

# **GENESYS**<sup>®</sup>

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### Genesys Customer Experience Insights Project Guide

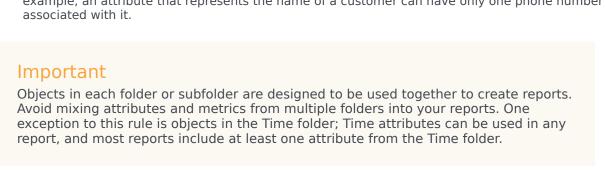
**Billing Data Attributes** 

5/5/2025

## Billing Data Attributes

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing. 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.



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

#### **Billing Data**

Metric

Business Unit

Region

#### Folder: Billing Data

Attribute name: Business Unit Introduced: 100.0.023.0000	Folder: Billing Data
Description: Enables data within the reporting interval to be organized based on Business Unit.	
Database table: BDS_BUSINESS_UNIT.NAME	
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Attribute name: Metric	Folder: Billing Data
Description: This attribute is used for internal calculations.	

Database table: BDS_NAMED_AGENTS.METRIC_NAME	
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Attribute name: Region	
Introduced: 100.0.023.0000	Folder: Billing Data
<b>Description:</b> Enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.	
Database table: BDS_REGION.NAME	
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