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# Genesys CX Insights Multicloud Projects Reference Guide

User Data Call Survey Attributes

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## Contents

- 1 Folder: User Data Call Survey

Attributes that you can use to build call survey-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 following Attributes are available in this folder and are described on this page.

- User Data Call Survey**
  - Agent Score
  - Call Score
- Company Score
  - IQ1 - IQ4
  - Product Score
- SQ1 - SQ2

Folder: User Data Call Survey

|  |                                      |
|--|--------------------------------------|
| <b>Attribute name:</b> Agent Score<br><b>Introduced:</b> 9.0.013   | <b>Folder:</b> User Data Call Survey |
| <b>Description:</b> Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys. |                                      |
|  |                                      |
|  | <b>Folder:</b> User Data Call Survey |

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|--|--------------------------------------|
| <b>Attribute name: Call Score</b><br><b>Introduced:</b> 9.0.013  |                                      |
| <b>Description:</b> Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.        |                                      |
|  |                                      |
| <b>Attribute name: Company Score</b><br><b>Introduced:</b> 9.0.013   | <b>Folder:</b> User Data Call Survey |
| <b>Description:</b> Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys. |                                      |
|  |                                      |
| <b>Attribute name: IQ1 - IQ4</b><br><b>Introduced:</b> 9.0.013   | <b>Folder:</b> User Data Call Survey |
| <b>Description:</b> These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.        |                                      |
|  |                                      |
| <b>Attribute name: Product Score</b><br><b>Introduced:</b> 9.0.013   | <b>Folder:</b> User Data Call Survey |
| <b>Description:</b> Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys. |                                      |
|  |                                      |
| <b>Attribute name: SQ1 - SQ2</b><br><b>Introduced:</b> 9.0.013   | <b>Folder:</b> User Data Call Survey |
| <b>Description:</b> These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.         |                                      |
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