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Developer's Guide

Using Attached Data for Reporting

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Using Attached Data for Reporting

Almost all attached data is used in the statistics and filters for Stat Server Application configuration. You can import configuration option profiles for either Pulse or CCPulse+ reporting:

- Pulse: **<Genesys Co-browse Sample Reporting Templates root>/Pulse/GCB/StatProfile_Pulse.cfg**
- CCPulse+: **<Genesys Co-browse Sample Reporting Templates root>/CCPulse+/StatProfile_CCPulse.cfg**

The configuration option profiles contain the following statistics and filters:

Pulse Statistics and Filters

These statistics and filters are specified in the *current* and *total* type templates located in /Pulse/GCB/current and /Pulse/GCB/total folders.

For details, see [Pulse Templates](#).

[+] Click to View Pulse Statistics and Filters

Statistics

```
[GroupExCurrentStatus]
Category=CurrentState
MainMask=*
Objects=GroupAgents,GroupPlaces
Subject=DNAction
```

```
[CurrentExAgentState]
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

```
[Interactions_CurrentHandling]
Category=CurrentNumber
Description=Current number of interactions handling
MainMask=InteractionHandling
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction
```

```
[Interactions_Current_Inbound]
Category=CurrentNumber
```

Description=Current number of inbound interactions handling
MainMask=CallInbound
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction

[Interactions_TotalHandled]
Category=TotalNumber
Description=Total number of interactions handled
MainMask=InteractionHandling
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction

[Interactions_Total_Inbound]
Category=TotalNumber
Description=Total number of inbound interactions handled
MainMask=CallInbound
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction

[Interactions_TotalDuration]
Category=TotalTime
Description=Total time of interactions handled
MainMask=InteractionHandling
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction

[Interactions_TotalDuration_Inbound]
Category=TotalTime
Description=Total time of interactions handled
MainMask=CallInbound
Objects=Agent,GroupAgents,GroupPlaces,Place,Tenant
Subject=DNAction

Filters

Chat_Co-browse=PairExists("CoBrowseAssociated","*") & PairExists("MediaType","chat")
Chat_Co-browseAlive=PairExists("CoBrowseAssociated","Yes") & PairExists("MediaType","chat")
ChatInteraction=PairExists("MediaType","chat")
Voice_Co-browse=PairExists("CoBrowseAssociated","*") & (PairExists("MediaType","voice") |
(MediaType=voice))
Voice_Co-browseAlive=PairExists("CoBrowseAssociated","Yes") & (PairExists("MediaType","voice") |
(MediaType=voice))
VoiceCallInteraction=PairExist("MediaType", "voice") | (MediaType=voice)
WebChat_Co-browse=PairExists("source","web") & PairExists("CoBrowseAssociated","*") &
PairExists("MediaType","chat")
WebChat_Co-browseAlive=PairExists("source","web") & PairExists("CoBrowseAssociated","Yes") &
PairExists("MediaType","chat")
WebChatInteraction=PairExists("source","web") & PairExists("MediaType","chat")
CoBrowseAssociated=PairExists("CoBrowseAssociated","*")
CoBrowseSessionId=PairExists("CoBrowseSessionId","*")
CoBrowseStartTime=PairExists("CoBrowseStartTime","*")

```
CoBrowseSessionsQuantity=PairExists("CoBrowseSessionsQuantity","*")
IsCoBrowseDenied=PairExists("IsCoBrowseDenied","*")
Co-browseDenied=PairExists("IsCoBrowseDenied","Yes")
AllowedCo-browseAfterDenial=PairExists("IsCoBrowseDenied","No")
Chat_IsCo-browseDenied=PairExists("IsCoBrowseDenied","*") & PairExists("MediaType","chat")
WebChat_IsCo-browseDenied=PairExists("source","web") & PairExists("IsCoBrowseDenied","*") &
PairExists("MediaType","chat")
Chat_Co-browseDenied=PairExists("IsCoBrowseDenied","Yes") & PairExists("MediaType","chat")
WebChat_Co-browseDenied=PairExists("source","web") & PairExists("IsCoBrowseDenied","Yes") &
PairExists("MediaType","chat")
Voice_IsCo-browseDenied=PairExists("IsCoBrowseDenied","*") & (PairExists("MediaType","voice") |
(MediaType=voice))
Voice_Co-browseDenied=PairExists("IsCoBrowseDenied","Yes") & (PairExists("MediaType","voice") |
(MediaType=voice))
```

Common Chat Templates

Common chat templates for Pulse the configuration file with statistics and filters for the Stat Server application are located in the /Pulse/common folder.

CCPulse+ and DMA Reporting

Important

CCPulse+ and DMA Reporting Templates have been deprecated in 9.0.0 and will be discontinued in a future release.

These statistics and filters are specified in the real-time and historical templates located in the /CCPulse+/runtime and /CCPulse+/historical folders.

These statistics and filters are specified in the real-time and historical templates located in the "runtime" and "historical" folders. For details, see [CCPulse+ Templates](#).

[+] Click to View CCPulse+ Statistics and Filters

Statistics

```
[Agents_CurrentNumber]
Category=CurrentNumber
Description=Current number of agents working with interactions
MainMask=CallInternal,CallConsult,CallInbound
Objects=GroupAgents,GroupPlaces
Subject=DNStatus
```

[Agents_CurrentNumber_Inbound]
Category=CurrentNumber
Description=Current number of agents working with inbound interactions
MainMask=CallInbound
Objects=GroupAgents,GroupPlaces
Subject=DNStatus

[Agents_MaxNumber]
Category=MaxNumber
Description=Max number of agents worked with interactions
MainMask=CallInternal,CallConsult,CallInbound
Objects=GroupAgents,GroupPlaces
Subject=DNStatus

[Agents_MaxNumber_Inbound]
Category=MaxNumber
Description=Max number of agents worked with inbound interactions
MainMask=CallInbound
Objects=GroupAgents,GroupPlaces
Subject=DNStatus

[CurrentExAgentState]
Category=CurrentState
MainMask=*\nObjects=Agent\nSubject=DNAction

[Interactions_CurrentHandling]
Category=CurrentNumber
Description=Current number of interactions handling
MainMask=InteractionHandling
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

[Interactions_Current_Inbound]
Category=CurrentNumber
Description=Current number of inbound interactions handling
MainMask=CallInbound
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

[Interactions_TotalHandled]
Category=TotalNumber
Description=Total number of interactions handled
MainMask=InteractionHandling
Objects=Agent,GroupAgents,GroupPlaces,Place
Subject=DNAction

[Interactions_Total_Inbound]
Category=TotalNumber
Description=Total number of inbound interactions handled
MainMask=CallInbound
Objects=Agent,GroupAgents,GroupPlaces,Place

Subject=DNAction

[Interactions_TotalDuration]

Category=TotalTime

Description=Total time of interactions handled

MainMask=InteractionHandling

Objects=Agent,GroupAgents,GroupPlaces,Place

Subject=DNAction

Filters

[Filters]

Chat_Co-browse=PairExists("CoBrowseAssociated","*") & PairExists("MediaType","chat")

Chat_Co-browseAlive=PairExists("CoBrowseAssociated","Yes") & PairExists("MediaType","chat")

ChatInteraction=PairExists("MediaType","chat")

Co-browse=PairExists("CoBrowseAssociated","*")

Co-browseAlive=PairExists("CoBrowseAssociated","Yes")

VoiceCallInteraction=PairExist("MediaType", "voice") | (MediaType=voice)

Voice_Co-browse=PairExists("CoBrowseAssociated","*") & (PairExists("MediaType","voice") | (MediaType=voice))

Voice_Co-browseAlive=PairExists("CoBrowseAssociated","Yes") & (PairExists("MediaType","voice") | (MediaType=voice))

CoBrowseSessionId=PairExists("CoBrowseSessionId","*")

CoBrowseStartTime=PairExists("CoBrowseStartTime","*")

CoBrowseSessionsQuantity=PairExists("CoBrowseSessionsQuantity","*")

Currently, the following attached data is not used for Reporting purposes:

- CoBrowseDuration

You can customize the Co-browse Reporting Templates and the statistics and filters to suit your needs. You can also create your statistics and filters using Co-browse-related data or any other data attached to the Primary interaction. The statistics and filters you create can then be used in the existing reporting templates or you can create your own templates. For details, refer to the following documents:

- [Stat Server 8.1 User's Guide](#)
- [Reporting 8.0 CCPulse+ Administrator's Guide](#)