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Genesys Customer Experience Insights Project Guide

Queue Attributes

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Queue Attributes

The Queue folder contains numerous attributes that you can use to build queue-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.

Queue <ul style="list-style-type: none"> Business Result Customer Segment Interaction Subtype Interaction Type Media Type Queue Queue Group Queue Group Combination Key Queue Group Key Queue Key Service Subtype Service Type Workbin Owner Workbin Type 	<ul style="list-style-type: none"> There are no attributes in this folder 	Queue > Queue Predictive Routing
	Queue > Q Customer <ul style="list-style-type: none"> There are no attributes in this folder 	<ul style="list-style-type: none"> Model Predictor Predictor Switch
	Queue > Q Customer & Consults <ul style="list-style-type: none"> There are no attributes in this folder 	Queue > Queue User Data Example
	Queue > Q Customer & Consults > Abandoned Waiting ST1 <ul style="list-style-type: none"> There are no attributes in this folder 	<ul style="list-style-type: none"> Category Category Key Classify Actionability Category Classify Sentiment Category Dimension 1 - Dimension 5 Dimension 6 - Dimension 10 Influence Category Screen Actionability Category Screen Sentiment Category
Queue > Q Consults	<ul style="list-style-type: none"> There are no attributes in this folder 	

Folder: Queue

Attribute name: Business Result	Folder: Queue
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
>> Back to list	
Attribute name: Customer Segment	Folder: Queue
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
>> Back to list	
Attribute name: Interaction Subtype	Folder: Queue
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
>> Back to list	
Attribute name: Interaction Type	Folder: Queue
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
>> Back to list	
Attribute name: Media Type	Folder: Queue
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_NAME_CODE	Form(s): Media Type, Media Name Code

Forms in this attribute:	
Form: Media Name Code Table.Column: Data type: Text	Description: Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type Table.Column: Data type: Text	Description: Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	
Attribute name: Queue	Folder: Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	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 Group	Folder: Queue
Description: Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.	
Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	
>> Back to list	
Attribute name: Queue Group Combination Key	Folder: Queue
Description: Enables data to be organized by the queue-group related primary key of the RESOURCE_GROUP_COMBINATION dimension. This dimension is reserved for internal computations.	
Database table: RESOURCE_GROUP_COMBINATION_Q.GROUP_COMBINATION_KEY	
>> Back to list	
Attribute name: Queue Group Key	Folder: Queue
Description: Reserved for internal use.	
Database table:	

>> Back to list	
Attribute name: Queue Key	Folder: Queue
Description: Reserved for internal use.	
Database table:	
>> Back to list	
Attribute name: Service Subtype	Folder: Queue
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table:	
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
>> Back to list	
Attribute name: Service Type	Folder: Queue
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table:	
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
>> Back to list	
Attribute name: Workbin Owner	Folder: Queue
Description: Enables data within the reporting interval to be organized by Workbin Owner.	
Database table:	
WORKBIN.WORKBIN_OWNER_NAME	
>> Back to list	
Attribute name: Workbin Type	Folder: Queue
Description: Enables data within the reporting interval to be organized by Workbin Type.	
Database table:	
WORKBIN.WORKBIN_TYPE_CODE	
Form(s): Workbin Name	
Forms in this attribute:	
Form: Workbin Name	
Table.Column:	
WORKBIN.WORKBIN_RESOURCE_NAME	
Data type: Character	
Description: Enables data within the reporting interval to be organized by Workbin Name.	
>> Back to list	

Folder: Queue > Q Consults

There are no attributes in this folder

Folder: Queue > Q Customer

There are no attributes in this folder

Folder: Queue > Q Customer & Consults

There are no attributes in this folder

Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

There are no attributes in this folder

Folder: Queue > Q Customer & Consults > Accepted Agent ST1

There are no attributes in this folder

Folder: Queue > Queue Predictive Routing

Attribute name: Model	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
>> Back to list	
Attribute name: Predictor	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	
>> Back to list	

Attribute name: Predictor Switch	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
>> Back to list	

Folder: Queue > Queue User Data Example

Attribute name: Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
>> Back to list	

Attribute name: Category Key	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
>> Back to list	

Attribute name: Classify Actionability Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME	
>> Back to list	

Attribute name: Classify Sentiment Category	Folder: Queue > Queue User Data Example
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Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

[>> Back to list](#)

Attribute name: Dimension 1 - Dimension 5

Folder: Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

[>> Back to list](#)

Attribute name: Dimension 6 - Dimension 10

Folder: Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

[>> Back to list](#)

Attribute name: Influence Category

Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CTGNAME

[>> Back to list](#)

Attribute name: Screen Actionability Category

Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is

applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:

USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME

[>> Back to list](#)

Attribute name: Screen Sentiment Category

Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:

USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME

[>> Back to list](#)