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Genesys Customer Experience Insights Project Guide

Chat Bot Attributes

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Chat Bot Attributes

The Chat Bot folder contains numerous attributes that you can use to build chat bot-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.

Chat Bot

- Bot Category
- Bot Function
- End Reason
- End Result
- Ended By

Folder: Chat Bot

Attribute name: Bot Category	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on generic bot categorization.	
Database table: BGS_BOT_DIM.BOT_CATEGORY	
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Attribute name: Bot Function	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on bot functionality.	
Database table: BGS_BOT_DIM.BOT_FUNCTION	
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Attribute name: End Reason	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on the reason given for Bot Gateway Server (BGS) session termination.	
Database table: BGS_SESSION_DIM.END_REASON	
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Attribute name: End Result	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on the Technical Result (Success or Fail).	
Database table: BGS_BOT_DIM.END_RESULT	
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Attribute name: Ended By	Folder: Chat Bot
Description: Enables data within the reporting interval to be organized based on who terminated the Bot Gateway Server (BGS) session.	
Database table: BGS_SESSION_DIM.ENDED_BY	
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