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Genesys Customer Experience Insights Project Guide

Designer Attributes

12/20/2025

Designer Attributes

The Designer folder contains numerous attributes that you can use to build Designer-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.

The following Attributes are available in this folder and are described on this page.

Designer

- Application ID
- Application Key
- Application Name
- Application Version

Designer > Activity

- Activity
- Activity Key
- Completed Flag
- Final Disposition

Designer > Bot

- Bot
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- Intent
- Language

- Last Intent
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Folder: Designer

Attribute name: Application ID	Folder: Designer
Description: Enables data to be organized by the unique ID associated with the Designer application.	
Database table: SDR_APPLICATION.APPLICATION_ID	
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Attribute name: Application Key	Folder: Designer
Description: Enables data to be organized based on the application key. The default value (0) enables the return of data on all applications that meet the other report criteria.	
Database table: AG2_SDR_SESSION*.SDR_APPLICATION_KEY, AG2_SDR_SESS_BLOCK*.SDR_APPLICATION_KEY, AG2_SDR_SESS_MILESTONE*.SDR_APPLICATION_KEY, AG2_SDR_SURVEY*.SDR_APPLICATION_KEY, SDR_SESSION_FACT*.SDR_APPLICATION_KEY, SDR_APPLICATION.ID	
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Attribute name: Application Name	Folder: Designer
Description: Enables data to be organized by the name of the self-service and/or assisted-service application (created using Designer).	
Database table: SDR_APPLICATION.APPLICATION_TITLE	
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Attribute name: Application Version	Folder: Designer
Description: Enables data to be organized based on the custom version of the Designer application.	
Database table: SDR_APPLICATION.CONCATBLANK(APPLICATION_TITLE,APPLICATION_VERSION)	
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Folder: Designer > Activity

Attribute name: Activity	
Introduced: 9.0.013	Folder: Designer > Activity
Description: Enables data within the reporting interval to be organized by the name of the activity.	
Database table: SDR_ACTIVITY.NAME	
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Attribute name: Activity Key	
Introduced: 9.0.013	Folder: Designer > Activity
Description: Enables data to be organized by the ID of the activity which is associated with the interaction.	
Database table: AG2_SDR_ACTIVITY_*.SDR_ACTIVITY_KEY, SDR_ACTIVITIES_FACT.SDR_ACTIVITY_KEY, SDR_ACTIVITY.ID	
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Attribute name: Completed Flag	
Introduced: 9.0.013	Folder: Designer > Activity
Description: Enables data within the reporting interval to be organized by whether the activity was completed.	
Database table: AG2_SDR_ACTIVITY_DAY.COMPLETED	
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Attribute name: Final Disposition	
	Folder: Designer > Activity
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned.	
This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	
Form(s): Final Disposition Type	
Forms in this attribute:	
Form: Final Disposition Type	Description: Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of
Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE	

Data type: Text	abandonment), or Routed (and routing destination).
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Folder: Designer > Bot

Attribute name: Bot	
Introduced: 9.0.016	Folder: Designer > Bot
Description: Enables data to be organized by the bot that was involved in the session.	
Database table:	
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Attribute name: Country	
Folder: Designer > Bot	
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	Form(s): Country Code
Forms in this attribute:	
Form: Country Code	Description: Enables data to be organized by the code for the country from which the call originates.
Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE	
Data type:	
>> Back to list	
Attribute name: DNIS	
Folder: Designer > Bot	
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
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Attribute name: Intent	
Introduced: 9.0.016	Folder: Designer > Bot
Description: Enables data to be organized by the customer intent.	
Database table:	
>> Back to list	
Folder: Designer > Bot	

Attribute name: Language	
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	Form(s): Language Code
Forms in this attribute:	
Form: Language Code	Description: The language code as defined in the application.
Table.Column: SDR_LANGUAGE.LANGUAGE_CODE Data type: Text	
>> Back to list	
Attribute name: Last Intent	
Introduced: 9.0.016	Folder: Designer > Bot
Description: Enables data to be organized by the last customer intent that was identified before a session ended.	
Database table:	
>> Back to list	
Attribute name: Media Type	
Introduced: 9.0.016	Folder: Designer > Bot
Description: Enables data to be organized by media type.	
Database table:	
>> Back to list	
Attribute name: Region	
	Folder: Designer > Bot
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
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Folder: Designer > Session

Attribute name: Bail Out	Folder: Designer > Session
Description: Enables data to be organized based on the unique ID associated with the Bail Out.	

Database table: AG2_SDR_SESSION_*.BAILOUT_SDR_MILESTONE_KEY, SDR_SESSION_FACT.BAILOUT_SDR_MILESTONE_KEY, SDR_MILESTONE_BAILOUT.ID	
Form(s): Bail Out Milestone, Bail Out Milestone Path	
Forms in this attribute:	
Form: Bail Out Milestone Table.Column: SDR_MILESTONE_BAILOUT.MILESTONE Data type: Text	Description: Enables data to be organized based on the milestones that callers passed, including the last milestone reached before Bail Out.
Form: Bail Out Milestone Path Table.Column: SDR_MILESTONE_BAILOUT.MILESTONE_PATH Data type: Text	Description: Enables data to be organized based on the path taken by the callers as they move through the application flows before Bail Out.
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Attribute name: Call Type	Folder: Designer > Session
Description: Enables data to be organized by the type of call (Inbound, Outbound, Unknown).	
Database table: SDR_CALL_TYPE.CALL_TYPE	Form(s): CallTypeDESC
Forms in this attribute:	
Form: Table.Column: Data type:	Description:
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Attribute name: Country	Folder: Designer > Session
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	Form(s): Country Code
Forms in this attribute:	
Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type:	Description: Enables data to be organized by the code for the country from which the call originates.
>> Back to list	
Attribute name: Deflection	Folder: Designer > Session
Description: Enables data to be organized based on the milestones passed before deflection.	
Database table: SDR_MILESTONE_DEFL.MILESTONE	
>> Back to list	
Attribute name: Deflection	Folder: Designer > Session

Message	
Description: Enables data to be organized based on the Deflection Message.	
Database table: SDR_MILESTONE.MESSAGE_FILE	
>> Back to list	
Attribute name: DNIS	Folder: Designer > Session
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
>> Back to list	
Attribute name: Exit Point	Folder: Designer > Session
Description: Enables data to be organized based on the exit point of the self-service application.	
Database table: SDR_EXIT_POINT.APPLICATION_EXIT_POINT	
>> Back to list	
Attribute name: Final Disposition	Folder: Designer > Session
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned.	
This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	
Form(s): Final Disposition Type	
Forms in this attribute:	
Form: Final Disposition Type	Description: Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE	
Data type: Text	
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Attribute name: Language	Folder: Designer > Session
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	
Form(s): Language Code	
Forms in this attribute:	
Form: Language Code	Description: The language code as defined in the application.
Table.Column: SDR_LANGUAGE.LANGUAGE_CODE	
Data type: Text	

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Attribute name: Last	Folder: Designer > Session
Description: Enables data to be organized based on the last milestone that callers passed.	
Database table: SDR_MILESTONE.MILESTONE	Form(s): Last Milestone Path
Forms in this attribute:	
Form: Last Milestone Path Table.Column: SDR_MILESTONE.MILESTONE_PATH Data type:	Description: The path that the caller took prior to reaching the last milestone.
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Attribute name: Region	Folder: Designer > Session
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
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Attribute name: Strike Out	Folder: Designer > Session
Description: Enables data to be organized by whether the maximum number of retries for No Input or No Match was reached.	
Database table: AG2_SDR_SESSION_*.STRIKEOUT_SDR_MILESTONE_KEY SDR_SESSION_FACT.STRIKEOUT_SDR_MILESTONE_KEY	Form(s): Strike Out Milestone Path, Strike Out Milestone
Forms in this attribute:	
Form: Strike Out Milestone Table.Column: SDR_MILESTONE.MILESTONE Data type: Text	Description: Enables data to be organized based on the name of the last milestone passed by the caller prior to strikeout.
Form: Strike Out Milestone Path Table.Column: SDR_MILESTONE.MILESTONE_PATH Data type: Text	Description: Enables data to be organized based the paths taken by callers as they move through the application flows prior to strikeout.
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Attribute name: User Disposition	Folder: Designer > Session
Description: Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned.	
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CATEGORY	Form(s): User Disposition Type
Forms in this attribute:	

Form: User Disposition Type Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE Data type: Text	Description: The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
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Folder: Designer > Session > Detail

Attribute name: Session Detail	Folder: Designer > Session > Detail
Description: Enables data to be organized by details associated with the session.	
Database table: SDR_SESSION_FACT.SESSION_DETAIL	
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Attribute name: Session ID SSuF	Folder: Designer > Session > Detail
Description: Enables data to be organized by a key for a particular session from the SDR Survey Fact table	
Database table: SDR_SESSION_FACT.SESSION_ID, SDR_SURVEY_FACT.SESSION_ID	
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Folder: Designer > Session Block

Attribute name: Block	Folder: Designer > Session Block
Description: Enables data to be organized by application block.	
Database table: SDR_INPUT.INPUT_NAME	
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Attribute name: Country	Folder: Designer > Session Block
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	Form(s): Country Code

Forms in this attribute:	
Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type:	Description: Enables data to be organized by the code for the country from which the call originates.
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Attribute name: DNIS	Folder: Designer > Session Block
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
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Attribute name: Language	Folder: Designer > Session Block
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.	
Database table: SDR_LANGUAGE.LANGUAGE_NAME	Form(s): Language Code
Forms in this attribute:	
Form: Language Code Table.Column: SDR_LANGUAGE.LANGUAGE_CODE Data type: Text	Description: The language code as defined in the application.
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Attribute name: Region	Folder: Designer > Session Block
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.REGION	
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Folder: Designer > Session Milestone

Attribute name: Call Type	Folder: Designer > Session Milestone
Description: Enables data to be organized by the type of call (Inbound, Outbound, Unknown).	
Database table: SDR_CALL_TYPE.CALL_TYPE	Form(s): CallTypeDESC
Forms in this attribute:	

Form: Table.Column: Data type:	Description:
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Attribute name: Country	Folder: Designer > Session Milestone
Description: Enables data to be organized by the country from which the call originates. The value is derived from the Country (such as Canada, France, USA) defined by the application designer.	
Database table: SDR_GEO_LOCATION.COUNTRY.NAME	Form(s): Country Code
Forms in this attribute:	
Form: Country Code Table.Column: SDR_GEO_LOCATION.COUNTRY.CODE Data type:	Description: Enables data to be organized by the code for the country from which the call originates.
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Attribute name: DNIS	Folder: Designer > Session Milestone
Description: Enables data to be organized by the Dialed number assigned to an application (DNIS = Dialed Number Identification Service).	
Database table: SDR_ENTRY_POINT.DNIS	
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Attribute name: Exit Point	Folder: Designer > Session Milestone
Description: Enables data to be organized based on the exit point of the self-service application.	
Database table: SDR_EXIT_POINT.APPLICATION_EXIT_POINT	
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Attribute name: Final Disposition	Folder: Designer > Session Milestone
Description: Enables data to be organized by the high-level status assigned to a call when the caller exited the call flow, such as Transfer or Abandoned. This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.	
Database table: SDR_CALL_DISPOSITION.FINAL_DISPOSITION	Form(s): Final Disposition Type
Forms in this attribute:	
Form: Final Disposition Type Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE Data type: Text	Description: Enables data to be organized by the disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
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Attribute name: Language		Folder: Designer > Session Milestone
Description: Enables data to be organized by the name of the language used by the application prompt playback. Identified by the LANGUAGE_CODE defined in the application.		
Database table: SDR_LANGUAGE.LANGUAGE_NAME		Form(s): Language Code
Forms in this attribute:		
Form: Language Code		Description: The language code as defined in the application.
Table.Column: SDR_LANGUAGE.LANGUAGE_CODE Data type: Text		
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Attribute name: Milestone		Folder: Designer > Session Milestone
Description: Enables data to be organized by user-defined milestones and milestone paths. The first column lists the milestones that the caller passed, including the last milestone, and the second column concatenates the milestones passed (so far) by the caller.		
Database table: SDR_MILESTONE_MILESTONE		Form(s): Milestone Name, Milestone Path
Forms in this attribute:		
Form: Milestone Name		Description: Enables data to be organized based on the name of the last milestone passed by the caller.
Table.Column: SDR_MILESTONE_MILESTONE_NAME Data type: Text		
Form: Milestone Path		
Table.Column: SDR_MILESTONE_MILESTONE_PATH Data type: Text		Description: Enables data to be organized based on the milestones passed (so far) by the caller.
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Attribute name: Region		Folder: Designer > Session Milestone
Description: Enables data to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APAC, or EMEA) defined by the application designer.		
Database table: SDR_GEO_LOCATION.REGION		
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Attribute name: User Disposition		Folder: Designer > Session Milestone
Description: Enables data to be organized based on the high-level status of the call when the caller exited the call flow, such as Transfer or Abandoned.		
Database table: SDR_CALL_DISPOSITION.DISPOSITION_CATEGORY		Form(s): User Disposition Type
Forms in this attribute:		

Form: User Disposition Type Table.Column: SDR_CALL_DISPOSITION.DISPOSITION_TYPE Data type: Text	Description: The disposition, or status, assigned to a call when the caller exited the call flow, such as System Error, Application Timeout, Terminated (and reason for termination), Abandoned (and context of abandonment), or Routed (and routing destination).
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Folder: Designer > Survey

Attribute name: Multi - Agent	Folder: Designer > Survey
Description: Enables data to be organized by whether more than one agent interacted with the customer (Y or N). If this value is Y (Yes), the responses shown in the report pertain to the last agent who interacted with the customer. However, customer responses in such scenarios might also reflect the customer interaction with other agents who were involved in the call at an earlier time.	
Database table: AG2_SDR_SURVEY_ANS_*.MULTI_AGENT_FLAG	
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Attribute name: Survey Answer	Folder: Designer > Survey
Description: Enables data to be organized by survey answer.	
Database table:	Form(s): Survey Answer (Int), Survey Answer (Str)
Forms in this attribute:	
Form: Survey Answer (Int) Table.Column: SDR_SURVEY_ANSWERS.SURVEY_ANSWER_INT Data type: Text	Description: Enables data to be organized based on the integer answers given for custom survey questions.
Form: Survey Answer (Str) Table.Column: SDR_SURVEY_ANSWERS.SURVEY_ANSWER_STR Data type: Text	Description: Enables data to be organized based on the string answers given for custom survey questions.
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Attribute name: Survey Question	Folder: Designer > Survey
Description: Enables data to be organized by survey question.	
Database table: SDR_SURVEY_QUESTIONS.QUESTION	

Designer Attributes

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