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Genesys CX Insights Multicloud Projects Reference Guide

Time Attributes

4/25/2024

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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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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 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).