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Genesys CX Insights Multicloud Projects Reference Guide

User Data Call Survey folder

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Objects that you can use to organize and filter Info Mart data related to call surveys.

Related documentation:

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User Data Call Survey 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 User Data Call Survey folder contains numerous objects that enable the organization and filtering of Info Mart data related to call surveys.

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects. This folder contains the following root folder and subfolders.

- User Data Call Survey

Folder: User Data Call Survey

Introduced: 9.0.013.00

Description: Objects in this folder enable the organization and filtering of Info Mart data based on user data call survey dimensions.

Metrics:

- There are no metrics in this folder

Attributes:

- Agent Score
- Call Score
- Company Score

- IQ1 - IQ4

- Product Score

- SQ1 - SQ2

Reports built primarily from the objects in the User Data Call Survey folder and subfolders

No results