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Genesys Customer Experience Insights Project Guide

User Data Example Attributes

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User Data Example Attributes

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User Data Example

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Folder: User Data Example

Attribute name: Category	Folder: 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	
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Attribute name: Category Key	Folder: 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	
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Attribute name: Classify Actionability Category	Folder: 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

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Attribute name: Classify Sentiment Category

Folder: User Data Example

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

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Attribute name: Dimension 1 - Dimension 5

Folder: 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

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Attribute name: Dimension 2 Gen - Dimension 5 Gen

Folder: User Data Example

Introduced: 9.0.013

Description: These 4 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_GEN_DIM_1.DIM_ATTRIBUTE_2,

USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_GEN_DIM_1.DIM_ATTRIBUTE_5

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Attribute name: Dimension 6 - Dimension 10

Folder: 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

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Attribute name: Dimension 6 Gen - Dimension 10 Gen

Folder: User Data Example

Introduced: 9.0.013

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_GEN_DIM_2.DIM_ATTRIBUTE_1,

USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_GEN_DIM_2.DIM_ATTRIBUTE_5

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Attribute name: GSW Call Type

Folder: User Data Example

Introduced: 9.0.013

Description: This attribute 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_GEN_DIM_1.DIM_ATTRIBUTE_1

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Attribute name: Influence Category

Folder: 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

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Attribute name: Screen Actionability Category

Folder: 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

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**Attribute name: Screen
Sentiment Category**

Folder: 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

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