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Genesys Info Mart User's Guide

Technical Descriptors

Technical Descriptors

Understanding when interaction resource facts (IRFs) and mediation segment facts (MSFs) are created can help you to determine which types of interaction resources and mediation segments to include in, or exclude from, your queries. The TECHNICAL_DESCRIPTOR dimension is a combination of attributes — resource roles, role reasons, technical results, and technical result reasons — that describe how interactions arrive at and depart from resources.

This page describes the technical descriptor combinations that are applicable for IRFs and MSFs for voice and multimedia. Some technical descriptors apply only to IRFs, some apply only to MSFs, and some apply to both. Similarly, some technical descriptors apply only to voice interactions, some apply only to multimedia interactions, and some apply to both. Whether a particular resource role or technical result applies to IRFs or MSFs for various media types depends on the type of resource.

After you understand the resource roles and technical results described on this page, go to:

- **Validated Voice Call Flows** for diagrams that depict the IRFs that result from typical voice interaction flows
- **Validated Multimedia Interaction Flows** for diagrams that depict the IRFs that result from typical multimedia interaction flows

Important

The TECHNICAL_DESCRIPTOR dimension table includes some combinations of resource roles, role reasons, technical results, and technical result reasons that Genesys Info Mart does not use. This page does not describe these combinations.

Resource Roles

The resource role of the interaction-handling or mediation resource depends on how the interaction arrives at the resource.

The **Resource Roles** table below describes the resource roles that Genesys Info Mart uses for resources that are the subjects of IRF or MSF records. Except where specified otherwise, all resource roles apply to both voice and multimedia interactions.

The number of potential resource roles for mediation resources is limited. For an ACD queue, virtual queue, multimedia interaction queue, or multimedia workbin, each row in the MSF table has a resource role of Received or ReceivedConsult.

For a list of the available combinations of resource roles with the other technical-descriptor attributes, see **Technical Descriptor Combinations**.

Resource Roles and Role Reasons

Resource Role	Description	Comments
DivertedTo	Denotes an interaction that was delivered to the resource via an ACD queue.	Applies to: IRF (voice) A resource role of DivertedTo paired with a technical result of Conferenced indicates the initiator of a conference call.
InConference	Denotes that the IRF was created for a resource as the result of a conference call in which the resource joined the conference.	Applies to: IRF A resource role of InConference paired with a technical result of Conferenced indicates that, after joining the conference, the joining resource was the initiator of a subsequent conference.
Initiated	Denotes that the resource in the IRF row initiated either an internal interaction or an outbound interaction.	Applies to: IRF A resource role of Initiated paired with a technical result of Conferenced indicates that the resource initiated a call and was the initiator of a conference call.
InitiatedConsult	In the separate IRF record that is created when an agent or IVR initiates a consultation, denotes that the subject of the IRF initiated the consultation.	Applies to: IRF This resource role indicates that the subject of the IRF initiated a consultation, mute transfer, two-step transfer, or two-step conference to another resource.
Puller	Denotes that the resource pulled the multimedia interaction from an Interaction Queue or Interaction Workbin.	Applies to: IRF (multimedia)
Received	For IRFs, denotes that the resource received an inbound interaction without the benefit of prior distribution devices moving the call to it. This is typical for internal call types that are dialed directly to the resource. For MSFs, this resource role applies to all nonconsultation interactions that are received into a queue.	Applies to: IRF and MSF A resource role of Received paired with a technical result of Conferenced in the IRF context indicates the initiator of a conference call.
ReceivedConsult	Denotes that the IRF or MSF was created for a resource as the result of a consultation only (the resource did not receive a transfer, or was not joined into a conference). This enables counting of consultations that are received by a resource.	Applies to: IRF (voice and multimedia) and MSF (voice) <ul style="list-style-type: none"> A resource role of ReceivedConsult paired with a technical result of Conferenced represents the unlikely event that a resource receives a consultation, consults another resource, and then creates a conference call between the resources. This combination

Resource Role	Description	Comments
		<p>in the IRF context indicates the initiator of a conference call.</p> <ul style="list-style-type: none"> For MSF records, this resource role indicates that the interaction arrived in the mediation resource as the result of a consultation between contact center resources and was still in consultation when the interaction was diverted by the mediation resource.
ReceivedTransfer	<p>Denotes that the IRF was created as a result of the interaction being transferred to the IRF resource by a resource other than a nonself-service IVR, either directly or indirectly through an intermediate redirecting resource.</p>	<p>Applies to: IRF</p> <p>A resource role of ReceivedTransfer paired with a technical result of Conferenced indicates the initiator of a conference call.</p> <p>For voice interactions, a resource role of ReceivedTransfer paired with a role reason of IntroducedTransfer indicates that an interaction that would otherwise appear as a conference qualified as an introduced transfer, as defined by the introduced-transfer-threshold configuration option.</p>
RedirectedTo	<p>An interaction has been returned to the queue from which it was pulled.</p> <p>Note: An IRF is created for a queue only if the interaction ended in the queue — for example, if the technical result was CustomerAbandoned.</p>	<p>Applies to: IRF (multimedia)</p> <p>An interaction is redirected back to a queue if:</p> <ul style="list-style-type: none"> A routing strategy pulled the interaction from the queue and offered it to an agent, but the agent did not accept the invitation into the interaction. The interaction has been assigned to an agent for longer than the handling timeout that is configured in Interaction Server. The interaction has been assigned to a routing strategy for longer than the routing timeout that is configured in Interaction Server.
RoutedTo	<p>Denotes an interaction that was delivered to the resource via a routing point.</p>	<p>Applies to: IRF</p> <p>For voice interactions, a resource role of RoutedTo paired with a technical result of</p>

Resource Role	Description	Comments
		Conferenced indicates the initiator of a conference call.
Unknown	Genesys Info Mart does not have sufficient information to determine the resource role.	Applies to: IRF and MSF

Technical Results

The technical result and technical result reason of the IRF or MSF depend on how the interaction leaves the resource.

The **Technical Results** table below describes the technical results and technical result reasons that Genesys Info Mart uses for resources that are the subjects of IRF or MSF records. Except where specified otherwise, all technical results and technical result reasons apply to both voice and multimedia interactions.

For a list of the available combinations of technical results with the other technical-descriptor attributes, see **Technical Descriptor Combinations**.

Technical Results and Technical Result Reasons

Technical Result	Result Reason	Comment
Abandoned	Denotes that processing of the interaction by the resource did not complete normally.	
	AbandonedWhileQueued	Applies to: IRF and MSF The interaction was abandoned while in the queue.
	Redirected	Applies to: IRF (voice) and MSF (voice) In the IRF context, processing of the voice interaction by the resource that is the subject of the IRF row was abandoned, and the interaction was redirected to another resource. In the MSF context, processing of the voice interaction by a target handling resource was abandoned, and the interaction was redirected to another resource.
	Rejected	Applies to: IRF (multimedia) and MSF (multimedia). A handling resource, which was an agent (or a place), was invited into the interaction but rejected the invitation. As a result, processing of the interaction was abandoned.

Technical Result	Result Reason	Comment
		In the IRF context, the resource that rejected the invitation is the subject of the IRF record. In the MSF context, the resource that rejected the invitation is a target handling resource.
	Revoked	<p>Applies to: IRF (multimedia) and MSF (multimedia).</p> <p>A handling resource, which was an agent (or a place), was invited into the interaction, but the invitation was revoked when the resource did not accept the invitation before the handling-timeout that is configured in Interaction Server. As a result, processing of the interaction was abandoned.</p> <p>In the IRF context, the resource that did not accept the invitation in time is the subject of the IRF record. In the MSF context, the resource that did not accept the invitation in time is a target handling resource.</p>
	Unspecified	<p>Applies to: IRF and MSF</p> <p>In MSF records with a resource role of ReceivedConsult:</p> <ul style="list-style-type: none"> For virtual queues, either the consultation was abandoned or a consultation was retrieved while in the virtual queue. For ACD queues, the consultation mediation attempt through this ACD queue was abandoned or retrieved while waiting for service.
AbnormalStop	<p>(Multimedia only)</p> <p>Denotes that the interaction was stopped by an entity (for example, Interaction Server or a Media Server) that was not a party to the interaction, in situations in which no other technical result applies. For example, AbnormalStop would not apply if the Media Server stops the interaction with a reason system name of Abandoned, because the technical result of CustomerAbandoned would apply to that scenario. The STOP_ACTION field in the last IRF for the interaction is 0.</p>	
	AbnormalStopWhileQueued	<p>Applies to: IRF and MSF</p> <p>The interaction was stopped while in the virtual queue, interaction queue, or workbin.</p>
	AbnormalStopWhileRinging	Applies to: IRF
	Unspecified	Applies to: IRF and MSF

Technical Result	Result Reason	Comment
Cleared	Denotes that the interaction was cleared from a queue. Applies to: MSF	
	DefaultRoutedByStrategy	(Virtual queues only) The interaction was routed by URS to the default destination, as defined by the URS configuration options.
	DefaultRoutedBySwitch	(Voice virtual queues only) The switch default-routed the interaction.
	PulledBack	(Multimedia only) The routing strategy was unable to route the interaction successfully before the expiration of the routing-timeout that was configured in Interaction Server. As a result, the routing was considered to be a failure and the interaction was taken from the routing strategy and placed back into the interaction queue from which it came.
	RoutedFromAnotherVQ	(Virtual queues only) The interaction was added to this virtual queue as well as to a parallel virtual queue. It was routed from the parallel virtual queue to the target destination, and it was cleared from this virtual queue.
	Stopped	(Multimedia only) The interaction was stopped while in mediation, in situations in which neither CustomerAbandoned nor AbnormalStop applies.
	StuckCall	(Virtual queues only) An interaction that ICON identified as a stuck call was cleared from the virtual queue. (ICON determines that an interaction is stuck in a virtual queue if ICON received an event that indicates that the interaction entered the virtual queue, but ICON did not receive the event that indicates that the interaction exited the virtual queue, and URS has stopped sending status updates for that interaction.) Note: To calculate durations from virtual queue data accurately, Genesys recommends that rows that have this technical result and reason not be used.
	Targets Cleared	(Virtual queues only) The interaction was cleared from the

Technical Result	Result Reason	Comment
		virtual queue by the URS strategy Clear Target function.
	Unspecified	For virtual queues, usually indicates that the interaction was cleared from the virtual queue because no target was found. For ACD queues, usually indicates that the interaction was parallel queued and was not diverted from this ACD queue to another contact center resource.
Completed	Denotes that processing of the interaction by the resource completed normally. Applies to: IRF	
	Archived	(Multimedia only) The interaction was placed into an Interaction Queue that, based on the value of the completed-queues configuration option, Genesys Info Mart identifies as an archive queue for completed interactions. This Result Reason improves reporting in Genesys intelligent Workload Distribution (iWD) or other scenarios in which interactions are placed into “archiving” queues, instead of being terminated immediately after processing.
	Canceled	(Multimedia only) The interaction was placed into an Interaction Queue that, based on the value of the canceled-queues configuration option, Genesys Info Mart identifies as an archive queue for canceled interactions. This Result Reason improves reporting in iWD or other scenarios in which interactions are placed into “archiving” queues, instead of being terminated immediately after processing.
	Unspecified	
Conferenced	Denotes that the interaction resulted in a conference. See comments in the Resource Roles table , above, for the meaning of specific combinations of the Conferenced technical result with various resource roles. Applies to: IRF (voice)	
	Unspecified	
CustomerAbandoned	Denotes that the customer initiated termination of the interaction, or the strategy initiated termination while the customer was present.	

Technical Result	Result Reason	Comment
	Note: In order for Genesys Info Mart to report that a multimedia interaction has been abandoned by the customer, the Media Server must operate in compatibility mode (with the Chat Server stop-abandoned-interaction configuration option set to true). For the reason for this requirement, see Abandoned in the discussion of Multimedia Stop Reason system names.	
	AbandonedFromHold	Applies to: IRF (voice) The handling resource placed the interaction on hold, and the customer abandoned the interaction.
	AbandonedWhileQueued	Applies to: IRF and MSF In MSF records, this technical result combination indicates that: <ul style="list-style-type: none"> For virtual queues, interaction queues, or workbins, the interaction was abandoned while in the mediation resource. For ACD queues, the mediation attempt through this ACD queue was abandoned while waiting for service.
	AbandonedWhileRinging	Applies to: IRF
	AnsweredByOther	Applies to: IRF (voice) For interactions that end in a nonself-service IVR, this technical result combination indicates that the customer abandoned the interaction before service could be provided.
	Unspecified	Applies to: IRF and MSF
Deferred	Denotes that the interaction was released because handling was deferred for some reason, not because it was abandoned by the customer. For example, the customer accepted a callback, instead of waiting on the line. Applies to: IRF	
	CallbackAccepted	The customer accepted the callback offer.
DestinationBusy	Denotes that the interaction did not reach the target resource because the destination was busy. Applies to: IRF (voice)	
	Unspecified	
Diverted	Denotes that the mediation resource diverted the interaction to a target resource.	

Technical Result	Result Reason	Comment
	Applies to: MSF	
	AbandonedWhileRinging	<p>The interaction was abandoned before the target resource could answer it.</p> <p>For voice interactions, the target was a handling resource (Agent, IVR or ACD position DN) that had a talk count = 0, and re-route on no answer (RONA) did not occur.</p>
	AbnormalStopWhileRinging	<p>(Multimedia only)</p> <p>Before the target resource answered, the interaction was stopped by an entity that was not a party to the interaction (for example, by a Media Server).</p>
	AnsweredByAgent	<p>The target resource was an agent, and the agent answered the interaction.</p> <p>For voice interactions, the target resource was an agent who had a talk count > 0.</p>
	AnsweredByOther	<p>The target resource was not an agent, and it answered the interaction.</p> <p>For multimedia interactions, the target resource was a place, but no agent was logged in to that place.</p> <p>For voice interactions, the target was a resource, other than an agent, that had a talk count > 0 (typically an IVR or ACD Position DN).</p>
	Redirected	<p>The target resource did not answer the interaction; as a result, the interaction was routed to another resource.</p> <p>For voice interactions, the target was a resource that was re-routed on no answer (RONA'd) or that forwarded the interaction elsewhere.</p>
	Rejected	<p>(Multimedia only)</p> <p>The target resource was an agent (or a place). The agent (or place) was invited into the interaction, but the invitation was rejected. As a result, the interaction is placed back into the interaction queue from which it came.</p>
	Revoked	(Multimedia only)

Technical Result	Result Reason	Comment
		The target resource was an agent (or a place) that was invited into the interaction, but the invitation was not accepted before the delivering-timeout that was configured in Interaction Server. As a result, the interaction was placed back into the interaction queue from which it came.
	RoutedToOther	The target was a mediation resource that was not the subject of the IRF.
	RouteOnNoAnswer	(Voice only) The target resource was an agent; the call rang at the handling resource, was not answered, and was deflected to another resource.
	Unspecified	
Incomplete	Denotes that a callback media attempt did not complete successfully. Applies to: IRF	
	Unspecified	
OutboundStopped	An outbound interaction was created and stopped without being sent. Applies to: IRF (multimedia)	
	Unspecified	
Pulled	Denotes that the interaction was pulled from an Interaction Queue or Interaction Workbin. Applies to MSF (Multimedia)	
	Unspecified	
Redirected	Denotes that an interaction was redirected to another resource. Applies to: IRF	
	PulledBack	(Multimedia only) The agent did not handle the interaction before the handling-timeout that is configured in Interaction Server. As a result, the interaction was placed back into the interaction queue from which it came. When paired with a resource role of InConference, identifies the uncommon scenario in which an agent who was invited into a chat conference became the only remaining agent in the chat (in other words, the inviting agent left the chat), and then the remaining agent left the chat abnormally (for example, because the agent logged out while the

Technical Result	Result Reason	Comment
		interaction was still open, or the agent's desktop application terminated unexpectedly while the interaction was still open). As a result, Interaction Server pulled the interaction back from the agent and placed the interaction in a queue.
	Rejected	(Multimedia only) The target resource was an agent (or a place) that was invited into the interaction, but the invitation was rejected. As a result, the interaction was placed back into the interaction queue from which it came.
	Revoked	(Multimedia only) The target resource was an agent (or a place) that was invited into the interaction, but the invitation was not accepted before the delivering-timeout that was configured in Interaction Server. As a result, the interaction was placed back into the interaction queue from which it came.
	RouteOnNoAnswer	(Voice only) The interaction was diverted from an agent or IVR to another contact center resource as the result of a ring no answer. Starting with release 8.5.004, in scenarios when multiple attempts are made to route a call in deployments with the SIP Server configuration option divert-on-ring set to false, a technical result of Redirected/RouteOnNoAnswer is reported for all but the last routing attempt, provided that SIP Server and ICON meet Genesys Info Mart requirements to support reporting on multiple routing attempts .
	Unspecified	For voice interactions, the interaction was diverted from an agent when forwarded to another resource, such as voice mail.
Transferred	Denotes that the resource completed a transfer of the interaction to another resource. Applies to: IRF	
	IntroducedTransfer	(Voice only) The transfer was actually accomplished via a short conference, during which the transferring agent introduced the customer to the receiving agent. The

Technical Result	Result Reason	Comment
		transferring agent (the subject of the IRF) then left the conference within the time limit specified by the introduced-transfer-threshold configuration option, while the receiving agent continued on the call.
	Unspecified	

Multimedia Stop Reason System Names

One of the reporting event attributes captured by eServices Interaction Server is the reason system name (attr_reason_system_name) associated with a request. The reason system name associated with a Stop Processing request is of particular significance and is captured by ICON in the G_STOP_REASON column of the GM_L_USERDATA table. There are certain Stop Processing reason names which are meaningful to Genesys Info Mart to correctly report the Technical Result:

Abandoned

In Media Server compatibility mode (described in the information on the Chat Server configuration option, stop-abandoned-interaction, in the eServices documentation), a chat interaction is stopped with a reason system name of Abandoned when it is abandoned by the customer. Genesys Info Mart uses this stop reason to determine if a chat interaction has been abandoned.

Sent

When an outbound-sending e-mail strategy sends an e-mail outside of the contact center, by convention, as illustrated in the Interaction Workflow Samples, the Strategy stops the outbound e-mail interaction with a reason system name of Sent. Genesys Info Mart relies upon this convention, and uses this stop reason to determine if an outbound e-mail was actually sent.

Normal

A stop reason of Normal may be used in a large variety of contexts, but there is only one scenario where its use affects Genesys Info Mart processing.

When an agent transfers a chat interaction to a Chat Transcript Queue, a Chat Transcript Strategy pulls the interaction from the queue, and decides whether or not to send an e-mail transcript of the chat interaction, based upon user data attached by Genesys Agent Desktop, and, by convention, as illustrated in the Interaction Workflow Samples, stops the chat interaction with a reason system name of Normal. Genesys Info Mart relies upon this convention to determine how to represent the action of the agent that transferred the chat interaction to the Chat Transcript Queue. In this case, the agent, who transferred the interaction to the Chat Transcript Queue, is not attempting to transfer the interaction to another resource, but instead has completed the chat activity, and the transfer action is to engage follow-up workflow processing.