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Genesys Customer Experience Insights Project Guide

Callback Attributes

Callback Attributes

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

Callback

- [Callback Dim 1 Key](#)
- [Callback Dim 2 Key](#)
- [Callback Dim 3 Key](#)
- [Callback Direction](#)
- [Callback Offer Type](#)
- [Callback Type](#)
- [Channel](#)

- [Dial Dialog Result](#)
- [Final Dial Result](#)
- [Final Target](#)
- [Offer Timing](#)
- [Order Connect](#)
- [Queue](#)
- [Queue Key](#)

Callback > Detail

- [Callback Dim 4 Key](#)
- [Customer Phone Number](#)
- [Desired Time](#)
- [Dial Result](#)
- [Final](#)
- [Forced Dialed](#)
- [Service ID](#)

Folder: Callback

Attribute name: Callback Dim 1 Key	Folder: Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_1 table.	
Database table:	

AG2_CALLBACK_*.CBD1_KEY, CALLBACK_DIM_1.ID	
>> Back to list	
Attribute name: Callback Dim 2 Key	Folder: Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_2 table.	
Database table: AG2_CALLBACK_*.CBD2_KEY, CALLBACK_DIM_2.ID	
>> Back to list	
Attribute name: Callback Dim 3 Key	Folder: Callback
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_3 table.	
Database table: AG2_CALLBACK_*.CBD3_KEY, CALLBACK_DIM_3.ID	
>> Back to list	
Attribute name: Callback Direction	Folder: Callback
Description: Enables data to be organized based on which party originated the call. Values=CUSTOMER_TERMINATED, CUSTOMER_ORIGINATED.	
Database table: CALLBACK_DIM_2.CALL_DIRECTION	
>> Back to list	
Attribute name: Callback Offer Type	Folder: Callback
Description: Enables data to be organized based on the type of callback offer that was presented to the customer. Values: SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT. For example:	
<ul style="list-style-type: none"> • During off-hours, you can make only the scheduled option available. • During on-hours, allow only the wait_for_agent option, or a combination of scheduled and wait_for_agent. 	
Database table: CALLBACK_DIM_1.CALLBACK_OFFER_TYPE	
>> Back to list	
Attribute name: Callback Type	Folder: Callback

Description: Enables data to be organized the type of callback. Values: IMMEDIATE, WAIT_FOR_AGENT, SCHEDULE.	
Database table: CALLBACK_DIM_1.CALLBACK_TYPE	
>> Back to list	
Attribute name: Channel	Folder: Callback
Description: Enables data to be organized based on the Callback origination channel. Values=ivr, web.	
Database table: CALLBACK_DIM_1.CHANNEL	
>> Back to list	
Attribute name: Dial Dialog Result	Folder: Callback
Description: Enables data to be organized based on the cause of the final dialing result. Values=RIGHT_PERSON, WRONG_PERSON, CANCELED.	
Database table: CALLBACK_DIM_2.DIAL_DIALOG_RESULT	
>> Back to list	
Attribute name: Final Dial Result	Folder: Callback
Description: Enables data to be organized based on the final dialing result. Values=BUSY, NO_ANSWER, ANSWERING_MACHINE, ERROR_TONE, FAX, PERSON, REDIAL_LIMIT_REACHED.	
Database table: CALLBACK_DIM_2.FINAL_DIAL_RESULT	
>> Back to list	
Attribute name: Final Target	Folder: Callback
Description:	
Database table: CALLBACK_DIM_3.FINAL_TARGET	
>> Back to list	
Attribute name: Offer Timing	Folder: Callback
Description: Enables data to be organized based on whether the callback arrived during normal hours of operation, or during off-hours.	
Values={OFF-HOURS, ON-HOURS}:	
<ul style="list-style-type: none"> • OFF-HOURS: callback (typically scheduled only) was offered during non-operational hours • ON-HOURS: callback was offered during operational (business) hours 	
Database table: CALLBACK_DIM_2.OFFER_TIMING	

>> Back to list	
Attribute name: Order Connect	Folder: Callback
Description: Enables data to be organized based on the order in which the parties connected. Values=CUSTOMER_FIRST, AGENT_FIRST_PREVIEW, AGENT_FIRST_NO_PREVIEW.	
Database table: CALLBACK_DIM_1.CONNECT_ORDER	
>> Back to list	
Attribute name: Queue	Folder: Callback
Description: Enables data to be organized based on the name of the virtual queue.	
Database table: RESOURCE_Q.RESOURCE_NAME	Form(s): Queue Type
Forms in this attribute:	
Form: Queue Type Table.Column: Queue Type Data type: RESOURCE_Q.RESOURCE_TYPE	Description: Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
>> Back to list	
Attribute name: Queue Key	Folder: Callback
Description: Enables data to be organized based on the primary key for the virtual queue.	
Database table: AG2_CALLBACK_*.RESOURCE_KEY	
>> Back to list	

Folder: Callback > Detail

Attribute name: Callback Dim 4 Key	Folder: Callback > Detail
Description: Reserved for internal use, this attribute enables the organization of data based on the primary key of the CALLBACK_DIM_4 table.	
Database table: CALLBACK_FACT_GI2.CALLBACK_DIM_4_KEY, CALLBACK_DIM_4.ID	
>> Back to list	
Attribute name: Customer Phone Number	Folder: Callback > Detail
Description: Enables data to be organized based on the phone number provided by the customer for callback.	

This is the number that was used to dial out (in CUSTOMER_TERMINATED scenarios) or used to execute a match by ANI (in CUSTOMER_ORIGINATED scenarios).

Database table:
CALLBACK_FACT_GI2.CUSTOMER_PHONE_NUMBER

[>> Back to list](#)

Attribute name: Desired Time

Folder: Callback > Detail

Introduced: 100.0.023.0000

Description: Enables data to be organized based on the callback time requested by the customer.

Database table:
CALLBACK_FACT_GI2.DESIRED_TS_TIME

[>> Back to list](#)

Attribute name: Dial Result

Folder: Callback > Detail

Introduced: 100.0.023.0000

Description: Enables data to be organized based on the dialing result. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

Database table:
CALLBACK_DIAL_RESULTS

[>> Back to list](#)

Attribute name: Final

Folder: Callback > Detail

Description: Enables data to be organized based on whether callback was dialed, or scheduled but never dialed. (1 = callback was dialed, 0 = callback was scheduled, but not dialed.)

Database table:
CALLBACK_FACT_GI2.FINAL_RECORD

[>> Back to list](#)

Attribute name: Forced Dialed

Folder: Callback > Detail

Description: Enables data to be organized based on whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability. (0 = No, 1 = Yes). A value of 1 (yes) might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

Database table:
CALLBACK_DIM_4.DIAL_IGNOREING_AVAILABILITY

[>> Back to list](#)

Attribute name: Service ID

Folder: Callback > Detail

Description: Enables data to be organized based on the original SCXML/GMS session ID.

Database table:
CALLBACK_FACT_GI2.SERVICE_ID

[>> Back to list](#)