GENESYS™

Genesys CX Insights 9.0 Projects Reference Guide

Agent Attributes

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Contents

Use attributes from the Agent folder to build agent-related reports.

Note the following:

  • When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

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.

Agent

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- There are no attributes in this folder

Folder: Agent

Attribute name: Agent Group	Folder: Agent
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	

Attribute name: Agent Name	Folder: Agent
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	

Forms in this attribute:

Form: Agent Name **Table.Column:** **Data type:**	**Description:** Enables data to be organized by the agent name.
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Agent Resource Key	Folder: Agent
Description: Enables data within the reporting interval to be organized by the ID of the agent associated with the int This attribute is reserved for internal computations.	

Attribute name: Group	Folder: Agent

Combination Key	
Description: Enables data within the reporting interval to be organized by the related primary key of the RESOURCE_GROUP_COMBINATION attribute. This attribute is reserved for internal computations.	

Attribute name: Group Key	Folder: Agent
Description: This attribute is reserved for internal computations.	

Folder: Agent > Activity

Attribute name: Agent Group	Folder: Agent > Activity
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	

Attribute name: Agent Name	Folder: Agent > Activity
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name **Table.Column:** **Data type:**	**Description:** Enables data to be organized by the agent name.
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.

Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Business Result	**Folder:** Agent > Activity
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	

Attribute name: Customer Segment	**Folder:** Agent > Activity
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	

Attribute name: Interaction Descriptor Key	**Folder:** Agent > Activity
Description: The attribute is for internal purposes only.	

Attribute name: Interaction Key	**Folder:** Agent > Activity
Description: Enables data to be organized based on the surrogate key that provides a join to Info Mart tables.	

Attribute name: Interaction Subtype	**Folder:** Agent > Activity
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	

Attribute name: Interaction Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	

Attribute name: Media Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Form(s): Media Type, Media Name Code	

Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.

Attribute name: Resource Group	**Folder:** Agent > Activity
Description: Enables data within the reporting interval to be organized by the groups to which resources belong. A resource can belong to more than one agent group.	

Attribute name: Resource Name	**Folder:** Agent > Activity
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	

Attribute name: Service Subtype	**Folder:** Agent > Activity
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	

Attribute name: Service Type	**Folder:** Agent > Activity
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	

Folder: Agent > Activity > Activity Call Survey

Attribute name: Agent Score **Introduced:** 9.0.013	**Folder:** Agent > Activity > Activity 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: Agent > Activity > Activity 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:** Agent > Activity > Activity 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:** Agent > Activity > Activity 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:** Agent > Activity > Activity 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:** Agent > Activity > Activity Call Survey
Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	

Folder: Agent > Activity > Activity User Data Example

Attribute name: Category	**Folder:** Agent > Activity > Activity 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:** Agent > Activity > Activity 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	**Folder:** Agent > Activity > Activity User Data Example

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:** Agent > Activity > Activity 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:** Agent > Activity > Activity 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 - Dimension 10	**Folder:** Agent > Activity > Activity 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: Influence Category	**Folder:** Agent > Activity > Activity 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	**Folder:** Agent > Activity > Activity User Data Example

Actionability Category	
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:** Agent > Activity > Activity 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.	

Folder: Agent > Activity > Queue

Attribute name: Queue	**Folder:** Agent > Activity > Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Form(s): Queue Type	
Forms in this attribute:	
Form: Queue Type **Table.Column:** Queue Type **Data type:** RESOURCE_Q.RESOURCE_TYPE	**Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.

Attribute name: Queue Group	**Folder:** Agent > Activity > Queue
Description: Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.	

Folder: Agent > Detail

There are no attributes in this folder

Folder: Agent > Detail > Ixn State

Attribute name: Additional Info	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the primary key of the INTERACTION_FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	

Attribute name: End Timestamp	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state ended.	

Attribute name: Interaction Type	**Folder:** Agent > Detail > Ixn State
Description: This attribute is always null and is provided only to populate null values in the Interaction Type column of the Agent Details Activity Report when the record specifically reports data about an agent's status or his/her session. Agent statuses and sessions have no interaction type.	

Attribute name: Start Timestamp	**Folder:** Agent > Detail > Ixn State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state began.	

Attribute name: State	**Folder:** Agent > Detail > Ixn State
Description: Where a record provides interaction-related data, this attribute enables data to be organized by one of the following: • The interaction's state.	

- The interaction's state and role.

- The interaction's state, role, and descriptor.

Folder: Agent > Detail > Session

Attribute name: Active	Folder: Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_SESSION_FACT table is active.	

Attribute name: End Timestamp	Folder: Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.	

Attribute name: Session Key	Folder: Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the agent's active session for a particular media type. In some reports, you can click the value in the Session Key column to view the Agent Login-Logout Details Report.	

Attribute name: Start Timestamp	Folder: Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent session began.	

Folder: Agent > Detail > State

Attribute name: Active Reason	Folder: Agent > Detail > State
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_STATE_REASON_FACT table is active.	

Attribute name: Active State	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_STATE_FACT table is active.	

Attribute name: End Timestamp	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the calendar date and time when the agent state ended.	

Attribute name: Reason Code	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the reason that the agent selected.	

Attribute name: Reason Key	**Folder:** Agent > Detail > State
Description: For software-related reason codes, this attribute enables data to be organized by the key of the keyvalue pair that is associated with this reason code. For hardware-related reason codes, this attribute is null.	

Attribute name: Reason Timestamp	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the moment when the agent entered a specific state-reason combination.	

Attribute name: Reason Type Code	**Folder:** Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.	

Attribute name: Reason Value	**Folder:** Agent > Detail > State
Description: Enables data to be organized based on one of the following: • For software-related reason codes, this attribute enables data to be organized by the value of the key-value pair that is associated with this reason code. • For hardware-related reason codes, this attribute enables data to be organized by the hardware-related reason.	

Attribute name: Start Timestamp	Folder: Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the moment that the agent entered a specific state.	

Attribute name: State	Folder: Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).	
Form(s): State Type Code	
Forms in this attribute:	
Form: State Type Code **Table.Column:** RESOURCE_STATE.STATE_TYPE_CODE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.

Folder: Agent > Group Membership

Attribute name: Agent Group	Folder: Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	

Attribute name: Agent Name	Folder: Agent > Group Membership
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name **Table.Column:** **Data type:**	**Description:** Enables data to be organized by the agent name.
Form: Employee ID	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.

Table.Column: RESOURCE_A.EMPLOYEE_ID **Data type:** Text	
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Agent Resource Key	**Folder:** Agent > Group Membership
Description: This attribute is reserved for internal use only.	

Attribute name: Date Added	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the date an agent as added to a group.	

Attribute name: Date Removed	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the moment when the agent was removed from a group.	

Attribute name: End TS	**Folder:** Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the moment when the agent left a group.	

Attribute name: Group Key	**Folder:** Agent > Group Membership
Description: This attribute is reserved for internal use only.	

Attribute name: Start Date Time Key	**Folder:** Agent > Group Membership

Description: Enables data within the reporting interval to be organized by the key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy. This attribute is reserved for internal use.	

Folder: Agent > State and Reason

Attribute name: Agent Group	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	

Attribute name: Agent Name	**Folder:** Agent > State and Reason
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name **Table.Column:** **Data type:**	**Description:** Enables data to be organized by the agent name.
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Group Combination Sess Key	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the primary key of the	

RESOURCE_GROUP_COMBINATION attribute. This attribute is reserved for internal use.

Attribute name: Media Type	Folder: Agent > State and Reason
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Form(s): Media Type, Media Name Code	
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.

Attribute name: Reason Code	Folder: Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the reason that the agent selected.	

Attribute name: Reason Key	Folder: Agent > State and Reason
Description: For software-related reason codes, this attribute enables data to be organized by the key of the keyvalue pair that is associated with this reason code. For hardware-related reason codes, this attribute is null.	

Attribute name: Reason Type Code	Folder: Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.	

Attribute name: Reason Value	Folder: Agent > State and Reason
Description: Enables data to be organized based on one of the following: • For software-related reason codes, this attribute enables data to be organized by the value of the key-value pair that is associated with this reason code. • For hardware-related reason codes, this attribute enables data to be organized by the hardware-related reason.	

Attribute name: Resource State Reason Key	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the key of the keyvalue pair that is associated with this resource state.	

Attribute name: State Name	**Folder:** Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the state, such as UNKNOWN, NOTREADY, READY, BUSY, or INBOUND. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).	
Form(s): State Type Code	
Forms in this attribute:	
Form: State Type Code **Table.Column:** RESOURCE_STATE.STATE_TYPE_CODE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.

Folder: Agent > State and Reason > Interaction State

Attribute name: Interaction Subtype	**Folder:** Agent > State and Reason > Interaction State
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	

Attribute name: Interaction Type	**Folder:** Agent > State and Reason > Interaction State
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Attribute name: Interaction Subtype	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	

Attribute name: Interaction Type	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	

Attribute name: Model	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	

Attribute name: Predictor	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	

Attribute name: Predictor Switch	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	

Folder: Agent > State and Reason > Summarized State

There are no attributes in this folder