

# **GENESYS**

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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	Finished Overdue
Canceled Agent	<ul> <li>Finished Without Agent</li> </ul>
<ul> <li>Canceled Autocompleted</li> </ul>	Handle Time
Canceled NON Autocompleted	• New
Canceled Overdue	• Pending
• Completed	Pending Overdue
Completed Agent	Pre Source System Time
Completed NON Agent	Service Pending
Completed Overdue	Service Pending Overdue
• Finish Time	Source System Time
• Finished	
• Finished Agent	
<ul> <li>Category Level 6</li> </ul>	<ul> <li>Custom Dimension</li> </ul>
Category Level 7	• Department
<ul> <li>Category Level 8</li> </ul>	Media Type
Category Level 9	• Process
	<ul> <li>Canceled Agent</li> <li>Canceled Autocompleted</li> <li>Canceled NON Autocompleted</li> <li>Canceled Overdue</li> <li>Completed</li> <li>Completed Agent</li> <li>Completed NON Agent</li> <li>Completed Overdue</li> <li>Finish Time</li> <li>Finished</li> <li>Finished Agent</li> <li>Category Level 6</li> <li>Category Level 8</li> </ul>

**Folder**: iWD > Age

Introduced: 9.0.013

Folder: iWD > Agent Introduced: 9.0.011.00

Age Range 1 hour

**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

• Age Range 8 hour

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

Folder: iWD > Capture
Introduced: 9.0.011.00

<b>Description:</b> The root folder for capture-related subfolders and their components.		
<ul><li>Metrics:</li><li>There are no metrics in this</li></ul>	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

<b>Description:</b> The root folder for classification-related subfolders and their components.		
<ul><li>Metrics:</li><li>There are no metrics in this</li></ul>	folder	
Attributes: • Category	• Product	Source Process Subtype
Customer Segment	<ul> <li>Product Subtype</li> </ul>	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 Completed Agent • Sent QA Review Review Completed NON Agent Sent without ACK Automated Reply Finished · Sent without OA 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
- Capture Point Dashboard
- Capture Point Task Duration Report

- Customer Segment Service Level Dashboard
- Customer Segment Service Level 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.