GENESYS™

Genesys Customer Experience Insights Project Guide

User Data Call Survey Attributes

12/17/2025

User Data Call Survey Attributes

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

User Data Call Survey

- Agent Score
- Call Score

- Company Score
- IQ1 - IQ4
- Product Score

- SQ1 - SQ2

Folder: User Data Call Survey

Attribute name: Agent Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Call Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Company Score	
Introduced: 9.0.013	**Folder:** User Data Call Survey
Description: Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.	
Database table: AG2_AGENT_*,	

AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: IQ1 - IQ4

Introduced: 9.0.013

Folder: User Data Call Survey

Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: Product Score

Introduced: 9.0.013

Folder: User Data Call Survey

Description: Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	

Attribute name: SQ1 - SQ2

Introduced: 9.0.013

Folder: User Data Call Survey

Description: These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Database table: AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
>> Back to list	