	

- For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Attribute name: Interaction Resource ID

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the value of the primary key of the relevant table.

Attribute name: Interaction Type

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Attribute name: IRF Start Date Time Key

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized based on Start date and time values of GPR interaction resource facts.

Attribute name: Last IVR

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: This attribute enables data to be organized by the name of the last IVR in which the interaction traveled.

Attribute name: Last Queue

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data within the reporting interval to be organized based on the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

Adding this attribute to a report can have a significant impact on performance.

Attribute name: Last Queue Key

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource.

Attribute name: Last VQueue

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables the organization of data based on the name of the last virtual queue in which the interaction traveled before it was handled.

Attribute name: Last VQueue Key	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	
Attribute name: Mode	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: prod, off, gpmdiscovery, ab-test-time-sliced, or unknown. Called <i>PR mode</i> in some reports.	
Attribute name: Model	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Attribute name: Predictor	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Attribute name: Predictor Switch	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Attribute name: Resource State	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on resource state.	
Attribute name: Result Introduced: 9.0.013	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.	
Attribute name: Root ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the ID of the original interaction given multithreaded interaction scenarios.	

Attribute name: Routing Target	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the name of the agent group, place group, or skill expression that served as the target of the routing strategy.	
Attribute name: Routing Target Selected	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.	
Attribute name: Routing Target Type	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, or Queue.	
Attribute name: Skill Combination Requested	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the Skill Combination requested by the interaction.	
Attribute name: Source	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.	
Attribute name: Start Timestamp	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data based on the moment when the interaction entered the contact center.	
Attribute name: Status	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of data by whether an interaction was processed by GPR under an <i>Agent-Surplus</i> or <i>Interaction Surplus</i> scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.	
Attribute name: Stop Action	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: This attribute has different meaning for voice and multimedia interactions:

- For voice, this attribute enables data to be organized by whether the initiating party released the call.
 - 0-Indicates that the initiating party did not release the call.
 - 1-Indicates that the initiating party did release the call.
 - null-Indicates that such information is not available.
- For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:
 - 0-Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
 - 1-Indicates that the interaction was stopped by the associated IRF resource.
 - null-Indicates that the interaction was not stopped at the associated IRF resource.

Attribute name: Technical Result

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Transfer Source Technical Result.

Attribute name: Technical Result Reason

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer > Source Technical Result Reason.

Attribute name: Technical Result Resource Role

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.

Attribute name: Technical Result Role Reason

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.

Attribute name: To

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the target address of the interaction:

- For voice, the target address is the interaction’s dialed number identification service (DNIS).
- For email, the target address is a contact center email address.
- For chat, the target address is empty.

Attribute name: UD Interaction Resource ID

Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Enables data to be organized by the primary key of the IRF_USER_DATA_KEYS table.

Folder: Detail > Handling Attempt > Handling User Data Example

Attribute name: Detail 1-16

Folder: Detail > Handling Attempt > Handling User Data Example

Description: These fifteen attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 1 - Dimension 5

Folder: Detail > Handling Attempt > Handling User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 - Dimension 10

Folder: Detail > Handling Attempt > Handling User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Folder: Detail > Transfer

Folder: Detail > Transfer

Attribute name: End Timestamp	
Description: Enables data to be organized by the calendar date and time when the interaction ended. Also displayed as Interaction End or Interaction End Time in some reports.	
Attribute name: From	Folder: Detail > Transfer
Description: Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). The source address is: For email = the customer's email address. For chat, = empty.	
Attribute name: GUID	Folder: Detail > Transfer
Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.	
Attribute name: Handling Attempt End	Folder: Detail > Transfer
Description: Enables data to be organized by the moment when the resource's participation in the interaction ended.	
Attribute name: Handling Attempt Start	Folder: Detail > Transfer
Description: Enables data to be organized by the moment when the resource began to participate in the interaction.	
Attribute name: Handling Attempt Target Start	Folder: Detail > Transfer
Description: Enables data to be organized by the moment when the resource receiving the transfer began to participate in the interaction.	
Attribute name: Interaction Handling Attempt ID	Folder: Detail > Transfer
Description: Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
	Folder: Detail > Transfer

Attribute name: Interaction ID	
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	
Attribute name: Interaction Subtype	Folder: Detail > Transfer
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Attribute name: Interaction Type	Folder: Detail > Transfer
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Attribute name: Service Subtype	Folder: Detail > Transfer
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Attribute name: Service Type	Folder: Detail > Transfer
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Attribute name: Source Business Result	Folder: Detail > Transfer
Description: Enables data to be organized based on the configured business result. Identical to Business Attribute > Business Result.	
Attribute name: Source Customer Segment	Folder: Detail > Transfer
Description: Enables data to be organized based on the configured customer segment. Identical to Business Attribute > Customer Segment.	
	Folder: Detail > Transfer

Attribute name: Source Last Queue	
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Last Queue.	
Attribute name: Source Last VQueue Introduced: 9.0.015.00	Folder: Detail > Transfer
Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
Form(s): Source Last VQueue Type	
Forms in this attribute:	
Form:	Description:
Table.Column: Data type:	
Attribute name: Source Name	Folder: Detail > Transfer
Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.	
Attribute name: Source Service Subtype	Folder: Detail > Transfer
Description: Enables data to be organized by the detailed type of service that the customer requested. Identical to Business Attribute > Service Subtype.	
Attribute name: Source Service Type	Folder: Detail > Transfer
Description: Enables data to be organized by the type of service that was assigned to the interaction. Identical to Business Attribute > Service Type.	
Attribute name: Source Technical Result	Folder: Detail > Transfer
Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Handling Attempt > Technical Result.	
	Folder: Detail > Transfer

Attribute name: Source Technical Result Reason	
Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling Attempt > Technical Result Reason.	
Attribute name: Source Technical Result Resource Role	Folder: Detail > Transfer
Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.	
Attribute name: Source Technical Result Role Reason	Folder: Detail > Transfer
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, Conferencejoined, or PulledBackTimeout. Identical to Handling Attempt > Technical Result Role Reason.	
Attribute name: Source Type	Folder: Detail > Transfer
Description: Enables data to be organized by the resource’s type—for example, Agent, Queue, and IVRPort.	
Attribute name: Start Timestamp	Folder: Detail > Transfer
Description: Enables data to be organized by the moment when the interaction began.	
Attribute name: Target Business Result	Folder: Detail > Transfer
Description: Enables data to be organized by the configured business result.	
Attribute name: Target Customer Segment	Folder: Detail > Transfer
Description: Enables data to be organized by the configured customer segment.	
Attribute name: Target Interaction Descriptor Key	Folder: Detail > Transfer

Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.

Attribute name: Target Last Queue **Folder:** Detail > Transfer

Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

Form(s): Target Last Queue Type

Forms in this attribute:

Form: Target Last Queue Type

Table.Column:
RESOURCE_RCV_Q.RESOURCE_SUBTYPE
Data type: Text

Description: Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

Attribute name: Target Last Queue Key **Folder:** Detail > Transfer

Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queue

Attribute name: Target Last VQueue **Folder:** Detail > Transfer

Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

Form(s): Target Last VQueue Type

Forms in this attribute:

Form: Target Last VQueue Type

Table.Column:
RESOURCE_RCV_VQ.RESOURCE_SUBTYPE
Data type: Text

Description: Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin.

Attribute name: Target Last VQueue Key **Folder:** Detail > Transfer

Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

Attribute name: Target Name **Folder:** Detail > Transfer

Description: Enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.

Attribute name: Target Resource Key	Folder: Detail > Transfer
Description: Enables data to be organized by the primary key of the RESOURCE_TARGET table.	
Attribute name: Target Service Subtype	Folder: Detail > Transfer
Description: Enables data to be organized by the detailed type of service that the customer requested.	
Attribute name: Target Service Type	Folder: Detail > Transfer
Description: Enables data to be organized by the type of service that was assigned to the interaction.	
Attribute name: Target Technical Descriptor Key	Folder: Detail > Transfer
Description: Enables data to be organized by the surrogate key that is used to join to the TECHNICAL_DESCRIPTOR table.	
Attribute name: Target Technical Result	Folder: Detail > Transfer
Description: enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, or Transferred.	
Attribute name: Target Technical Result Reason	Folder: Detail > Transfer
Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.	
Attribute name: Target Technical Result Resource Role	Folder: Detail > Transfer
Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo.	
Folder: Detail > Transfer	

Attribute name: Target Technical Result Role Reason	
Description: Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.	
Attribute name: Target Type	Folder: Detail > Transfer
Description: Enables data to be organized by the resource type—for example, Agent, Queue, or IVRPort.	
Attribute name: To	Folder: Detail > Transfer
Description: Enables data to be organized by the target address of the interaction.	
<ul style="list-style-type: none"> • For voice, the target address is the interaction’s dialed number identification service (DNIS). • For email, the target address is a contact center email address. For chat, the target address is empty. 	

Folder: Detail > Transfer > Source User Data Example

Attribute name: Dimension 1 - Dimension 5	Folder: Detail > Transfer > Source User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
Attribute name: Dimension 6 - Dimension 10	Folder: Detail > Transfer > Source User Data Example
Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	

Folder: Detail > Transfer > Target User Data Example

Folder: Detail > Transfer > Target User Data Example

Attribute name: Dimension 1-10	
Description: These 10 attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
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Attribute name: Interaction Handling Attempt ID Rcv	Folder: Detail > Transfer > Target User Data Example
Description: The Attribute is for internal purposes only.	
<hr/>	
Attribute name: Start Date Time Key Rcv	Folder: Detail > Transfer > Target User Data Example
Description: The Attribute is for internal purposes only.	
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