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Genesys Customer Experience Insights Project Guide

Billing Data folder

Billing Data folder

Use objects in this folder or organize and measure customer usage data related to billing.

Many folders contain **Custom** sub folders, which are not described in this document; custom folders are provided to store any custom objects.

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.

Billing Data folder and subfolders

This folder contains the following root folder and subfolders.

- [Billing Data](#)

Folder: Billing Data

Introduced: 100.0.023.0000

Description: The root Billing Data folder. Objects in this folder enable the organization and measurement of customer usage data related to billing.

Metrics:

- [Concurrent User Count](#)
- [Named User Count](#)
- [Resource Key BDS](#)
- [IVR Minutes](#)
- [Peak IVR Ports](#)

Attributes:

- [Business Unit](#)
- [Metric](#)
- [Region](#)

Reports built primarily from the objects in the Billing Data folder and subfolders

- [Inbound Voice User](#)
- [IVR Usage Report](#)

For more information about Billing Data reports, see *Genesys CX Insights 9.0 User's Guide* (Genesys Engage on-premise) or *Historical Reporting with Genesys CX Insights* (Genesys Engage cloud).