Genesys CX Insights Multicloud Projects Reference Guide

User Data Call Survey Attributes

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Contents

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.	