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Genesys CX Insights Multicloud Projects Reference Guide

User Data Example Attributes

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Attributes that enable the measurement of Info Mart data based on custom userdata attributes.

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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 Example

- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 2 Gen - Dimension 5 Gen
- Dimension 6 - Dimension 10
- Dimension 6 Gen - Dimension 10 Gen
- GSW Call Type
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: User Data Example

| | |
|--|----------------------------------|
| Attribute name: Category | Folder: User Data Example |
| Description: Enables data within the reporting interval to be organized based on the standard responses | |

to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Category Key

Folder: User Data Example

Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Classify Actionability Category

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Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Classify Sentiment Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Dimension 1 - Dimension 5

Folder: User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 2 Gen - Dimension 5 Gen
Introduced: 9.0.013

Folder: User Data Example

Description: These 4 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 - Dimension 10

Folder: User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular

user-data Attribute that is configured within your environment.

Attribute name: Dimension 6 Gen - Dimension 10 Gen
Introduced: 9.0.013

Folder: User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: GSW Call Type
Introduced: 9.0.013

Folder: User Data Example

Description: This attribute enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Attribute name: Influence Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Screen Actionability Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Screen Sentiment Category

Folder: User Data Example

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.