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Genesys Customer Experience Insights Project Guide

iWD Attributes

12/19/2025

iWD Attributes

The iWD root folder contains numerous attributes that you can use to build intelligent Workload Distribution (iWD)-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.
- 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.

iWD

- Category Level 10
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- Category Level 4
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- Department Custom Dim Attribute 2
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- Data Source Name
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- Source Tenant
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- Tenant
- Version

iWD > Time

- 15 Minutes
- Date
- Date Range
- Date Time Key DAY
- Day
- Hour
- Month
- Month Year Ago
- Month Year Next
- Quarter
- Service Date Time Key
- Start Date Time Key
- Week
- Year

Folder: iWD

**Attribute name: Category
Level 10****Folder:** iWD**Introduced:** 100.0.024.0000**Description:** Enables data to be organized by the 10th category level.**Database table:**

| | |
|--|--------------------|
| PROCESS.CATEGORY_LEVEL10 | |
| >> Back to list | |
| Attribute name: Category Level 3 Introduced: 100.0.024.0000 | Folder: iWD |
| Description: Enables data to be organized by the 3rd category level. | |
| Database table: PROCESS.CATEGORY_LEVEL3 | |
| >> Back to list | |
| Attribute name: Category Level 4 Introduced: 100.0.024.0000 | Folder: iWD |
| Description: Enables data to be organized by the 4th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL4 | |
| >> Back to list | |
| Attribute name: Category Level 5 Introduced: 100.0.024.0000 | Folder: iWD |
| Description: Enables data to be organized by the 5th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL5 | |
| >> Back to list | |
| Attribute name: Category Level 6 Introduced: 100.0.024.0000 | Folder: iWD |
| Description: Enables data to be organized by the 6th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL6 | |
| >> Back to list | |
| Attribute name: Category Level 7 | Folder: iWD |

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|--|--------------------|
| Introduced: 100.0.024.0000 | |
| Description: Enables data to be organized by the 7th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL7 | |
| >> Back to list | |
| Attribute name: Category Level 8 | Folder: iWD |
| Introduced: 100.0.024.0000 | |
| Description: Enables data to be organized by the 8th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL8 | |
| >> Back to list | |
| Attribute name: Category Level 9 | Folder: iWD |
| Introduced: 100.0.024.0000 | |
| Description: Enables data to be organized by the 9th category level. | |
| Database table: PROCESS.CATEGORY_LEVEL9 | |
| >> Back to list | |
| Attribute name: Custom Dim | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department | Folder: iWD |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department Custom Dim Attribute 1 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |

| | |
|--|--------------------|
| >> Back to list | |
| Attribute name: Department Custom Dim Attribute 2 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department Custom Dim Attribute 3 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department Custom Dim Attribute 4 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department Custom Dim Attribute 5 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Media Type | Folder: iWD |
| Introduced: 9.0.016.03 | |
| Description: Enables data to be organized by media type. It is one of the following values: workitem, email, Unknown. | |
| Database table: MEDIA_TYPE.[MEDIA_TYPE_NAME] | |
| >> Back to list | |
| Attribute name: Process | Folder: iWD |
| Description: Enables data to be organized by the type of process or application. | |
| Database table: process.process_name | |

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| >> Back to list | |
| Attribute name: Process Custom Dim Attribute 2 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process Custom Dim Attribute 3 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process Custom Dim Attribute 4 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process Custom Dim Attribute 5 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process Custom Dim Attribute1 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Solution | Folder: iWD |
| Description: Enables data to be organized by solution. | |
| Database table: solution.solution_name | |
| >> Back to list | |
| Attribute name: Tenant | Folder: iWD |
| Description: Enables data to be organized by tenant. | |
| Database table: tenant.tenant_name | |
| >> Back to list | |

| | |
|---|--------------------|
| Attribute name: Tenant Custom Dim Attribute 1 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Tenant Custom Dim Attribute 2 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Tenant Custom Dim Attribute 3 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Tenant Custom Dim Attribute 4 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Tenant Custom Dim Attribute 5 | Folder: iWD |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |

Folder: iWD > Age

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|--|--|
| Attribute name: Age Range | Folder: iWD > Age |
| Introduced: 9.0.013 | |
| Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes, hours, days, or weeks. | |
| Database table: AGE.AGE_* | Form(s): Age Range Minutes, Age Range 15 min, Age Range 1 hour, Age Range 4 hour, Age Range 8 hour, Age Range 1 |

| | |
|--|--|
| | day, Age Range 1 week |
| Forms in this attribute: | |
| Form: | Description: |
| Table.Column: Data type: | |
| Form: Age Range 1 day Table.Column: AGE.AGE_RANGE_1DAY Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges. |
| Form: Age Range 1 hour Table.Column: AGE.AGE_RANGE_1HOUR Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1-hour ranges. |
| Form: Age Range 15 min Table.Column: AGE.AGE_RANGE_15min Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 15-minutes ranges. |
| Form: Age Range 4 hour Table.Column: AGE.AGE_RANGE_4HOUR Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4-hours ranges. |
| Form: Age Range 8 hour Table.Column: AGE.AGE_RANGE_8HOUR Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8-hours ranges. |
| Form: Age Range Minutes Table.Column: AGE.AGE_MINUTES Data type: | Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes. |
| >> Back to list | |
| Attribute name: Department | Folder: iWD > Age |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process | Folder: iWD > Age |
| Description: Enables data to be organized by the type of process or application. | |
| Database table: process.process_name | |
| >> Back to list | |
| Attribute name: Solution | Folder: iWD > Age |
| Description: Enables data to be organized by solution. | |
| Database table: | |

| | |
|------------------------|---------------------------------------|
| solution.solution_name | |
| | >> Back to list |

Folder: iWD > Agent

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|---|---------------------------------------|
| Attribute name: Custom Dim | Folder: iWD > Agent |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| | >> Back to list |

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|--|---------------------------------------|
| Attribute name: Department | Folder: iWD > Agent |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| | >> Back to list |

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|--|---------------------------------------|
| Attribute name: Employee ID | Folder: iWD > Agent |
| Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. | |
| Database table: AGENT_AGENT_ID | |
| | >> Back to list |

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|---|---------------------------------------|
| Attribute name: Interaction Subtype | Folder: iWD > Agent |
| Introduced: 9.0.016.03 | |
| Description: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundCollaborationInvite, OutboundRedirect. | |
| Database table: INTERACTION_TYPE.[INTERACTION_TYPE_SUBTYPE] | |
| | >> Back to list |

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|---|----------------------------|
| Attribute name: Interaction Type | Folder: iWD > Agent |
| Introduced: 9.0.016.03 | |

Description: Enables data to be organized by the interaction type. This field is set to one of the following values: Unknown, Inbound, Outbound.

Database table:
INTERACTION_TYPE.[INTERACTION_TYPE_NAME]

[>> Back to list](#)

Attribute name: Process **Folder:** iWD > Agent

Description: Enables data to be organized by the type of process or application.

Database table:
process.process_name

[>> Back to list](#)

Attribute name: Queue **Folder:** iWD > Agent

Description: Enables data to be organized by the type of queue.

Database table: queue.queue_name

[>> Back to list](#)

Attribute name: Result Code **Folder:** iWD > Agent

Description: Enables data to be organized by the type of result code.

Database table:
RESULT_CODE.RESULT_CODE_NAME

[>> Back to list](#)

Attribute name: Solution **Folder:** iWD > Agent

Description: Enables data to be organized by solution.

Database table:
solution.solution_name

[>> Back to list](#)

Folder: iWD > Capture

Attribute name: Business Value Range **Folder:** iWD > Capture

Description: This attribute enables data to be organized by the type of business value.

Database table:
BUSINESS_VALUE.BUSINESS_VALUE_RANGE_5_sta

[>> Back to list](#)

Attribute name: Business Value Range 10 **Folder:** iWD > Capture

| | |
|--|------------------------------|
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_10 | |
| >> Back to list | |
| Attribute name: Business Value Range 100 | Folder: iWD > Capture |
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_100 | |
| >> Back to list | |
| Attribute name: Business Value Range 1000 | Folder: iWD > Capture |
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_1000 | |
| >> Back to list | |
| Attribute name: Business Value Range 5 | Folder: iWD > Capture |
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_5 | |
| >> Back to list | |
| Attribute name: Business Value Range 50 | Folder: iWD > Capture |
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_50 | |
| >> Back to list | |
| Attribute name: Business Value Range 500 | Folder: iWD > Capture |
| Description: This attribute enables data to be organized by the type of business value. | |
| Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_500 | |
| >> Back to list | |
| Attribute name: Capture Point | Folder: iWD > Capture |
| Description: Enables data to be organized by the type of capture point. | |
| Database table: | |

| | |
|--|------------------------------|
| CAPTURE_POINT.CAPTURE_POINT_NAME | |
| >> Back to list | |
| Attribute name: Custom Dim | Folder: iWD > Capture |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department | Folder: iWD > Capture |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Process | Folder: iWD > Capture |
| Description: Enables data to be organized by the type of process or application. | |
| Database table: process.process_name | |
| >> Back to list | |
| Attribute name: Solution | Folder: iWD > Capture |
| Description: Enables data to be organized by solution. | |
| Database table: solution.solution_name | |
| >> Back to list | |

Folder: iWD > Classification

| | |
|---|-------------------------------------|
| Attribute name: Category | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of category. | |
| Database table: category.category_name | |
| >> Back to list | |
| Attribute name: Custom Dim | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |

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|---|-------------------------------------|
| Attribute name: Customer Segment | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of customer segment. | |
| Database table: customer_segment.customer_segment_name | |
| >> Back to list | |

| | |
|--|-------------------------------------|
| Attribute name: Department | Folder: iWD > Classification |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| >> Back to list | |

| | |
|--|-------------------------------------|
| Attribute name: Media Channel | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of media channel. | |
| Database table: media_channel.media_channel_name | |
| >> Back to list | |

| | |
|---|-------------------------------------|
| Attribute name: Process | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of process or application. | |
| Database table: process.process_name | |
| >> Back to list | |

| | |
|--|-------------------------------------|
| Attribute name: Product | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of product. | |
| Database table: product.product_type | |
| >> Back to list | |

| | |
|---|-------------------------------------|
| Attribute name: Product Subtype | Folder: iWD > Classification |
| Description: Enables data to be organized by the subtype of product. | |
| Database table: product.product_subtype | |
| >> Back to list | |

| | |
|---|-------------------------------------|
| Attribute name: Solution | Folder: iWD > Classification |
| Description: Enables data to be organized by solution. | |
| Database table: solution.solution_name | |
| >> Back to list | |

| | |
|---|-------------------------------------|
| Attribute name: Source Process | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of source process. | |
| Database table: source_process.source_process_type | |
| >> Back to list | |

| | |
|--|-------------------------------------|
| Attribute name: Source Process Subtype | Folder: iWD > Classification |
| Description: Enables data to be organized by the subtype of source process. | |
| Database table: source_process.source_process_subtype | |
| >> Back to list | |

| | |
|--|-------------------------------------|
| Attribute name: Source Tenant | Folder: iWD > Classification |
| Description: Enables data to be organized by the type of source tenant. | |
| Database table: source_tenant.source_tenant_name | |
| >> Back to list | |

Folder: iWD > Email

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|--|--|
| Attribute name: QA Review Disposition Code | Folder: iWD > Email |
| Introduced: 9.0.019 | |
| Description: Enables data to be organized by the disposition code type. | |
| Database table: QA_REVIEW_DISP_CODE.QA_REVIEW_DISP_CODE_NAME | Form(s): QA Review Disposition Code |
| Forms in this attribute: | |
| Form: Table.Column: Data type: | Description: |
| >> Back to list | |

Folder: iWD > Queue

| | |
|--|---|
| Attribute name: Custom Dim | Folder: iWD > Queue |
| Description: Enables data to be organized by the type of custom dimension. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Department | Folder: iWD > Queue |
| Description: Enables data to be organized by the department in which the interaction was handled. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Priority Range | Folder: iWD > Queue |
| Description: Enables data to be organized by the type of priority. | |
| Database table: priority.priority_range_*_start | Form(s): Priority Range 5, Priority Range 10, Priority Range 50, Priority Range 100, Priority Range 500, Priority Range 1000 |
| Forms in this attribute: | |
| Form: Priority Range 10 Table.Column: priority.priority_range_10_start Data type: | Description: Enables data to be organized by the type of priority. |
| Form: Priority Range 100 Table.Column: priority.priority_range_100_start Data type: | Description: Enables data to be organized by the type of priority. |
| Form: Priority Range 1000 Table.Column: priority.priority_range_1000_start Data type: | Description: Enables data to be organized by the type of priority. |
| Form: Priority Range 5 Table.Column: priority.priority_range_5_start Data type: | Description: Enables data to be organized by the type of priority. |
| Form: Priority Range 50 Table.Column: priority.priority_range_50_start Data type: | Description: Enables data to be organized by the type of priority. |
| Form: Priority Range 500 Table.Column: priority.priority_range_500_start Data type: | Description: Enables data to be organized by the type of priority. |
| >> Back to list | |

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|---|----------------------------|
| Attribute name: Process | Folder: iWD > Queue |
| Description: Enables data to be organized by the type of process or application. | |
| Database table: process.process_name | |
| >> Back to list | |

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|--|----------------------------|
| Attribute name: Queue | Folder: iWD > Queue |
| Description: Enables data to be organized by the type of queue. | |
| Database table: queue.queue_name | |
| >> Back to list | |

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|---|----------------------------|
| Attribute name: Solution | Folder: iWD > Queue |
| Description: Enables data to be organized by solution. | |
| Database table: solution.solution_name | |
| >> Back to list | |

Folder: iWD > Service Objects

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|---|--------------------------------------|
| Attribute name: Batch ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the batch number, for jobs that are processed in batches. | |
| Database table: ETL_AUDIT.BATCH_ID | |
| >> Back to list | |

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|---|--------------------------------------|
| Attribute name: Batch Last Event ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized by the ID of the last event. | |
| Database table: ETL_AUDIT.BATCH_LAST_EVENT_ID | |
| >> Back to list | |

| | |
|--|--------------------------------------|
| Attribute name: Capture ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized by the ID of the task capture as issued by the originating source system. | |
| Database table: TASK_FACT.CAPTURE_ID, TASK_WORK_FACT.CAPTURE_ID | |
| >> Back to list | |

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| Folder: iWD > Service Objects | |
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| Attribute name: Component | |
| Description: Enables data to be organized by the name of the CX Insights schema. | |
| Database table: DB_VERSION.COMPONENT | |
| >> Back to list | |
| Attribute name: Customer ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized by customer ID, which is an extended attribute of a task or work item that the source system assigns. | |
| Database table: CUSTOMER.CUSTOMER_ID | |
| >> Back to list | |
| Attribute name: Data Source Name | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the database ID. | |
| Database table: ETL_AUDIT.DATA_SOURCE_NAME | |
| >> Back to list | |
| Attribute name: Data Source Type | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the type of the primary data source, which is one of CONFIG, TASK, or DATAMART. | |
| Database table: ETL_AUDIT.DATA_SOURCE_TYPE | |
| >> Back to list | |
| Attribute name: Employee ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. | |
| Database table: AGENT.AGENT_ID | |
| >> Back to list | |
| Attribute name: ETL Audit Key | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the technical key that identified the DataMart job. | |
| Database table: ETL_AUDIT.ETL_AUDIT_KEY | |
| >> Back to list | |
| Attribute name: Finish Time | Folder: iWD > Service Objects |

| | |
|--|--------------------------------------|
| Description: Enables data to be organized based on the date and time when the job finished. | |
| Database table: ETL_AUDIT.ETL_AUDIT_FINISH_TIME | |
| >> Back to list | |
| Attribute name: First Extracted Event ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the ID of the first event in the range of IDs that were processed. | |
| Database table: ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID | |
| >> Back to list | |
| Attribute name: Interaction ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the task ID, which is a unique identifier within a given Interaction Server database. | |
| Database table: .interaction_ID | |
| >> Back to list | |
| Attribute name: Job Type | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the type of job, which is one of INTRADAY or HISTORICAL. | |
| Database table: .ETL_AUDIT.Z_JOB_TYPE | |
| >> Back to list | |
| Attribute name: Last Employee ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized by ID of the employee identifier who was last assigned the task or work item, as captured by the source system. | |
| Database table: AGENT.AGENT_ID | |
| >> Back to list | |
| Attribute name: Last Extracted Event ID | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the ID of the last event in the range of IDs that were processed. | |
| Database table: ETL_AUDIT.LAST_EXTRACTED_EVENT_ID | |
| >> Back to list | |
| Attribute name: Last Interval Date Key | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the last date interval that was processed by the | |

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|---|--------------------------------------|
| aggregate ETL scripts. | |
| Database table: ETL_AUDIT.LAST_INTERVAL_DATE_KEY | |
| >> Back to list | |
| Attribute name: Last Interval Time Key | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the last time interval that was processed by the aggregate ETL scripts. | |
| Database table: ETL_AUDIT.LAST_INTERVAL_TIME_KEY | |
| >> Back to list | |
| Attribute name: Process Name | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the name of the job that processed the records. | |
| Database table: ETL_AUDIT.PROCESS_NAME | |
| >> Back to list | |
| Attribute name: Source Tenant | Folder: iWD > Service Objects |
| Description: Enables data to be organized by the type of source tenant. | |
| Database table: SOURCE_TENANT.SOURCE_TENANT_NAME | |
| >> Back to list | |
| Attribute name: Start Time | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on the date and time at which the job started. | |
| Database table: | |
| >> Back to list | |
| Attribute name: Status | Folder: iWD > Service Objects |
| Description: Enables data to be organized based on job status, which is one of FINISHED, IN PROGRESS, FAILED. | |
| Database table: ETL_AUDIT.STATUS | |
| >> Back to list | |
| Attribute name: Subversion | Folder: iWD > Service Objects |
| Description: Enables data to be organized by the version number of the CX Insights schema. | |
| Database table: DB_VERSION.VERSION | |
| >> Back to list | |
| Attribute name: Tenant | Folder: iWD > Service Objects |

Description: Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New connections are required for access to other tenant schemas.

Database table:
TENANT.TENANT_NAME

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Attribute name: Version

Folder: iWD > Service Objects

Description: Enables data to be organized by the version number of the CX Insights schema.

Database table: DB_VERSION.LVL

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Folder: iWD > Time

Attribute name: 15 Minutes

Folder: iWD > Time

Description: Enables data within the reporting interval to be organized by 15- or 30-minutes intervals.

Database table:
DATE_TIME_SUBHR.DATE_TIME_KEY,
IWD_AGG_TASK_AGENT_SUBHR.DATE_TIME_KEY,
IWD_AGG_TASK_CAPT_SUBHR.DATE_TIME_KEY,
IWD_AGG_TASK_CLASSIF_SUBHR.DATE_TIME_KEY,
IWD_AGG_TASK_QUEUE_SUBHR.DATE_TIME_KEY,

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Attribute name: Date

Folder: iWD > Time

Description: Enables data within the reporting interval to be organized by a particular date.

Database table:
DATE_TIME_*.CAL_DATE

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Attribute name: Date Range

Folder: iWD > Time

Description: Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.

Database table:
RELATIVE_RANGE_NAME.RANGE_NAME

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Attribute name: Date Time Key DAY

Folder: iWD > Time

Description: Enables data to be based on the primary key of the attribute.

Database table:

DATE_TIME.DATE_TIME_KEY,
IWD_DATE_TIME_AGENT_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_CAPT_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_CLASSIF_DAY.
DATE_TIME_KEY,
IWD_DATE_TIME_QUEUE_DAY.
DATE_TIME_KEY

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Attribute name: Day**Folder:** iWD > Time

Description: Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Database table:

DATE_TIME.LABEL.YYYY.MM.DD

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Attribute name: Hour**Folder:** iWD > Time

Description: Enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.

Database table:

DATE_TIME.LABEL_YYYY_MM_DD_HH24

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Attribute name: Month**Folder:** iWD > Time

Description: Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.

Database table:

DATE_TIME.LABEL_YYYY_MM

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Attribute name: Month Year Ago**Folder:** iWD > Time

Description: Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format.

Database table:

DATE_TIME_YEAR_AGO.LABEL_YYYY_MM

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Attribute name: Month Year Next**Folder:** iWD > Time

Description: Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format.

Database table:

DATE_TIME_YEAR_NEXT.LABEL_YYYY_MM

| | |
|---|---------------------------|
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| Attribute name: Quarter | Folder: iWD > Time |
| Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format. | |
| Database table: DATE_TIME.LABEL_YYYY_QQ | |
| >> Back to list | |
| Attribute name: Service Date Time Key | Folder: iWD > Time |
| Description: Enables data to be organized by a key for a particular date and time from the relevant table. | |
| Database table: DATE_TIME_*.DATE_TIME_KEY, IWD_AGG_TASK * SUBHR.DATE_TIME_KEY, DATE_TIME.DATE_TIME_KEY, IWD_AGG_TASK_*.DATE_TIME_KEY | |
| >> Back to list | |
| Attribute name: Start Date Time Key | Folder: iWD > Time |
| Description: Enables data to be organized by a key for a particular date and time from the relevant table. | |
| Database table: IWD_AGG_TASK * SUBHR.DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY, | |
| >> Back to list | |
| Attribute name: Week | Folder: iWD > Time |
| Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format. | |
| Database table: DATE_TIME.LABEL_YYYY_WE | |
| >> Back to list | |
| Attribute name: Year | Folder: iWD > Time |
| Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY). | |
| Database table: DATE_TIME.LABEL_YYYY | |
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