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Genesys CX Insights Multicloud Projects Reference Guide

iWD folder

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Build agent-related reports based on data from Intelligent Workload Distribution (IWD).

Related documentation:

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RSS:

- [For private edition](#)

iWD 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 iWD root folder contains numerous objects, many of them organized into subfolders, that you can use to build agent-related reports based on data from Intelligent Workload Distribution (IWD).

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.

- iWD
- iWD > Age
- iWD > Agent
- iWD > Capture
- iWD > Classification
- iWD > Email
- iWD > Service Objects
- iWD > Time

Folder: iWD

Introduced: 9.0.011.00

Description:

Metrics:

- % Canceled Autocompleted
- % Completed Overdue
- % Finished
- % Finished Overdue
- Accept Time
- Accept To Complete Time
- Avg Accept Time
- Avg Accept To Complete Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Canceled
- Canceled Agent
- Canceled Autocompleted
- Canceled NON Autocompleted
- Canceled Overdue
- Completed
- Completed Agent
- Completed NON Agent
- Completed Overdue
- Finish Time
- Finished
- Finished Agent
- Finished Overdue
- Finished Without Agent
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Service Pending
- Service Pending Overdue
- Source System Time

Attributes:

- Category Level 10
- Category Level 3
- Category Level 4
- Category Level 5
- Category Level 6
- Category Level 7
- Category Level 8
- Category Level 9
- Custom Dimension
- Department
- Media Type
- Process

Folder: iWD > Age

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of agent data based on age.

Metrics:

- There are no metrics in this folder

Attributes:

- Age Range
- Age Range 1 day
- Age Range 1 hour
- Age Range 15 min
- Age Range 4 hour
- Age Range 8 hour
- Age Range Minutes
- Age Range Week

Folder: iWD > Agent

Introduced: 9.0.011.00

Description: Objects in this folder enable the organization and measurement of agent data based on high-level characteristics of agent interactions.

Metrics:

- Accepted
- Avg Handle Time
- Handle Time
- Max Handle Time
- Min Handle Time

Attributes:

- Agent Name
- Employee ID
- Interaction Subtype
- Interaction Type
- Result Code

Folder: iWD > Capture**Introduced:** 9.0.011.00**Description:** The root folder for capture-related subfolders and their components.**Metrics:**

- There are no metrics in this folder

Attributes:

- Business Value Range
- Business Value Range 1000
- Business Value Range 500
- Business Value Range 10
- Business Value Range 5
- Capture Point
- Business Value Range 100
- Business Value Range 50

Folder: iWD > Classification**Introduced:** 9.0.011.00**Description:** The root folder for classification-related subfolders and their components.**Metrics:**

- There are no metrics in this folder

Attributes:

- Category
- Customer Segment
- Media Channel
- Product
- Product Subtype
- Source Process
- Source Process Subtype
- Source Tenant

Folder: iWD > Email**Introduced:** 9.0.019**Description:** Objects in this folder enable the organization and measurement of email data.**Metrics:**

- % Sent QA Review
- Agent Reply
- Agent Reply QA Review
- Agent Reply without QA Review
- Automated Reply
- Canceled
- Canceled Agent
- Canceled Autocompleted
- Canceled NON Autocompleted
- Completed
- Completed Agent
- Completed NON Agent
- Finished
- New
- Other
- Pending
- Sent
- Sent ACK
- Sent QA Review
- Sent without ACK
- Sent without QA Review
- Service Pending
- Standard Response

- Unsolicited
- Unsolicited QA Review
- Unsolicited without QA Review

Attributes:

- QA Review Disposition Code

Folder: iWD > Service Objects

Introduced: 9.0.011.00

Description: The root folder for common service objects. Many reports use one or more attributes from this folder. All reports use at least one attribute from this folder.

Metrics:

- Duration
- Extracted Events Amount

Attributes:

- Agent Name
- Batch ID
- Batch Last Event ID
- Capture ID
- Component
- Customer ID
- Data Source Name
- Data Source Type
- Employee ID
- ETL Audit Key
- Finish Time
- First Extracted Event ID
- Interaction ID
- Job Type
- Last Agent Name
- Last Employee ID
- Last Extracted Event ID
- Process Name
- Source Tenant
- Start Time
- Status

Folder: iWD > Time

Introduced: 9.0.011.00

Description: The root folder for time-related objects. All objects in this folder enable the organization and filtering of data based on a range of time.

Metrics:

- There are no metrics in this folder

Attributes:

- 15 Minutes
- Day
- Hour
- Month
- Month Year Ago
- Month Year Next
- Quarter
- Week
- Year

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

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Dashboard
- Customer Segment Service Level Report
- ETL Audit Dashboard

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- Inbound Intraday Email Process Report
 - Intraday Process Dashboard
 - Intraday Process Report
 - Outbound Email Report
 - Resource Performance Dashboard
 - Resource Performance Report
 - Task Age Dashboard
 - Task Age Report
 - Task Detail Report
 - Task Work Detail Report

For more information about iWD reports, see the CX Insights for iWD reports and dashboards.