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Genesys CX Insights Multicloud Projects Reference Guide

Outbound Contact Attributes

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Attributes that you can use to build outbound-related reports.

Related documentation:

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RSS:

For private edition

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 attributes that you can use to build outbound-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.

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.

The following Attributes are available in this folder and are described on this page.

Outbound Contact

Campaign

Campaign Group Key

Campaign Group

Outbound Contact > Agent Contact

- Agent Group
- Agent Name
- Business Result
- Campaign
- · Campaign Group
- Customer Segment
- Interaction Subtype
- Interaction Type
- Media Type

- Service Subtype
- Service Type

Outbound Contact > Agent Contact > Agent Contact User Data Example

- Dimension 1 Dimension 5
- Dimension 6 Dimension 10

Outbound Contact > Contact Attempt

- Business Result
- Campaign

- · Campaign Group
- Contact List
- Media Type
- Service Subtype
- Service Type

Outbound Contact > Contact Attempt > Contact Attempt User Data Example

- Dimension 1 Dimension 5
- Dimension 6 Dimension 10

Folder: Outbound Contact

Attribute name: Campaign Folder: Outbound Contact

Description: Enables data to be organized by the name of the outbound campaign.

Attribute name: Campaign Group Folder: Outbound Contact

Description: Enables data to be organized by the group associated with the outbound campaign.

Form(s): Group Name

Forms in this attribute:

Form: Group Name

Table.Column: GROUP_CA.GROUP_NAME (WHERE GROUP_TYPE_CODE in ("NO_VALUE", 'UNKNOWN', 'AGENT", 'PLACE'))

'AGENT','PLACE')) **Data type:** Character

Description: Enables data to be organized by the name of the agent (or place) group to which the agent (or place),

processing the interaction, belongs.

Attribute name: Campaign Group

Key

Folder: Outbound Contact

Description: Reserved for internal calculations.

Folder: Outbound Contact > Agent Contact

Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.

Attribute name: Agent Name Folder: Outbound Contact > Agent Contact **Description:** Enables data to be organized by certain attributes of the agent who is associated with the interaction. Form(s): User Name, Last Name, First Name, Employee ID Forms in this attribute: Form: Agent Name **Description:** Enables data to be organized by the agent Table.Column: name. Data type: Form: Employee ID **Description:** Enables data to be organized by the Employee Table.Column: RESOURCE A.EMPLOYEE ID ID of the agent who is associated with the interaction. Data type: Text Form: First Name **Description:** Enables data to be organized by the first name Table.Column: RESOURCE_A.AGENT_FIRST_NAME of the agent who is associated with the interaction. Data type: Text Form: Last Name **Description:** Enables data to be organized by the last name Table.Column: RESOURCE A.AGENT LAST NAME of the agent who is associated with the interaction. Data type: Text Form: User Name **Description:** Enables data to be organized by the user name

Attribute name: Business Result Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.

of the agent who is associated with the interaction.

Attribute name: Campaign Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized by the name of the outbound campaign.

Table.Column: RESOURCE A.RESOURCE NAME

Data type: Text

Folder: Outbound Contact > Agent Contact Attribute name: Campaign Group

Description: Enables data to be organized by the group associated with the outbound campaign.

Form(s): Group Name

Forms in this attribute:

Form: Group Name

Table.Column: GROUP CA.GROUP NAME (WHERE GROUP TYPE CODE in ('NO VALUE', 'UNKNOWN',

'AGENT'.'PLACE')) Data type: Character **Description:** Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.

Attribute name: Customer

Segment

Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.

Attribute name: Interaction

Subtype

Folder: Outbound Contact > Agent Contact

Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

Attribute name: Interaction Type

Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Attribute name: Media Type Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized by the media type of the interaction; for example, Voice,

Email, and Chat.

Form(s): Media Type, Media Name Code

Forms in this attribute:

Form: Media Name Code **Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, Table.Column:

Data type: Text VOICE, EMAIL, CHAT.

Form: Media Type **Description:** Enables data to be organized by the media type

associated with the interaction. For example, VOICE, EMAIL, or Table.Column: Data type: Text CHAT.

Attribute name: Service Subtype Folder: Outbound Contact > Agent Contact

Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.

Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.

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

Attribute name: Dimension 1 - Dimension 5

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

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 - Dimension 10

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

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Folder: Outbound Contact > Contact Attempt

Attribute name: Business Result Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.

Attribute name: Campaign Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the name of the outbound campaign.

Attribute name: Campaign Group Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the group associated with the outbound campaign.

Form(s): Group Name

Forms in this attribute:

Form: Group Name

Table.Column: GROUP_CA.GROUP_NAME (WHERE GROUP TYPE CODE in ("NO VALUE", 'UNKNOWN',

'AGENT', 'PLACE')) Data type: Character **Description:** Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.

Attribute name: Contact List Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the contact list (that is, the calling list) that was used to run outbound campaigns.

Attribute name: Media Type Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the media type of the interaction; for example, Voice,

Email, and Chat.

Form(s): Media Type, Media Name Code

Forms in this attribute:

Form: Media Name Code **Description:** Enables data to be organized by the Media

Name Code associated with the interaction. One of NONE. Table Column: Data type: Text VOICE, EMAIL, CHAT.

Form: Media Type **Description:** Enables data to be organized by the media type

associated with the interaction. For example, VOICE, EMAIL, or Table.Column: Data type: Text

CHAT.

Attribute name: Service Subtype Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.

Attribute name: Service Type Folder: Outbound Contact > Contact Attempt

Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.

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

Attribute name: Dimension 1 - Dimension 5

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

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 - Dimension 10

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

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.