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Genesys CX Insights Multicloud Projects Reference Guide

iWD Attributes

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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 6 | • Department |
| • Category Level 3 | • Category Level 7 | • Media Type |
| • Category Level 4 | • Category Level 8 | • Process |
| • Category Level 5 | • Category Level 9 | |
| | • Custom Dimension | |

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

Attribute name: Category Level 10
Introduced: 100.0.024.0000

Folder: iWD

Description: Enables data to be organized by the 10th category level.

Folder: iWD

Attribute name: Category Level 3 Introduced: 100.0.024.0000	
Description: Enables data to be organized by the 3rd category level.	
Attribute name: Category Level 4 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 4th category level.	
Attribute name: Category Level 5 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 5th category level.	
Attribute name: Category Level 6 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 6th category level.	
Attribute name: Category Level 7 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 7th category level.	
Attribute name: Category Level 8 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 8th category level.	
Attribute name: Category Level 9 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 9th category level.	
Attribute name: Custom Dimension	Folder: iWD
Description: 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.	
Form(s): Custom Dimension Attribute 1, Custom Dimension Attribute 2, Custom Dimension Attribute 3, Custom	

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

Folder: iWD > Age

Folder: iWD > Age

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

Attribute name: Age Range 15 min	Folder: iWD > Age
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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
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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
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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
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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
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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
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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.
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Table.Column: Data type:	
Form: Employee ID Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
Attribute name: Employee ID	Folder: iWD > Agent
Description: 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.	
Attribute name: Interaction Subtype Introduced: 9.0.016.03	Folder: iWD > Agent
Description: 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.	
Attribute name: Interaction Type Introduced: 9.0.016.03	Folder: iWD > Agent
Description: Enables data to be organized by the interaction type. This field is set to one of the following values: Unknown, Inbound, Outbound.	
Attribute name: Result Code	Folder: iWD > Agent
Description: Enables data to be organized by the type of result code.	

Folder: iWD > Capture

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

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

Folder: iWD > Classification

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

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

Folder: iWD > Email

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

Table.Column: Data type:	
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Folder: iWD > Queue

There are no attributes in this folder

Folder: iWD > Service Objects

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

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

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

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

Folder: iWD > Time

Attribute name: 15 Minutes	Folder: iWD > Time
Description: Enables data within the reporting interval to be organized by 15- or 30-minutes intervals.	
Attribute name: Day	Folder: iWD > Time
Description: 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.	
Attribute name: Hour	Folder: iWD > Time
Description: Enables data within the reporting interval to be organized by a particular hour within a day.	

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).