

# **GENESYS**

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## Genesys CX Insights Multicloud Projects Reference Guide

**Time Attributes** 

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• 1 Folder: Time

Attributes that you can use to organize data by time in reports.

#### **Related documentation:**

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

#### **Time**

- Date
- Date Range
- Day
- Hour
- Month

- Month Year Ago
- Month Year Next
- Quarter
- Start Date Time Key
- Start Date Time Key IF
- Start Date Time Key IRF

- Start Date Time Key SSF
- Start Date Time Key SSuF
- Subhour
- Week
- Year

Folder: Time

**Attribute name: Date** Folder: Time

**Description:** Enables data within the reporting interval to be organized by a particular date. This

attribute is used for internal computations.

**Attribute name: Date Range** Folder: Time

**Description:** Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.

Attribute name: Day Folder: 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: 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:** 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: Time

**Description:** This attribute is 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: Time

**Description:** This attribute is 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: 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: Start Date Time** Folder: Time

#### Key

**Description:** Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies.

Attribute name: Start Date Time Key IF

Folder: Time

**Description:** Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION FACT)

Attribute name: Start Date Time Key IRF

Folder: Time

**Description:** Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION RESOURCE FACT)

Attribute name: Start Date Time Key SSF

Folder: Time

**Description:** Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR SESSION FACT)

Attribute name: Start Date Time Key SSuF

Folder: Time

**Description:** Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR\_SURVEY\_FACT)

Attribute name: Subhour Folder: Time

**Description:** Enables data within the reporting interval to be organized by 15- or 30-minute time periods. The periods start either at the beginning of an hour, 15, or 30 minutes into the hour.

Attribute name: Week Folder: 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:** Time

Description: Enables data within the reporting interval to be organized by year, in four-digit format

(YYYY).		