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Genesys CX Insights Multicloud Projects Reference Guide

[User Data Call Survey Attributes](#)

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

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

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