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Genesys Customer Experience Insights Project Guide

Callback folder

12/19/2025

Callback folder

The Callback folder contains numerous objects that you can use to build reports.

Some data in the Callback folder is organized in a Details subfolder, to make it easier to find the objects you need. Many folders contain Custom 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.

Callback folder and subfolders

This folder contains the following root folder and subfolders.

- [Callback](#)
- [Callback > Detail](#)

Folder: Callback

Introduced: 9.0.007.03

Description: The root folder for Callback objects. Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on summarized high-level characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- | | | |
|---|---|---|
| • % Abandoned | • Accepted Scheduled | • Avg Offer Time |
| • % Canceled | • Accepted Wait For Agent | • Avg Saved Time |
| • % Customer Connected | • Added Agents | • Avg Time to Abandon Waiting For Agent |
| • % Declined | • Attempt 1 | • Avg Time To Wait For An Agent |
| • % Successful | • Attempt 2 | • Callback Attempts |
| • % Unsuccessful | • Attempt 3 | • Callbacks |
| • Abandon Waiting For Agent | • Attempt 4 | • Canceled |
| • Accepted | • Attempted | • Customer Connected |
| • Accepted Immediate | • Avg Added Agents | • Declined |

| | | |
|---|---|--|
| <ul style="list-style-type: none"> Establish Time Expected Wait Time Expected Wait Time when Offered Failed Transfers before Agent is connected Failed Transfers to Agent Forced Dialed Max Establish Time Max Establish Time (Fmt) Max Expected Wait Time Max Expected Wait Time (Fmt) Max Expected Wait Time when Offered Max Expected Wait Time when Offered (Fmt) Max Offer Time Max Offer Time (Fmt) | <ul style="list-style-type: none"> Max Offline Waiting Time Max Offline Waiting Time (Fmt) Max Position in Queue Max Position in Queue when Offered Max Saved Time Max Saved Time (Fmt) Max Time to Abandon Waiting For Agent Max Time to Abandon Waiting For Agent (Fmt) Max Time to Wait For Agent Max Time to Wait For Agent (Fmt) Min Expected Wait Time when Offered Min Expected Wait Time when Offered (Fmt) Min Position in Queue when | <ul style="list-style-type: none"> Offered Min Saved Time Min Saved Time (Fmt) Offer Time Offered Offline Waiting Time Position in Queue Position in Queue when Offered Requested Agent Assistance Saved Time Start Date Time Key Successful Time to Abandon Waiting For Agent Time to Wait For Agent Timeout Waiting |
| Attributes: <ul style="list-style-type: none"> Callback Dim 1 Key Callback Dim 2 Key Callback Dim 3 Key Callback Direction Callback Offer Type | | |
| <ul style="list-style-type: none"> Callback Type Channel Dial Dialog Result Final Dial Result Final Target | <ul style="list-style-type: none"> Offer Timing Order Connect Queue Queue Key | |

Folder: Callback > Detail

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data based on detailed characteristics of Callback interactions. Refer to the descriptions of subfolders for additional information.

Metrics:

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> Abandoned Waiting Accepted Added Agent Callback Accepted Timestamp Callback Attempts | <ul style="list-style-type: none"> Callback Offer Time Callback Offered Timestamp Callback Offers per Session Connect Waiting Time Customer Connected | <ul style="list-style-type: none"> Timestamp Customer Ready To Start Timestamp Desired Time Desired Timestamp |
|--|--|---|

| | | |
|---|---|--|
| <ul style="list-style-type: none">• Establish Time• Expected Wait Time• Expected Wait Time When Offered• Last Callback Offer Time• Last Callback Offered Timestamp | <ul style="list-style-type: none">• Offered• Offline Waiting Time• Position in Queue• Position in Queue When Offered• Push Delivery Confirmed Timestamp | <ul style="list-style-type: none">• Ready To Start Timestamp• Requested Agent Assistance• Service Start Timestamp• Start DateTime Key• Timeout Warning• Transfer Failed |
| Attributes: <ul style="list-style-type: none">• Callback Dim 4 Key• Customer Phone Number• Desired Time• Dial Result• Final• Forced Dialed• Service ID | | |

Reports built primarily from the objects in the Callback folder and subfolders

- [Callback Details Report](#)
- [Callback Summary Report](#)

For more information about Callback reports, see the [Genesys CX Insights 9.0 User's Guide](#). For information about configuring callback reporting, see the [Callback Solution Guide](#).