Genesys CX Insights Multicloud Projects Reference Guide

iWD folder

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Contents

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

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

Attributes:

• Category Level 10	• Category Level 6	• Custom Dimension
• Category Level 3	• Category Level 7	• Department
• Category Level 4	• Category Level 8	• Media Type
• Category Level 5	• Category Level 9	• 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 15 min	• Age Range Minutes
• Age Range 1 day	• Age Range 4 hour	• Age Range Week
• Age Range 1 hour	• Age Range 8 hour	

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	• Handle Time	• Min Handle Time
• Avg Handle Time	• Max Handle Time	

Attributes:		
• Agent Name	• Interaction Subtype	• Result Code
• Employee ID	• Interaction Type	

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	• Product	• Source Process Subtype
• Customer Segment	• Product Subtype	• Source Tenant
• Media Channel	• Source Process	

Folder: iWD > Email

Introduced: 9.0.019

Description: Objects in this folder enable the organization and measurement of email data.		
Metrics:		
• % Sent QA Review	• Canceled Autocompleted	• Pending
• Agent Reply	• Canceled NON Autocompleted	• Sent
• Agent Reply QA Review	• Completed	• Sent ACK
• Agent Reply without QA Review	• Completed Agent	• Sent QA Review
	• Completed NON Agent	• Sent without ACK
• Automated Reply	• Finished	• Sent without QA Review
• Canceled	• New	• Service Pending
• Canceled Agent	• Other	• 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	• Data Source Type	• Last Agent Name
• Batch ID	• Employee ID	• Last Employee ID
• Batch Last Event ID	• ETL Audit Key	• Last Extracted Event ID
• Capture ID	• Finish Time	• Process Name
• Component	• First Extracted Event ID	• Source Tenant
• Customer ID	• Interaction ID	• Start Time
• Data Source Name	• Job Type	• 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	• Month	• Quarter
• Day	• Month Year Ago	• Week
• Hour	• Month Year Next	• Year

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

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

- 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.