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# Genesys CX Insights Multicloud Projects Reference Guide

iWD Attributes

2/25/2024

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Attributes that you can use to build reports based on IWD data.

**Related documentation:**

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**RSS:**

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**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 attributes that you can use to build intelligent Workload Distribution (iWD)-related reports.

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.
- 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.

**iWD**

- 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

**iWD > Age**

- 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

#### iWD > Agent

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

#### iWD > Capture

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

#### iWD > Classification

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

#### iWD > Email

- QA Review Disposition Code

#### iWD > Queue

- There are no attributes in this folder

#### iWD > Service Objects

- 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

#### iWD > Time

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

Folder: iWD

<b>Attribute name: Category Level 10</b> Introduced: 100.0.024.0000	<b>Folder: iWD</b>
<b>Description:</b> Enables data to be organized by the 10th category level.	
<b>Folder: iWD</b>	

<b>Attribute name: Category Level 3</b> <b>Introduced:</b> 100.0.024.0000	
<b>Description:</b> Enables data to be organized by the 3rd category level.	
<b>Attribute name: Category Level 4</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 4th category level.	
<b>Attribute name: Category Level 5</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 5th category level.	
<b>Attribute name: Category Level 6</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 6th category level.	
<b>Attribute name: Category Level 7</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 7th category level.	
<b>Attribute name: Category Level 8</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 8th category level.	
<b>Attribute name: Category Level 9</b> <b>Introduced:</b> 100.0.024.0000	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the 9th category level.	
<b>Attribute name: Custom Dimension</b>	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the type of custom dimension. The name of this attribute was <i>Customer Dim</i> in some releases of GCXI.	
<b>Form(s):</b> Custom Dimension Attribute 1, Custom Dimension Attribute 2, Custom Dimension Attribute 3, Custom	

Dimension Attribute 4, Custom Dimension Attribute 5	
<b>Forms in this attribute:</b>	
<b>Form:</b> Custom Dimension Attribute 1 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Custom Dimension Attribute 1.
<b>Form:</b> Custom Dimension Attribute 2 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Custom Dimension Attribute 2.
<b>Form:</b> Custom Dimension Attribute 3 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Custom Dimension Attribute 3.
<b>Form:</b> Custom Dimension Attribute 4 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Custom Dimension Attribute 4.
<b>Form:</b> Custom Dimension Attribute 5 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Custom Dimension Attribute 5.
<b>Attribute name: Department</b>	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the department in which the interaction was handled.	
<b>Attribute name: Media Type</b> Introduced: 9.0.016.03	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by media type. It is one of the following values: workitem, email, Unknown.	
<b>Attribute name: Process</b>	<b>Folder:</b> iWD
<b>Description:</b> Enables data to be organized by the type of process or application.	

Folder: iWD > Age

<b>Folder:</b> iWD > Age
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<b>Attribute name: Age Range</b> <b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes, hours, days, or weeks.	
<b>Form(s):</b> Age Range Minutes, Age Range 15 min, Age Range 1 hour, Age Range 4 hour, Age Range 8 hour, Age Range 1 day, Age Range 1 week	
<b>Forms in this attribute:</b>	
<b>Form:</b>	<b>Description:</b>
<b>Table.Column:</b> <b>Data type:</b>	
<b>Form:</b> Age Range 1 day <b>Table.Column:</b> AGE.AGE_RANGE_1DAY <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges.
<b>Form:</b> Age Range 1 hour <b>Table.Column:</b> AGE.AGE_RANGE_1HOUR <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1-hour ranges.
<b>Form:</b> Age Range 15 min <b>Table.Column:</b> AGE.AGE_RANGE_15min <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 15-minutes ranges.
<b>Form:</b> Age Range 4 hour <b>Table.Column:</b> AGE.AGE_RANGE_4HOUR <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4-hours ranges.
<b>Form:</b> Age Range 8 hour <b>Table.Column:</b> AGE.AGE_RANGE_8HOUR <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8-hours ranges.
<b>Form:</b> Age Range Minutes <b>Table.Column:</b> AGE.AGE_MINUTES <b>Data type:</b>	<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes.
<b>Attribute name: Age Range 1 day</b>	<b>Folder:</b> iWD > Age
<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges.	
<b>Attribute name: Age Range 1 hour</b>	<b>Folder:</b> iWD > Age
<b>Description:</b> Enables data within the reporting interval to be organized by the age of the task, where	

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age has a granularity of 1 hour ranges.

**Attribute name: Age Range 15 min**      **Folder:** iWD > Age

**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 15 minute ranges.

**Attribute name: Age Range 4 hour**      **Folder:** iWD > Age

**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4 hour ranges.

**Attribute name: Age Range 8 hour**      **Folder:** iWD > Age

**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8 hour ranges.

**Attribute name: Age Range Minutes**      **Folder:** iWD > Age

**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of minute ranges.

**Attribute name: Age Range Week**      **Folder:** iWD > Age

**Description:** Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of weekly ranges.

## Folder: iWD > Agent

**Attribute name: Agent Name**  
**Introduced:** 9.x      **Folder:** iWD > Agent

**Description:** Enables data to be organized by the agent name.

**Form(s):** Agent Name

**Forms in this attribute:**

**Form:** Agent Name      **Description:** Enables data to be organized by the agent name.



<b>Table.Column:</b> <b>Data type:</b>	
<b>Form:</b> Employee ID <b>Table.Column:</b> RESOURCE_A.EMPLOYEE_ID <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
<b>Form:</b> First Name <b>Table.Column:</b> RESOURCE_A.AGENT_FIRST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the first name of the agent who is associated with the interaction.
<b>Form:</b> Last Name <b>Table.Column:</b> RESOURCE_A.AGENT_LAST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the last name of the agent who is associated with the interaction.
<b>Form:</b> User Name <b>Table.Column:</b> RESOURCE_A.RESOURCE_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the user name of the agent who is associated with the interaction.
<b>Attribute name: Employee ID</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system.	
<b>Attribute name: Interaction Subtype</b> <b>Introduced:</b> 9.0.016.03	<b>Folder:</b> iWD > Agent
<b>Description:</b> Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundCollaborationInvite, OutboundRedirect.	
<b>Attribute name: Interaction Type</b> <b>Introduced:</b> 9.0.016.03	<b>Folder:</b> iWD > Agent
<b>Description:</b> Enables data to be organized by the interaction type. This field is set to one of the following values: Unknown, Inbound, Outbound.	
<b>Attribute name: Result Code</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> Enables data to be organized by the type of result code.	

Folder: iWD > Capture

<b>Attribute name: Business Value Range</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Form(s):</b> Business Value Range 5, Business Value Range 10, Business Value Range 50, Business Value Range 100, Business Value Range 500, Business Value Range 1000	
<b>Forms in this attribute:</b>	
<b>Form:</b> Business Value Range 10 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 10.
<b>Form:</b> Business Value Range 100 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 100.
<b>Form:</b> Business Value Range 1000 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 1000.
<b>Form:</b> Business Value Range 5 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 5.
<b>Form:</b> Business Value Range 50 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 50.
<b>Form:</b> Business Value Range 500 <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by Business Value Range 500.
<b>Attribute name: Business Value Range 10</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Attribute name: Business Value Range 100</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	

<b>Attribute name: Business Value Range 1000</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Attribute name: Business Value Range 5</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Attribute name: Business Value Range 50</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Attribute name: Business Value Range 500</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> This attribute enables data to be organized by the type of business value.	
<b>Attribute name: Capture Point</b>	<b>Folder:</b> iWD > Capture
<b>Description:</b> Enables data to be organized by the type of capture point.	

## Folder: iWD > Classification

<b>Attribute name: Category</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the type of category.	
<b>Attribute name: Customer Segment</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the type of customer segment.	
	<b>Folder:</b> iWD > Classification

<b>Attribute name: Media Channel</b>	
<b>Description:</b> Enables data to be organized by the type of media channel.	
<b>Attribute name: Product</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the type of product.	
<b>Attribute name: Product Subtype</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the subtype of product.	
<b>Attribute name: Source Process</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the type of source process.	
<b>Attribute name: Source Process Subtype</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the subtype of source process.	
<b>Attribute name: Source Tenant</b>	<b>Folder:</b> iWD > Classification
<b>Description:</b> Enables data to be organized by the type of source tenant.	

## Folder: iWD > Email

<b>Attribute name: QA Review Disposition Code</b> Introduced: 9.0.019	<b>Folder:</b> iWD > Email
<b>Description:</b> Enables data to be organized by the disposition code type.	
<b>Form(s):</b> QA Review Disposition Code	
<b>Forms in this attribute:</b>	
<b>Form:</b>	<b>Description:</b>

<b>Table.Column:</b> <b>Data type:</b>	
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## Folder: iWD > Queue

There are no attributes in this folder

## Folder: iWD > Service Objects

<b>Attribute name: Agent Name</b> <b>Introduced:</b> 9.x	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by the agent name.	
<b>Form(s):</b> Agent Name	
<b>Forms in this attribute:</b>	
<b>Form:</b> Agent Name <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by the agent name.
<b>Form:</b> Employee ID <b>Table.Column:</b> RESOURCE_A.EMPLOYEE_ID <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
<b>Form:</b> First Name <b>Table.Column:</b> RESOURCE_A.AGENT_FIRST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the first name of the agent who is associated with the interaction.
<b>Form:</b> Last Name <b>Table.Column:</b> RESOURCE_A.AGENT_LAST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the last name of the agent who is associated with the interaction.
<b>Form:</b> User Name <b>Table.Column:</b> RESOURCE_A.RESOURCE_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the user name of the agent who is associated with the interaction.
<b>Attribute name: Batch ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the batch number, for jobs that are processed in batches.	

<b>Attribute name: Batch Last Event ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by the ID of the last event.	
<b>Attribute name: Capture ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by the ID of the task capture as issued by the originating source system.	
<b>Attribute name: Component</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by the name of the CX Insights schema.	
<b>Attribute name: Customer ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by customer ID, which is an extended attribute of a task or work item that the source system assigns.	
<b>Attribute name: Data Source Name</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the database ID.	
<b>Attribute name: Data Source Type</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the type of the primary data source, which is one of CONFIG, TASK, or DATAMART.	
<b>Attribute name: Employee ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system.	
<b>Attribute name: ETL Audit Key</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the technical key that identified the DataMart job.	
	<b>Folder:</b> iWD > Service Objects

<b>Attribute name: Finish Time</b>	
<b>Description:</b> Enables data to be organized based on the date and time when the job finished.	
<b>Attribute name: First Extracted Event ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the ID of the first event in the range of IDs that were processed.	
<b>Attribute name: Interaction ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the task ID, which is a unique identifier within a given Interaction Server database.	
<b>Attribute name: Job Type</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the type of job, which is one of INTRADAY or HISTORICAL.	
<b>Attribute name: Last Agent Name</b> Introduced: 9.x	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by name of the agent who was last assigned the task or work item, as captured by the source system.	
<b>Form(s):</b> ID, Last Agent Name	
<b>Forms in this attribute:</b>	
<b>Form:</b> ID <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> 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.
<b>Form:</b> Last Agent Name <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b> Enables data to be organized by name of the agent who was last assigned the task or work item, as captured by the source system.
<b>Attribute name: Last Employee ID</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by ID of the employee identifier who was last assigned the task or work item, as captured by the source system.	
<b>Attribute name: Last Extracted</b>	<b>Folder:</b> iWD > Service Objects

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<b>Event ID</b>	
<b>Description:</b> Enables data to be organized based on the ID of the last event in the range of IDs that were processed.	
<b>Attribute name: Process Name</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the name of the job that processed the records.	
<b>Attribute name: Source Tenant</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized by the type of source tenant.	
<b>Attribute name: Start Time</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on the date and time at which the job started.	
<b>Attribute name: Status</b>	<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Enables data to be organized based on job status, which is one of FINISHED, IN PROGRESS, FAILED.	

## Folder: iWD > Time

<b>Attribute name: 15 Minutes</b>	<b>Folder:</b> iWD > Time
<b>Description:</b> Enables data within the reporting interval to be organized by 15- or 30-minutes intervals.	
<b>Attribute name: Day</b>	<b>Folder:</b> iWD > Time
<b>Description:</b> Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	
<b>Attribute name: Hour</b>	<b>Folder:</b> iWD > Time
<b>Description:</b> Enables data within the reporting interval to be organized by a particular hour within a day.	

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Hour values are presented in YYYY-MM-DD-HH24 format.

**Attribute name: Month**

**Folder:** iWD > Time

**Description:** Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.

**Attribute name: Month Year Ago**

**Folder:** iWD > Time

**Description:** Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format.

**Attribute name: Month Year Next**

**Folder:** iWD > Time

**Description:** Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format.

**Attribute name: Quarter**

**Folder:** iWD > Time

**Description:** Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format.

**Attribute name: Week**

**Folder:** iWD > Time

**Description:** Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format.

**Attribute name: Year**

**Folder:** iWD > Time

**Description:** Enables data within the reporting interval to be organized by year, in four-digit format (YYYY).