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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.	
