Genesys CX Insights Multicloud Projects Reference Guide

Outbound Contact folder

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Contents

Objects that you can use to organize and filter data describing agent handling of contact center interactions involving Outbound campaigns.

Related documentation:

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-
-

RSS:

- For private edition

Outbound Contact 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 Outbound Contact folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Outbound campaigns. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

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.

- Outbound Contact
- Outbound Contact > Agent Contact
- Outbound Contact > Agent Contact > Agent Contact

User Data Example

- Outbound Contact > Contact Attempt

- Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Folder: Outbound Contact

Introduced: 9.0.007.03

Description: The root folder for objects related to Genesys Outbound Contact Server transactions. Refer to the descriptions of subfodlers for more information.

Metrics:
- Accepted
- Avg Handle Time
- Start Date Time Key

Attributes:
- Campaign
- Campaign Group
- Campaign Group Key

Folder: Outbound Contact > Agent Contact

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the campaigns with which interactions are associated. Counts and duration measures are attributed to the reporting interval in which interactions entered the contact center.

Metrics:

• Accepted	• Consult Received Warm Wrap	• Invite Time
• Avg Engage Time	• Consult Received Warm Wrap Time	• Offered
• Avg Handle Time		• Preview
• Avg Hold Time	• Consult Received Wrap	• Preview Time
• Avg Preview Time	• Consult Received Wrap Time	• Revenue
• Avg Wrap Time	• Engage Time	• Satisfaction
• Consult Received Accepted	• Group Combination	• Short
• Consult Received Hold	• Handle Time	• Start Date Time Key
• Consult Received Time	• Hold	• Transfer Initiated Agent
• Consult Received Warm Hold	• Hold Time	• Wrap
• Consult Received Warm Time	• Invite	• Wrap Time

Attributes:

• Agent Group	• Campaign Group	• Media Type
• Agent Name	• Customer Segment	• Service Subtype
• Business Result	• Interaction Subtype	• Service Type
• Campaign	• Interaction Type	

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on agent contact activity associated with a given campaign.

Metrics:
- There are no metrics in this folder

Attributes:
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Outbound Contact > Contact Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt user data activity.

Metrics:

• Abandoned Waiting	• CPD	• Personal Callbacks Missed
• Accepted	• CPD Dial	• Personal Callbacks Scheduled
• All SIT	• CPD Dial Time	• Port Unavailable
• Answering Machine Detected	• CPD Time	• SIT Detected
• Attempts	• CPD Transfer	• SIT Invalid Number
• Avg CPD Dial Time	• CPD Transfer Time	• SIT No Circuit
• Avg CPD Time	• Dial Dropped	• SIT Operator Intercept
• Avg CPD Transfer Time	• Dial Made	• SIT Ratio
• Busy	• Do Not Call	• SIT Reorder
• Busy Campaign	• Fax Modem Detected	• SIT Unknown
• Callbacks Completed	• No Signal	• SIT Vacant
• Callbacks Missed	• Not Accepted	• Start Date Time Key
• Callbacks Scheduled	• Overdial	
• Canceled	• Personal Callbacks Completed	

Attributes:

• Business Result	• Contact List	• Service Type
• Campaign	• Media Type	
• Campaign Group	• Service Subtype	

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt activity associated with a given campaign.
Metrics: • There are no metrics in this   folder
Attributes: • Dimension 1 - Dimension 5   • Dimension 6 - Dimension 10

Reports built primarily from the objects in the Outbound Contact folder and subfolders

- Agent Outbound Campaign Report
- Campaign Callbacks Summary Report

- Campaign Summary Report
- Contact List Effectiveness Report

For more information about Outbound Contact reports, see the guide *Historical Reporting with Genesys CX Insights*.