Genesys Engage cloud Reporting Guide

Genesys Engage cloud Public

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Reporting in the cloud

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

What kind of reports are available in Genesys Engage cloud?

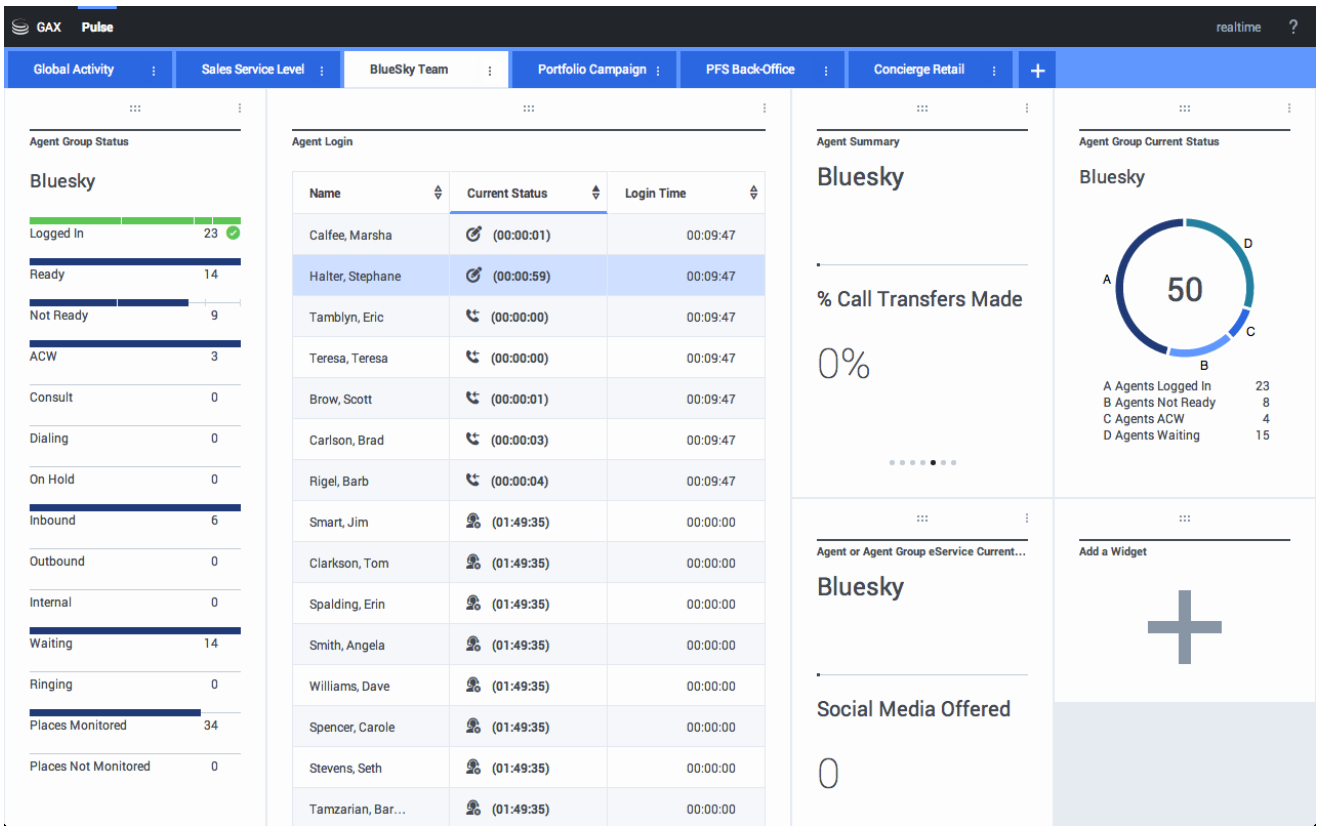
To help you make informed, timely business decisions, Genesys Engage cloud offers both real-time **dashboard** views and historical operational performance **reports**.

Genesys Engage cloud reporting tools provide easy-to-read visual summaries of the activity in your contact center, including information about agent performance, queues, and detailed information about interactions.

- Current events — To see information about customer interactions that are currently taking place, you can use *Genesys Pulse*.
- Historical information — To see detailed information about what happened with customer interactions over a specified period of time, your environment provides historical reporting using *Genesys Customer Experience Insights* (Genesys CX Insights)

Both real-time and historical reports are available using Web-based technology, so you can access contact center performance data anywhere, anytime.

How can I access real-time information?



When you need to understand the current status—what's going on right now—of your contact center performance, use Genesys Pulse to help manage the resources that interact with your customers. Genesys Pulse pulls data from a **real-time** metrics engine (Stat Server) and uses it to provide at-a-glance *dashboard* views of real-time contact center statistics. Genesys Pulse offers the flexibility and speed to make informed decisions quickly and gives you the tools to manage your service level objectives and improve employee performance.

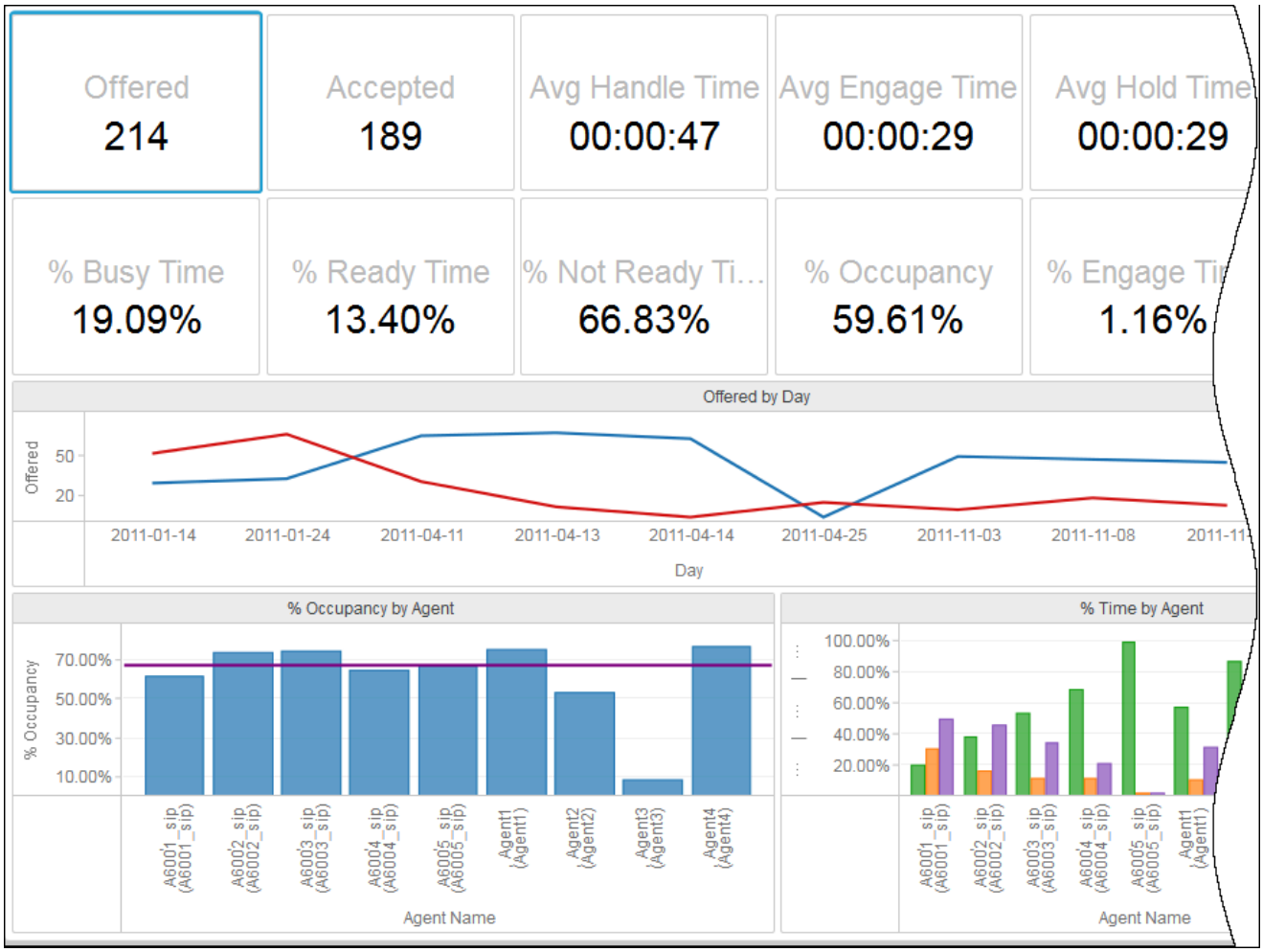
To access Genesys Pulse, click the **Platform Administration** button on the Genesys Portal, log in, and then click **Pulse** in the header menu. For more information, see How do I generate real-time reports using Genesys Pulse?

List of ready-to-use reports: The following table lists the out-of-box reports displayed in widgets included in the default Genesys Pulse dashboard, and explains cases where you might find them useful:
[+] Genesys Pulse Reports and Use Cases

Report	Example Use Case
Agent Group Status—Displays the current number of agents in their various interaction handling states by group.	Use this report to see all of the agents assigned to a group, and the agent states, so you can get a quick look at available staff to see at-a-glance what members of the group are doing. For example, you can see *what agents are on calls, on hold, in after call work, waiting for their next call, or not ready* (including the details around the not ready reason – meeting, break, personal, project, coaching).
Agent KPIs—Displays agent key performance indicators for agent groups and individual agents within those groups.	Use this report to see, in a single view, the key metrics that track how agents are performing . For example, *how does the number of interactions transferred compare with the number of interactions that were answered, so you can identify agents that might need additional training*?
Agent Login—Displays agents that are logged in, what type of work they have been assigned, and their current status.	Use this report to view the status of your active agents, so you can ensure they are logged in and are assigned the correct kind of customer interactions.
Queue KPIs—Displays call activity associated with the interaction queues.	Use this report to see how customer contacts are being handled as they enter the contact center. For example, *how long are customers waiting to be helped?*, and *what is the number of contacts that were abandoned before they were helped?*; things that help you manage service level targets.

Each Genesys Pulse report presents information within graphical *widgets* that you can configure to show graphs or tables that provide information about incoming voice call queues, agent groups, or individual agents. You can personalize Genesys Pulse reports based on functional, geographical or organizational considerations. To customize reports, you select specific key performance indicators (such as service level, the number of interactions handled, or average handle time).

How can I access historical reports?



When you want to see how your contact center performs over time, use Genesys CX Insights to view **Historical Reports**.

[+] What are Historical Reports?

Historical Reports are reports that track call-center and agent performance over a period of time. Historical report data is generated by Automatic Call Distributors (ACDs), third-party ACD software packages, and peripherals such as Voice Response Units (VRUs) and Call Detail Recording Systems. The amount of historical data that can be stored varies from system to system.

Historical Reports provide near-real-time and historical data, enabling you to

view part of the current day's activities after data transformation and aggregation is complete. You can schedule reports to run at a certain time within the current day or you can run them upon demand.

Use Historical Reports to:

- Assess the day-to-day operations of your contact center resources for the routing and handling of interactions.
- Better tune resources to increase utilization and efficiency.
- Benchmark key performance indicators of quality and service.
- Identify corrective actions to help reduce costs and increase service.

Several historical reports are ready to use out of the box, and provide easy-to-read summaries of the performance of your contact center. You can specify date and time ranges for each report, and make other choices to control the output of each report. You access historical reports through Genesys CX Insights, which is built on a Microstrategy platform, and draws **aggregated historical information** from the Genesys Info Mart data warehouse to provide reports.

List of ready-to-use Reports: To access historical reports in Genesys Engage cloud, click the **Reporting** button on the Genesys Portal. For a complete list of the reports available in Genesys CX Insights, and for more information about running and reading reports, see Historical Reporting with Genesys CX Insights.

What is Genesys Info Mart all about?

For advanced users interested in understanding more about how historical reporting works in Genesys Engage cloud, the Genesys Info Mart component is important. Genesys Info Mart is the underlying database that provides a structure for collecting contact center analytics data, and sorting it to provide insights to business users. Info Mart data can be used to create reports, feed analytical applications, or create executive dashboards. For more information, see the section in this document that describes exporting data from the Genesys Info Mart Historical Database.

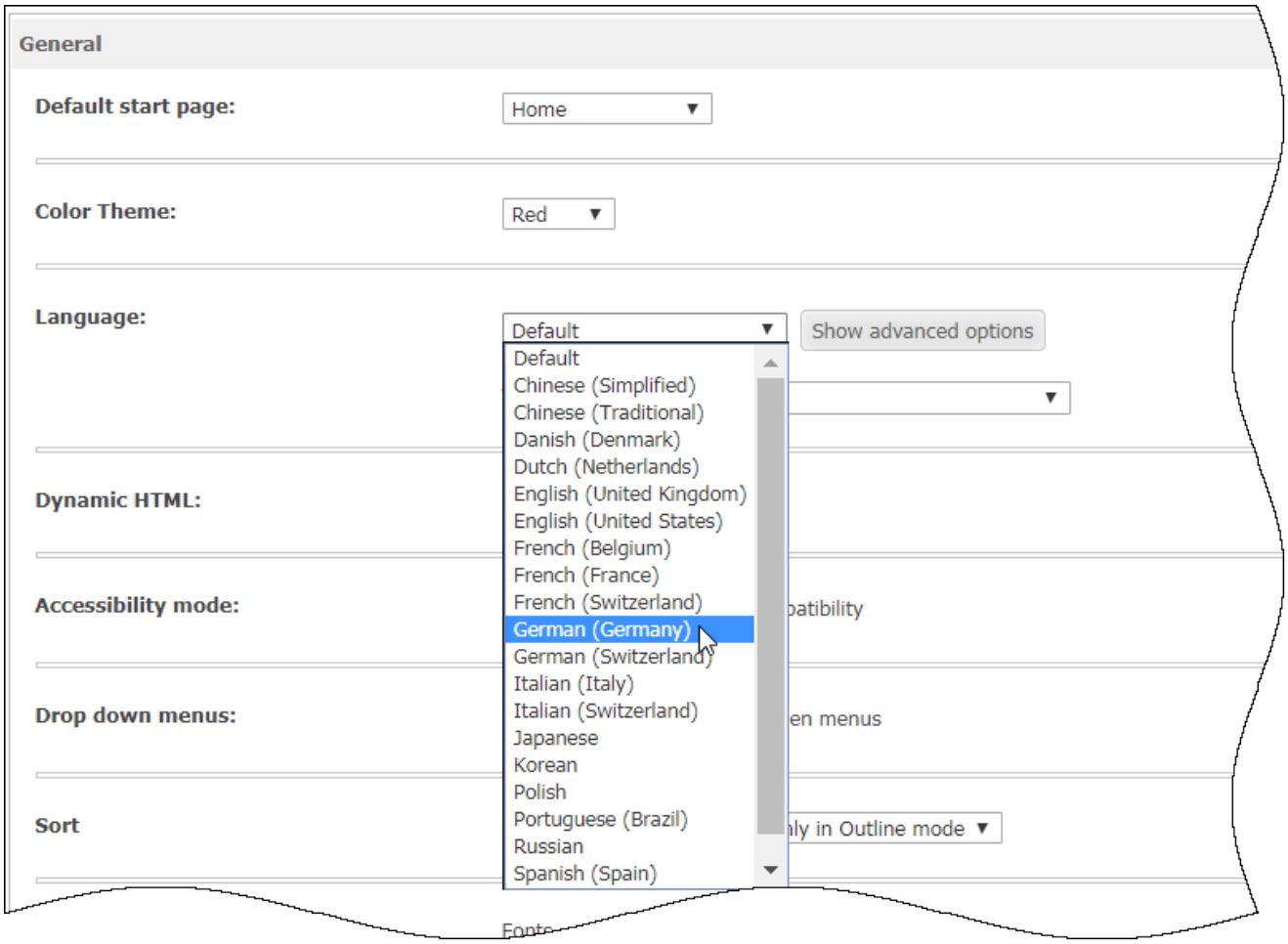
Historical Reporting with Genesys CX Insights

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Get started with Genesys CX Insights.

Use historical reports to visualize the performance of your contact center over time, as contrasted against real-time reports, which show what is going on right now. Learn more about the the difference here.

This document provides information about the available ready-to-use historical reports in Genesys Customer Experience Insights (GCXI or Genesys CX Insights), and explains how to get started using Genesys CX Insights historical reports. For detailed information, **see the links at the bottom of this page**, or go straight to a complete list of available reports.

Changing the language used in the reports



Before you can select a language, an administrator must enable it on the server. Talk to your administrator to find out what language is available for your use. Changes described in this procedure apply only to your own sessions, not to other users.

Use the following steps to change the language used in the GUI and reports.

1. Log in to Genesys CX Insights.
2. Click the drop-down menu next to your user name, and select **Preferences**.
3. On the **User Preferences** > **General** page:
    1. Change the language used in the GUI: In the **Language** section, select a language from the list.
    2. Change the language used in the reports: Click **Show advanced options**, from the **Metadata** list, select a language.
4. Scroll to the bottom of the page, and click **Apply**.
5. Use the browser's back arrow, or click in the breadcrumbs, to continue.

> **Important**
> Not all languages listed in the GUI are enabled for your use. Check with your administrator.

Supported languages

Genesys CX Insights provides support to translate (localize) the GUI and Genesys CX Insights reports into the the languages listed in the following tables:

- Language support for the Genesys CX Insights project
- Language support for the Genesys CX Insights for iWD project

Language support for the Genesys CX Insights project

Language	LANGS variable
Arabic	ar-SA
Chinese (simplified)	zh-CN
Dutch	nl-NL
French (Canada)	fr-CA
French (France)	fr-FR
German (Germany)	de-DE
Italian	it-IT
Japanese	ja-JP
Korean	ko-KR
Polish	pl-PL
Portuguese (Brazilian)	pt-BR
Russian	ru-RU
Spanish (Latin American)	es-419
Turkish	tr-TR

Language support for the Genesys CX Insights for iWD project

Language	LANGS variable value
Chinese (People's Republic of China)	zh-CN
German (Germany)	de-DE
French (Canada)	fr-CA
French (France)	fr-FR
Japanese (Japan)	ja-JP
Portuguese (Brazil)	pt-BR
Russian (Russia)	ru-RU

Spanish (Mexico)	es-MX

Learn more about Genesys CX Insights

In this document, you can find information about the following topics:

- To learn more about how to navigate in Genesys CX Insights, and how to generate reports, see How do I access historical reports?
- To learn more about how to read and understand historical reports, see How do CX Insights reports explain what is happening in my contact center?
- To learn how to customize the reports, see Can I customize CX Insights reports?
- For a complete list of the historical reports that are available out of the box, see a What historical reports are available in Genesys Engage cloud (CX Insights)?

How do I access historical reports?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Get started with Genesys CX Insights.

This page describes how you can navigate in CX Insights, how you can access and run/generate historical reports, and how you can control what data is included in reports. You can also go straight to a complete list of available reports.

What browsers are supported by Genesys CX Insights?

MicroStrategy (the engine that powers Genesys CX Insights) certifies the latest versions, at the time of release, for the following web browsers:

- Apple Safari
- Google Chrome (Windows and iOS)
- Microsoft Edge
- Microsoft Internet Explorer (Versions 9 and 10 are supported, but are not certified)
- Mozilla Firefox

Video: How do I generate Historical Reports using Genesys CX Insights?

Link to video

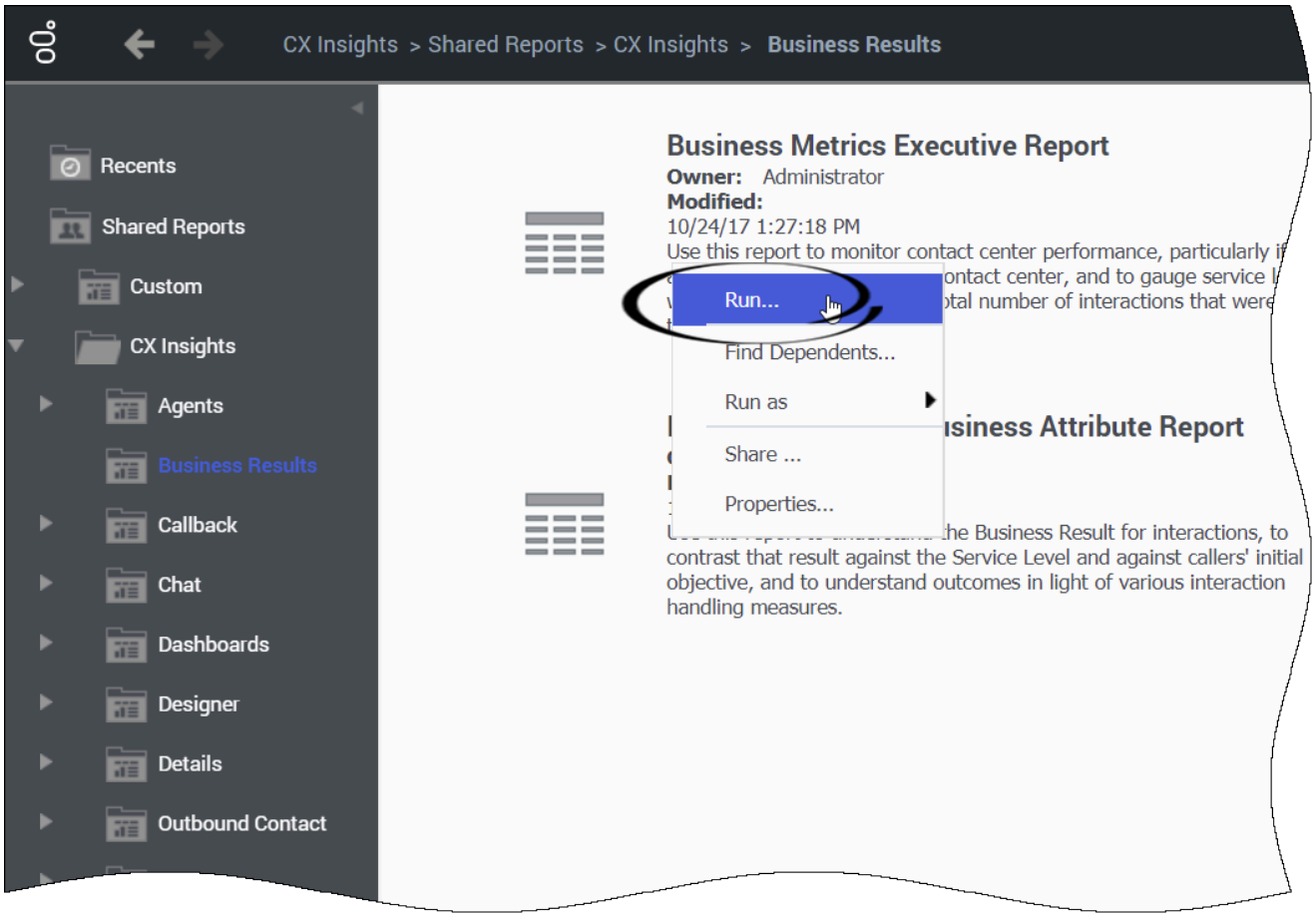
This video describes how to generate historical reports using GXCI, a component of Genesys Engage cloud.

[+] Tip: What is a Historical Report?

Historical Reports are reports that track contact center and agent

performance over a period of time. How far back in time you can look varies depending on the size and complexity of your contact center. By contrast, **Real-time Reporting** provides information about interactions that are taking place *right now* in the contact center. If you are looking for real-time reporting, or want to learn more about what the difference is, see What Kind of Reports Are Available in Genesys Engage cloud?

How do I access historical reports?



1. On the Genesys Portal, click the **Reporting** button. (It's a big green button on the **All Apps** or **User** tab.)
2. If a page appears where you can select a server, choose the server on which to view reports (you probably have only one, but if more than one appears, and you are not sure which one to select, contact your administrator).
3. If prompted, enter your user name and password.

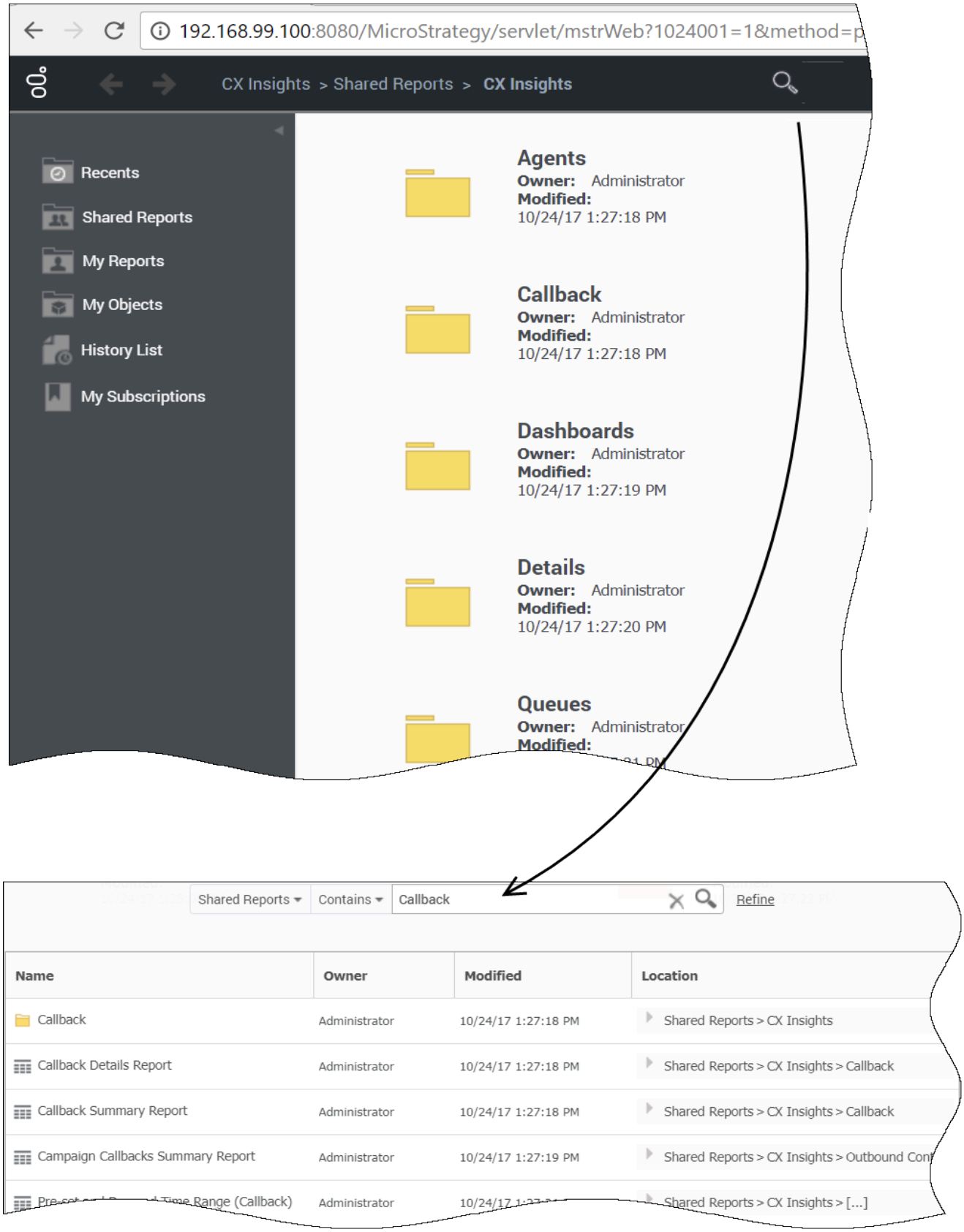
4. The Genesys CX Insights page appears. Click **Shared Reports** > **CX Insights**.
5. Reports are divided into subfolders based on function; select a sub-folder, for example **Business Results**.
6. From the listed reports, either double-click a report, or right-click and choose **Run**. For example, **Business Metrics Executive Report**. The prompts for that report appear.
7. Select a date or date range, and optionally make selections for other prompts.
8. Click **Run Report**.
   The report appears. Note that you can filter, drill, and otherwise interact with many report values.

Many reports offer a long list of prompts, but you don't have to make selections at all those prompts.

For most reports, you can simply select a Report Date (or Start Time/Date and End Time/Date, depending on the report), or a value from the Pre-set Day Filter list, and click **Run Report** to generate the report. Note that selecting a Pre-set Day Filter value overrides any Report Date or Start / End selections.

For more information about prompts, see How do I control what data appears in a report?

How do I navigate in Genesys CX Insights?


192.168.99.100:8080/MicroStrategy/servlet/mstrWeb?1024001=1&method=p
CX Insights > Shared Reports > CX Insights
Recents
Shared Reports
My Reports
My Objects
History List
My Subscriptions
Agents
Owner: Administrator
Modified:
10/24/17 1:27:18 PM
Callback
Owner: Administrator
Modified:
10/24/17 1:27:18 PM
Dashboards
Owner: Administrator
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Details
Owner: Administrator
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Shared Reports
Contains
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Name
Owner
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Callback Details Report
Administrator
10/24/17 1:27:18 PM
Shared Reports > CX Insights > Callback
Callback Summary Report
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Shared Reports > CX Insights > Callback
Campaign Callbacks Summary Report
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Administrator
Shared Reports > CX Insights > [...]

As you browse in Genesys CX Insights, clickable breadcrumbs are displayed at the top and bottom of the page:

Shared Reports > CX Insights > Business Results

Click any word in the breadcrumb to return to that folder.

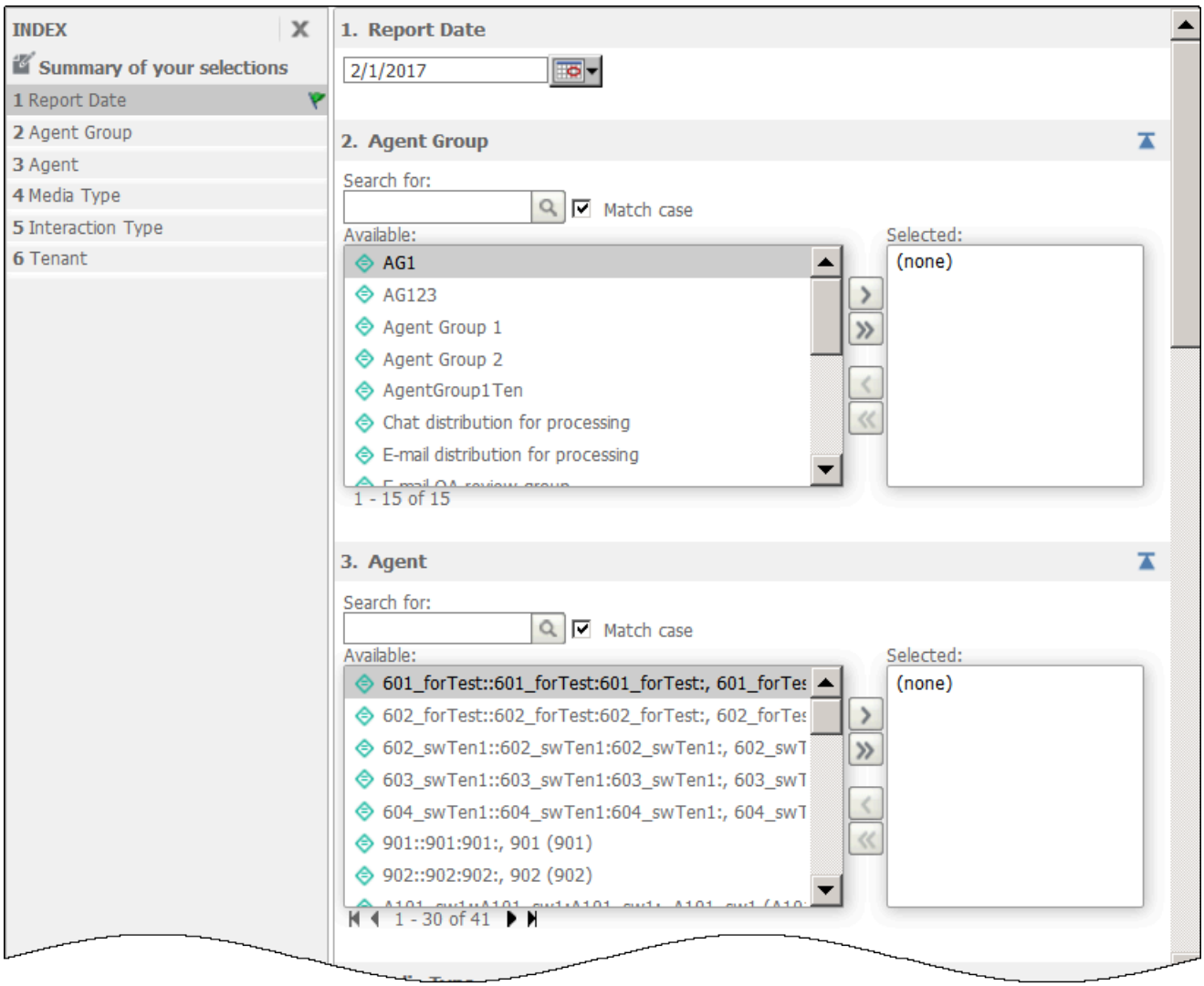
In most cases, what you are looking for will be found in the **Shared Reports** folder.

- **Shared Reports**—Reports and dashboards stored in the **Shared Reports** are available to other users (access privileges permitting).
- **My Reports**—Reports stored in your private folders, such as **My Reports**, are visible only to you. This folder is visible only to users who have sufficient privileges to edit or save reports.

If you're not sure what folder to look in, or the name of the report to look for, you can use the search feature to easily find all relevant reports:

1. At the top of the page, click the magnifying glass to open the search window.
2. Select a folder (for example **Shared Reports**) in which to search, enter a search term (for example **Callback**), and press **Enter** (or click the magnifying glass).
3. For more powerful search options, click **Refine**. Advanced search options appear, which you can use to refine your search based on various criteria, such as onbject type, owner, date, or description.

How do I control what data appears in a report?



In many cases, you may want to restrict what data is gathered into a report; for example:

- if your environment contains a very large amount of data, some reports can become very long.
- if you want to see a report about just one aspect of the contact center, such as single agent group.

When you open any report, the report prompts appear, where you can customize the data that is taken into the report. The prompts available are specific to each report—the example shown here pertains to the Agent Conduct Report:

- For each prompt, enter or select appropriate values. Each prompt provides either a drop-down list or a search field and accompanying button.
- Use the Index, to the left of the prompts input area, to quickly jump to any section of the prompts.

In many cases, the default values are appropriate; if in doubt about a given prompt's effect, see the descriptions given below, or try running the report with default values to get a better idea of the result.

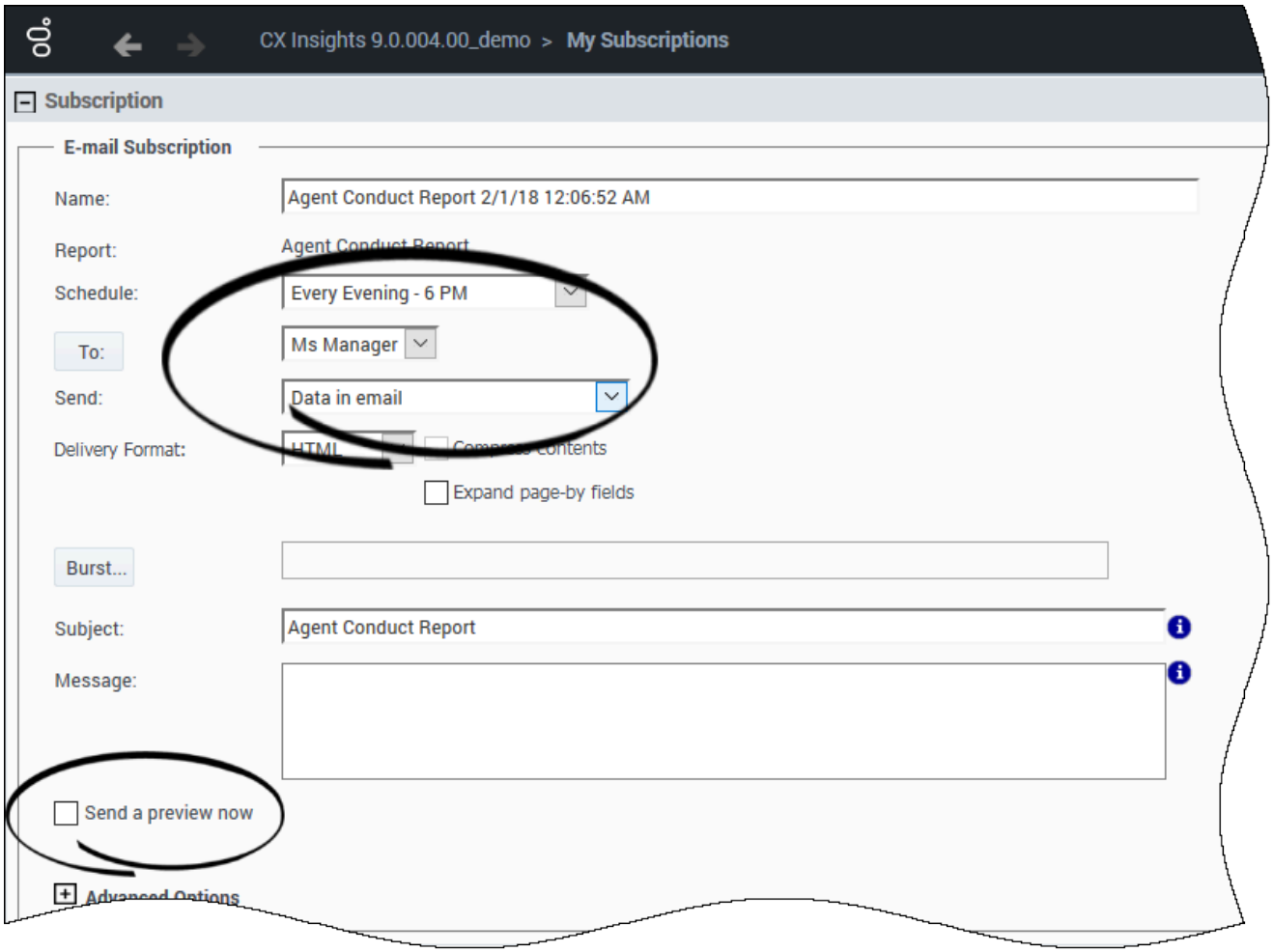
For the **Agents / Agent Conduct Report**, you can make the following selections:

[+] Show: Prompts in the Agent Conduct Report

Prompt	Description
Report Date	Select the day for which to generate a report. (This report describes activity for a single day).
Agent Group	Optionally, restrict the report to show information about specific groups.
Agent Name	Optionally, restrict the report to show information about specific agents.
Media Type	Optionally, restrict the report to show information only for specific Media Types.
Interaction Type	Optionally, restrict the report to show information only for specific Interaction Types.
Tenant Name	In multi-tenant environments, you can optionally restrict the report to show information only for the selected tenant.

Each report has a unique set of prompts from which you can select values for the attributes used in the report.

How do I subscribe to a report?



You may find that you want to run a given report regularly--every day, or every week, for example. Genesys CX Insights enables you to create *Subscriptions*, which schedule the delivery of one or more reports into your Genesys CX Insights *History List*, or send them to you automatically by email.

Depending on your access level and restrictions in your environment, and whether your email address is already configured in Genesys CX Insights, you may be able to schedule a report by following these steps. However, you must be an administrator (or a member of the group “CX Insights report developers” or “CX Insights report editors”) to configure an email address. If your email address is not configured, contact your administrator to complete steps 2 and 3 for you (steps are provided by MicroStrategy, in the article KB30581).

1. Log in to CX Insights.
2. Click your user name, select **Preferences**, and click **E-mail Addresses**.
3. In the **Email Addresses** list, click **Add a New Address**. Enter the **Address Name** (a short name to identify the account), the **Physical Address** (the email address), and choose the **Device** (the type of email, such as Microsoft Outlook). Click **Save**.

4. In the breadcrumbs, click **CX Insights** to return to the Home page.
5. Open the **Shared Reports** folder, and navigate to the report you want to schedule.
6. Hover over the report name/description, and several options appear below the description. Click **Subscriptions**.
7. On the **My Subscriptions** page, scroll down and click **Add email subscription**. The **E-mail Subscription** options appear, as shown in the adjoining figure.
8. Choose an option from the **Schedule**, and **To** lists. Optionally, select **Send a preview now** to test the subscription (if you do, an email typically arrives within a few minutes). Click **OK**.

Related Topics:

- See a complete list of available reports.
- Learn how to customize reports.
- Learn more about how to read and understand reports.

How do CX Insights reports explain what is happening in my contact center?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Working with reports.

When you need to know exactly what's happening in your contact center, it helps to understand how to read and control reports: What do the metrics and attributes mean? How can I control the reports to show me just what I need to see? How do I share the results of a report with others?

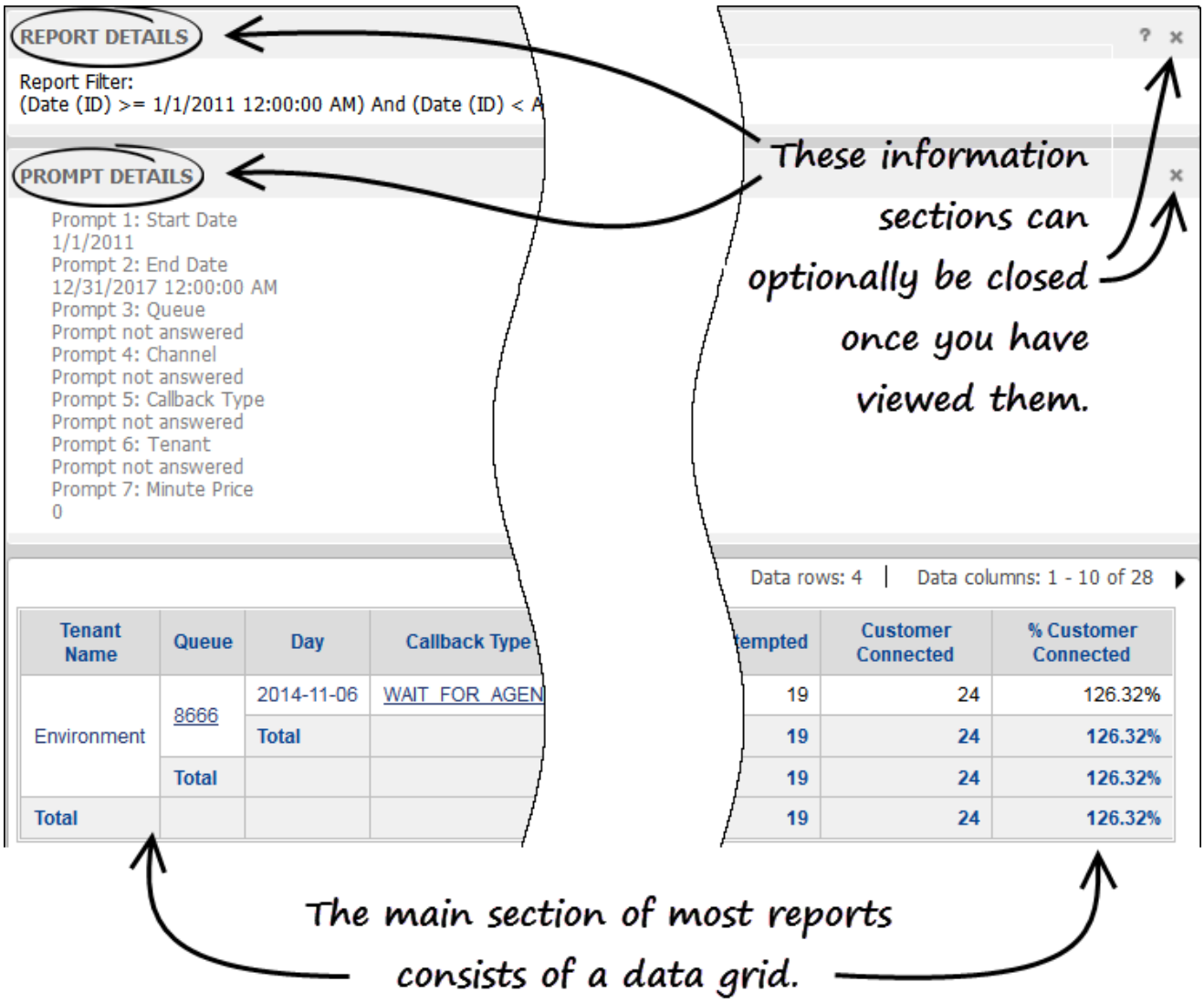
This page describes how to read and understand Genesys CX Insights reports, how to drill on or filter the results, and how to export reports.

Video: Drill or filter historical reports in Genesys Engage cloud

Link to video

This video describes how to read, drill, and filter historical reports in Genesys CX Insights.

Anatomy of a report



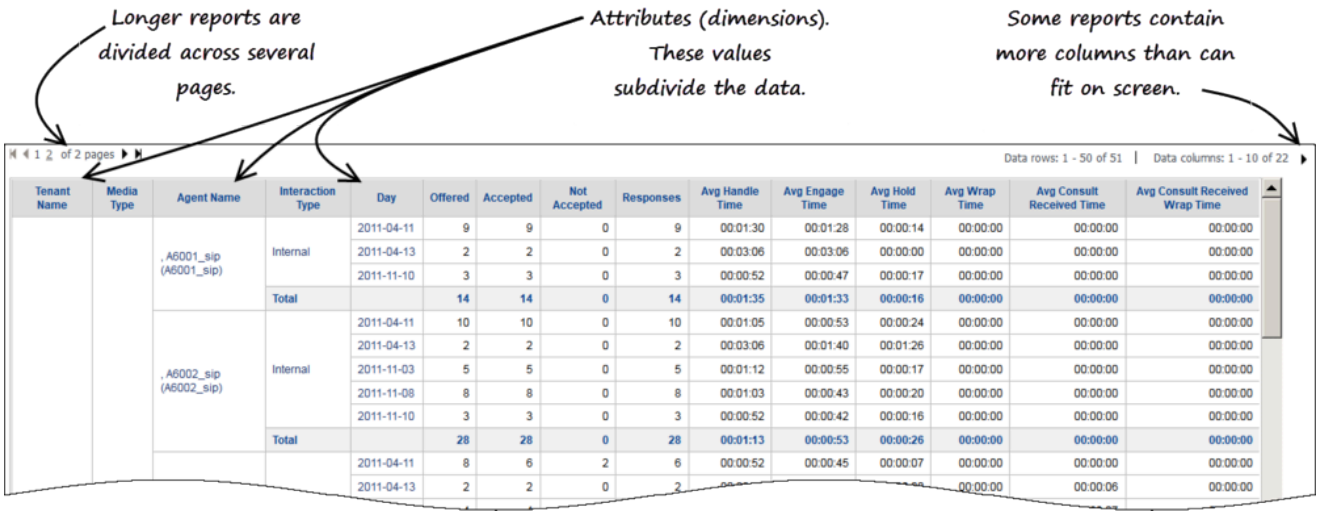
Each report is divided into several sections (except for the main section of the report, each section is called an 'editor'):

- **Report Details Editor** — provides information about the data in the report. You can optionally close this editor by clicking **x**.
- **Prompt Details Editor** — provides information about the prompt values used to run the report. You can optionally close this editor by clicking **x**.
- **The report grid** — In most cases, reports consist of a simple grid, illustrating the selected data. Some prompt and metric names shown in reports are self-explanatory, but some may require explanation; see the individual report descriptions (see the list of reports) for more information about specific prompts and metrics.
- Other editors appear if you open them, such as the **View Filter Editor**.

The report grid

The main area of a typical report consists of a simple grid, optimized for on-screen viewing, but also easily printed to PDF, XLS or other formats. (For reports with a lot of columns or rows, you may find it easiest to view your reports as PDFs.)

The first few columns of each report represent Attributes (also known as Dimensions). These are values that divide up the data, and their impact is cumulative, from left-to-right. For example, in the Agent Utilization Report (shown here), the first column divides the data by Tenant Name, the second column subdivides the tenant data by Media Type, the third column subdivides the tenant/media data by Agent Name, the fourth column subdivides the individual agent data by Interaction Type, and the fifth further breaks that down by Day.

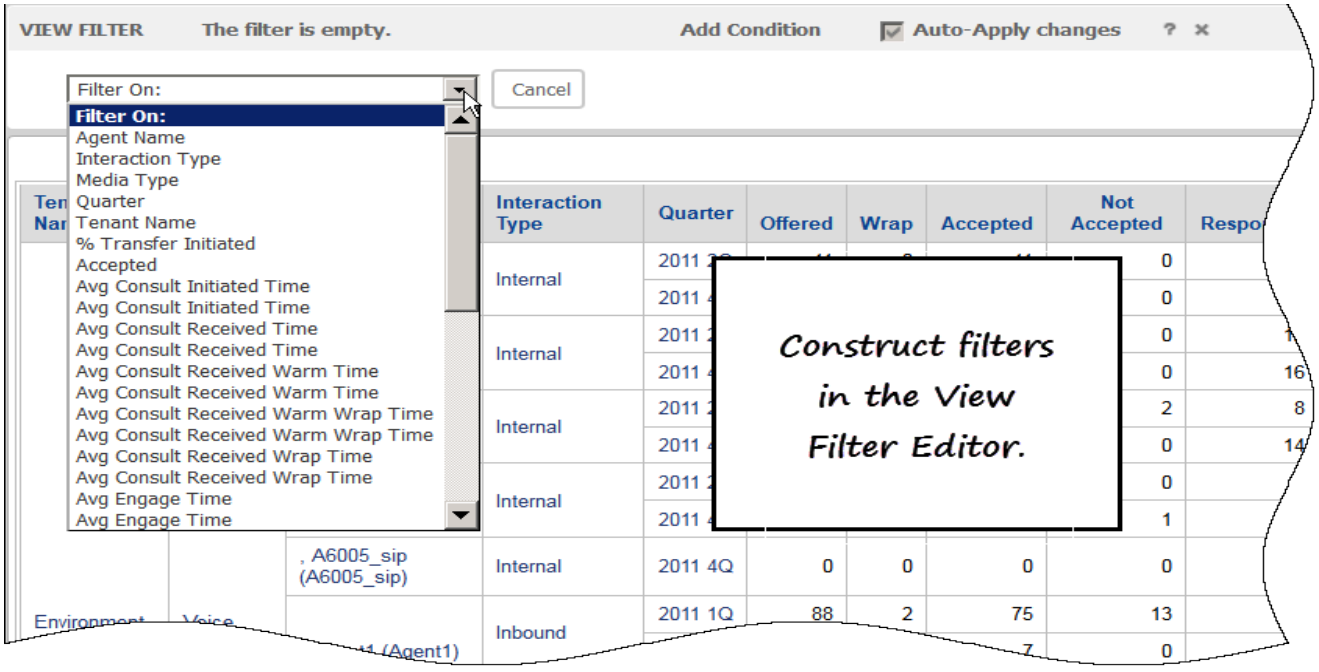


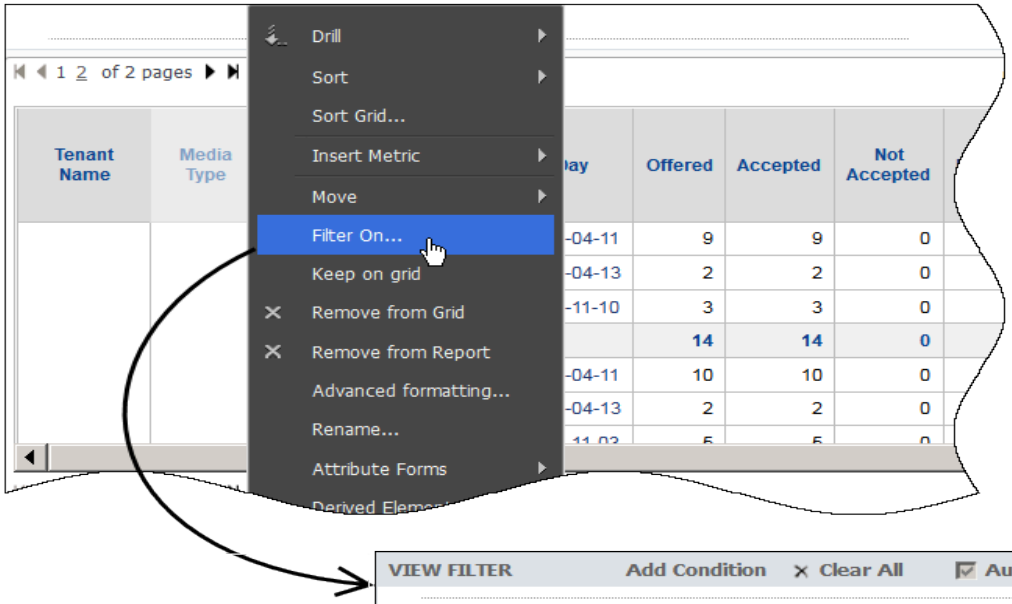
Tenant Name	Media Type	Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time	Avg Engage Time	Avg Hold Time	Avg Wrap Time	Avg Consult Received Time	Avg Consult Received Wrap Time
		, A6001_sip (A6001_sip)	Internal	2011-04-11	9	9	0	9	00:01:30	00:01:28	00:00:14	00:00:00	00:00:00	00:00:00
				2011-04-13	2	2	0	2	00:03:06	00:03:06	00:00:00	00:00:00	00:00:00	00:00:00
				2011-11-10	3	3	0	3	00:00:52	00:00:47	00:00:17	00:00:00	00:00:00	00:00:00
			Total		14	14	0	14	00:01:35	00:01:33	00:00:16	00:00:00	00:00:00	00:00:00
		, A6002_sip (A6002_sip)	Internal	2011-04-11	10	10	0	10	00:01:05	00:00:53	00:00:24	00:00:00	00:00:00	00:00:00
				2011-04-13	2	2	0	2	00:03:06	00:01:40	00:01:26	00:00:00	00:00:00	00:00:00
				2011-11-03	5	5	0	5	00:01:12	00:00:55	00:00:17	00:00:00	00:00:00	00:00:00
				2011-11-08	8	8	0	8	00:01:03	00:00:43	00:00:20	00:00:00	00:00:00	00:00:00
				2011-11-10	3	3	0	3	00:00:52	00:00:42	00:00:16	00:00:00	00:00:00	00:00:00
			Total		28	28	0	28	00:01:13	00:00:53	00:00:26	00:00:00	00:00:00	00:00:00
				2011-04-11	8	6	2	6	00:00:52	00:00:45	00:00:07	00:00:00	00:00:00	00:00:00
				2011-04-13	2	2	0	2				00:00:00	00:00:06	00:00:00

Depending on your access role and the report you are viewing, you can manipulate a report in several ways (some of the following topics are described in more detail further down the page):

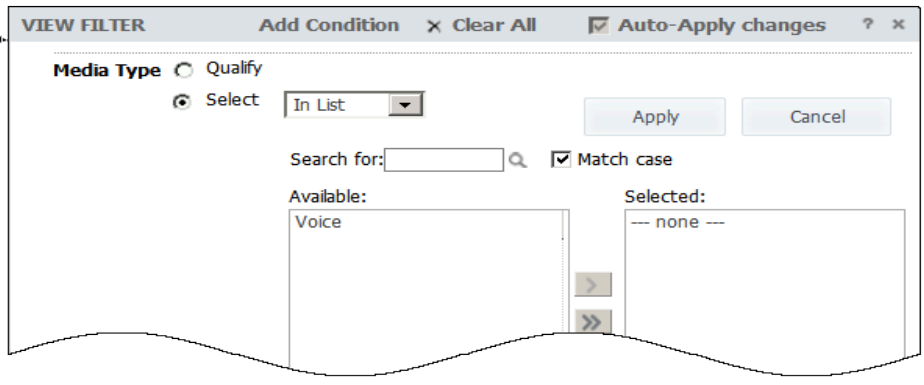
- Sort—Right-click in a column, and choose an option from the **Sort** menu, to sort the table by the order of that column. Or, choose **Sort Grid** to sort the table by more than one column. Not all columns can be sorted.
- Drill—Right-click in a column, and choose an option from the **Drill** menu, to drill up or down on the data in that column. For example, to change from viewing data for the Month, to viewing it for the Day, Hour, or even the Year. See How do I drill in a report? Not all columns can be drilled.
- Filter—Right-click in a column, and choose an option from the **Filter on** menu, to open the View Filter Editor, where you can select one or more conditions. See How do I filter the data?
- Some reports contain more columns than can usefully fit on screen at one time. You can page through the additional columns by clicking **>** (More Columns), or you can increase the maximum number of columns shown (**Tools > Report Options > Incremental Fetch**). On larger reports, it may also be helpful to change the **Report Options > Headings > Lock** settings.

How do I filter the data?





Use Filter On Selection to easily filter on any attribute.



After running a report, you can further filter the data that appears in the report. These filtering options are very powerful, and let you make more selections than those you made on the prompts page when you ran the report. You can add more than one filter on a report.

Use either of the following to methods to filter a report:

Creating a filter using the View Filter Editor

Open the View Filter Editor to manually construct a filter.

1. Open and run a report. For example, **Agents** > **Agent Utilization Report**.
2. Click **Tools** > **View Filter**.
   The View Filter Editor appears.
3. Click **Add Condition**.
   The **Filter On** drop down list appears.
4. Click **Filter On**, and select a value on which to filter. For example, Agent Name will allow you to show only specified agent in the report.
   A list of Available agent data appears.
5. Double-click the name of each Agent to include (you can include one, several, or even all), and click **Apply**.
   You can add more than one filter on a report.

> ### Tip
> Some reports use metrics with the identifier (Fmt) in the metric name. This indicates that the value displayed has been formatted to display in a more user-friendly fashion (HH:MM:SS), rather than in the units used by the underlying metric (which records a value in seconds). When you filter on such a value, you must indicate a value in seconds. So for example, to show only data with **Engage Time (Fmt) > 00:01:10**, filter **Engage Time 'greater than' 70**.

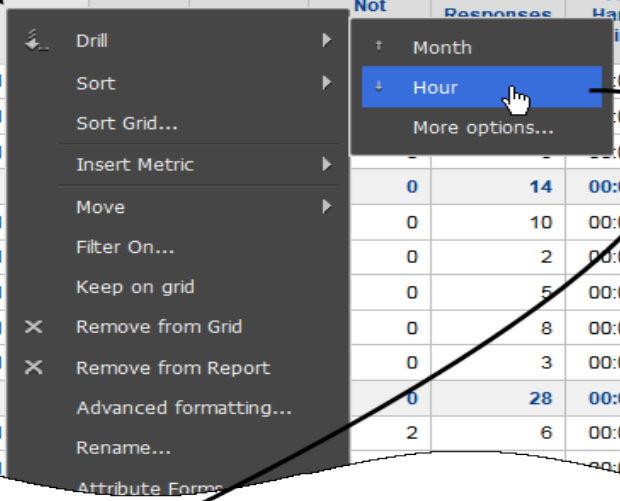
Filtering on selections

Use **Filter On** to build a filter more quickly.

1. Open and run a report. For example, **Agents** > **Agent Utilization Report**.
2. Right-click a value that you'd like to filter on (a value in one of the attribute columns, such as an agent name)
3. Click **Filter on Selections**.
   The View Filter Editor appears, where you can modify the filter as needed.

How do I drill in a report?

Agent Name	Interaction Type	Day	Offered	Accepted	Not Accepted	Responses	Avg Handle Time	Avg Engage Time	Avg Hold Time	Avg Wrap Time
, A6001_sip (A6001_sip)	Internal	2011-04-11	9	9	0	9	00:01:30	00:01:28	00:00:14	00:00:00
		2011-04-13	2	2	0	2	00:03:06	00:03:06	00:00:00	
		2011-11-10	3	3	0	3	00:00:52	00:00:47	00:00:17	
	Total		**14**	**14**	**0**	**14**	**00:01:35**	**00:01:33**	**00:00:16**	
, A6002_sip (A6002_sip)	Internal	2011-04-11	10	10	0	10	00:01:05	00:00:53	00:00:24	00:00:00
		2011-04-13	2	2	0	2	00:03:06	00:01:40	00:01:26	00:00:00
		2011-11-03	5	5	0	5	00:01:12	00:00:55	00:00:17	00:00:00
		2011-11-08	8	8	0	8	00:01:03	00:00:43	00:00:20	00:00:00
		2011-11-10	3	3	0	3	00:00:52	00:00:42	00:00:16	
	Total		**28**	**28**	**0**	**28**	**00:01:13**	**00:00:53**	**00:00:26**	
		2011-04-11	8	6	2	6	00:00:52	00:00:45	00:00:07	
		2011-04-13	2	2			00:00:10	00:00:04	00:00:00	



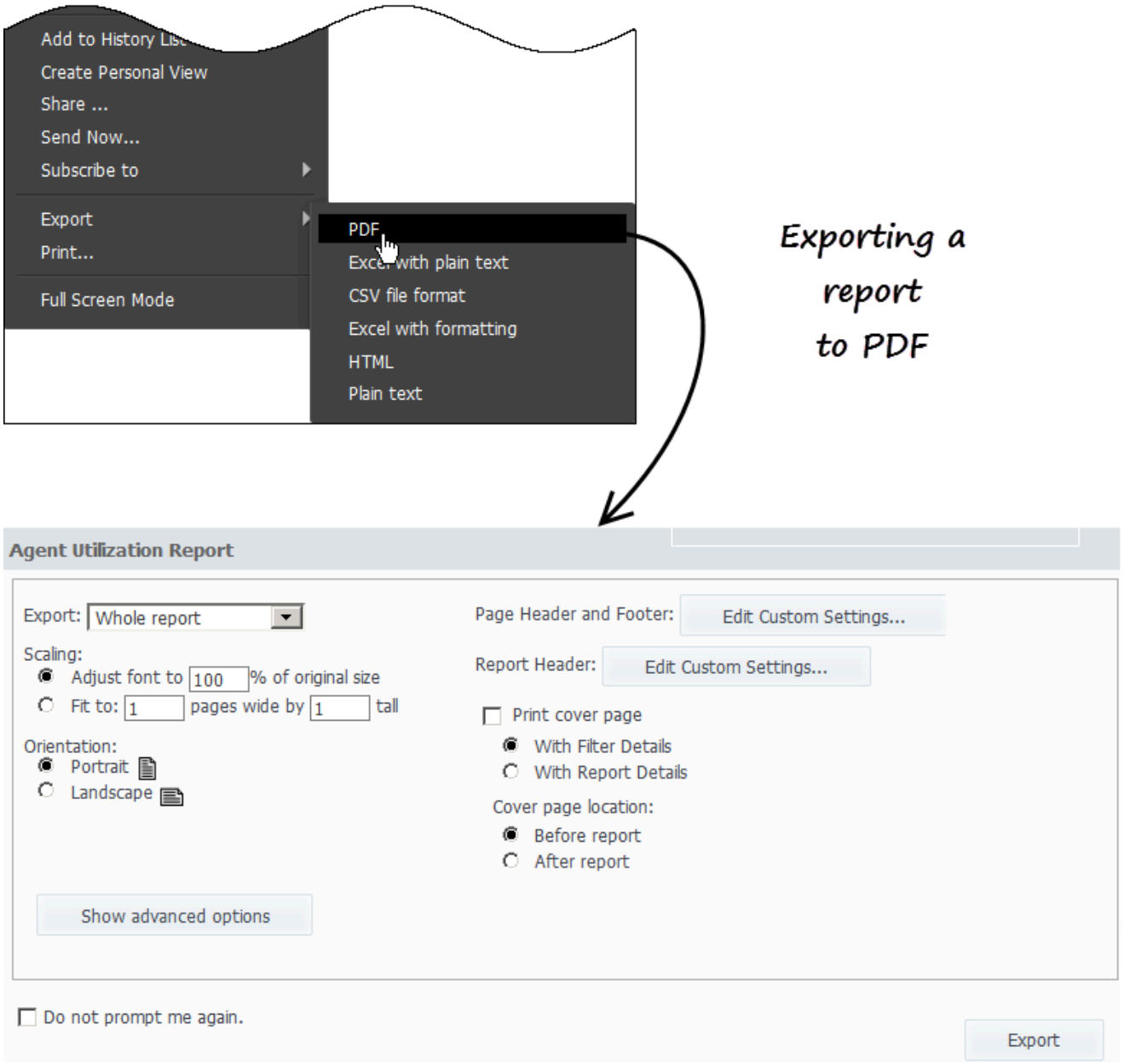
Agent Name	Interaction Type	Hour	Offered	Accepted	Not Accepted	Responses	Avg Handle Time	Avg Engage Time	Avg Hold Time	Avg Wrap Time
, A6001_sip (A6001_sip)	Internal	2011-04-11 12	3	3	0	3	00:03:14	00:03:09	00:00:14	00:00:00
		2011-04-11 13	6	6	0	6	00:00:38	00:00:38	00:00:00	
		2011-04-13 14	2	2	0	2	00:03:06	00:03:06	00:00:00	00:00:00
		2011-11-10 13	3	3	0	3	00:00:52	00:00:47	00:00:17	00:00:00
	Total		**14**	**14**	**0**	**14**	**00:01:35**	**00:01:33**	**00:00:16**	**00:00:00**
		2011-04-11 12	4	4	0	4	00:02:03	00:01:33	00:00:29	00:00:00
		2011-04-11 13	6	6	0	6	00:00:27	00:00:26	00:00:04	
		2011-04-13	2	2			00:03:06	00:01:40	00:01:26	00:00:00

You can *drill* on report data to see more detailed (or more general) information.

1. To drill on a report, first open and run the report.
2. Right-click a heading in the report; a context menu opens. If it is possible to drill on the metric on which you have clicked, **Drill** appears in the menu.
   The choices available vary depending on the type of data on which you click ('Drill down to Agent Name', 'Drill up to Month', 'Drill down to Interaction subtype', and so on). Not all data can be drilled, and in some reports, no data can be drilled. For example, right clicking the heading **Day** (in reports where that heading appears, such as **Agents** > **Agent Utilization Report**) gives you the option to drill to another time period, such as Month or Year. Note that arrows in the menu indicate whether a drill option is drilling 'Up' or drilling 'Down'.
3. Select one of the drill actions that appear. The report automatically updates to account for the change. Open the Drill menu again; note that the available options have now changed.

Advanced tip: For more comprehensive drill options, click the **Data** menu, and select **Drill**. The Drill Editor appears, where you can drill on multiple columns, and access advanced options.

There's a lot of information here — Can I print/export a report?



In fact, you can easily export your reports to a variety of formats, including PDF (ideal for printing) or Excel/CSV (ideal if you want to take the data into other applications, manually edit the output, or what have you).

1. Click **Report Home** > **Export** > **PDF**.
   The **PDF options** page appears in a new browser tab.
2. Optionally, select options to control how the report will be exported, such as page size, orientation, or

other aspects of formatting. For many reports, it is a good idea to select **Fit to 1 Pages Wide** and **Landscape**.

3. Click **Export**. The PDF opens automatically in the browser tab. If you are happy with the output, you can click **Download** (to save the file) or **Print**.

Some users find it very useful to export data to a spreadsheet format, as it is then possible to more easily sort and view the data, particularly if there is a lot of data in your report, due to the larger screen area available in a spreadsheet application, such as Microsoft Excel. This is particularly true if you have a great deal of data in your report, or in the case of reports that just can't easily fit in a browser window because they contain many columns or rows.

Where can I learn more about Genesys CX Insights?

In addition to Historical Reporting in Genesys CX Insights and other pages in this document, extensive MicroStrategy documentation is available. (MicroStrategy is the engine that drives Genesys CX Insights.)

- For context-sensitive help to explain the options you see on the Genesys CX Insights GUI, click the **?** next to the editor for which you want more information.

- For advanced users seeking detailed information, click the menu next to your user name, and click **Help** to access the latest online MicroStrategy user guides and manuals.

Related Topics:

- See a complete list of available reports.
- Learn how to customize reports.
- Learn how to generate historical reports.

Can I customize CX Insights reports?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Customizing reports.

The out-of-box historical reports are flexible enough for most business needs. However, Genesys CX Insights is highly customizable, allowing you to create customized reports, or modify copies of the out-of-box reports (you can save your reports in the Custom or My Reports folders). Genesys does not support customization of the underlying metadata.

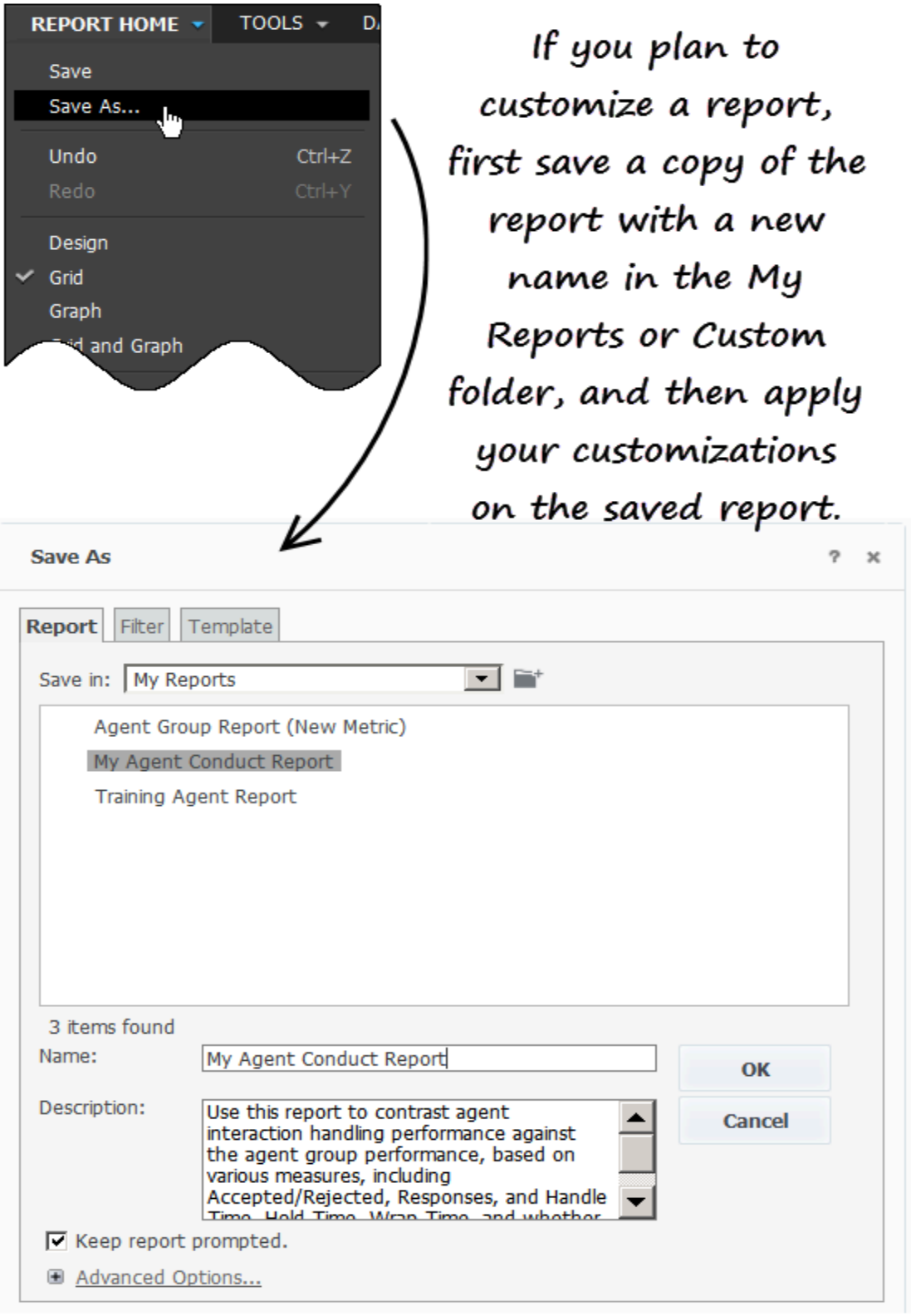
Modifying reports can be an involved process, and is recommended for advanced users only. For help, contact Genesys.

Video: How do I customize historical reports in Genesys Engage cloud?

Link to video

This video describes how to customize historical reports in Genesys CX Insights.

Creating or editing reports


REPORT HOME
TOOLS
Save
Save As...
Undo Ctrl+Z
Redo Ctrl+Y
Design
Grid
Graph
and Graph
If you plan to customize a report, first save a copy of the report with a new name in the My Reports or Custom folder, and then apply your customizations on the saved report.
Save As
Report
Filter
Template
Save in: My Reports
Agent Group Report (New Metric)
My Agent Conduct Report
Training Agent Report
3 items found
Name: My Agent Conduct Report
OK
Cancel
Description: Use this report to contrast agent interaction handling performance against the agent group performance, based on various measures, including Accepted/Rejected, Responses, and Handle
Keep report prompted.
Advanced Options...

The easiest way to create a new report is to save a copy of an existing report to edit. Begin by browsing through the reports that are provided out-of-box, and select the one that most closely resembles what you'd like to create.

1. Log in with an account having Administrator privileges.
2. Open and run the report you want to modify.
3. In the **Save As** editor:
    1. Click **Report Home** > **Save As**.
    2. In the **Save in** field, choose either: **Shared Reports** > **Custom** — to make the new report accessible to other users, or **My Reports** — to make the new report accessible only to you.
    3. Enter a **Name** for the report, and optionally modify the **Description**, or **Advanced Options**.
    4. Click **OK**.
4. In the **Report Saved** editor, click **Run newly saved report**.
5. The prompts page opens; make appropriate selections and click **Run Report**. You can now modify the report.
6. In the menu, click **Grid** > **Design** to view the Report Objects Editor (if it's not already visible).
7. Once you have finished editing the report, click **Save**.

In addition to the many options available when you right-click various areas of the report, you can reorganize the data already in the report by dragging and dropping, add new objects by dragging them into the report from the editor on the left, and so on. It is helpful to enable on-screen buttons (**Tools** > **Search Buttons** / **Pivot Buttons**, for example).

> **Tip**
>
> **Double-counting** — Note that interactions pertaining to an object are attributed to each group of which the object is a member. So, in scenarios where an agent is a member of more than one Agent Group, interactions are counted against each group, and can therefore appear more than once in historical reports. The same holds true for Queues that are members of more than one Queue Group; interactions that are attributed to such a queue are reported against both queue groups. This can cause unexpected results in your custom reports.

Can I blend data from other sources?

Genesys CX Insights supports data blending from uploaded files. Using MicroStrategy Web, you can import data from Excel or CSV files, and use it to create reports or dashboards. Note that data blending requires advanced knowledge, specific account privileges, and an environment configured to support data import. Talk to your administrator about enabling this functionality for your use.

Where can I learn more?

Advanced users can learn more about creating and customizing reports by accessing MicroStrategy documentation (MicroStrategy is the underlying engine that drives Genesys CX Insights). Log in to Genesys CX Insights, click the menu next to your user name, and click **Help** to access the latest online MicroStrategy user guides and manuals.

Related Topics:

- See a complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.

What historical reports are available in Genesys CX Insights?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Report Descriptions.

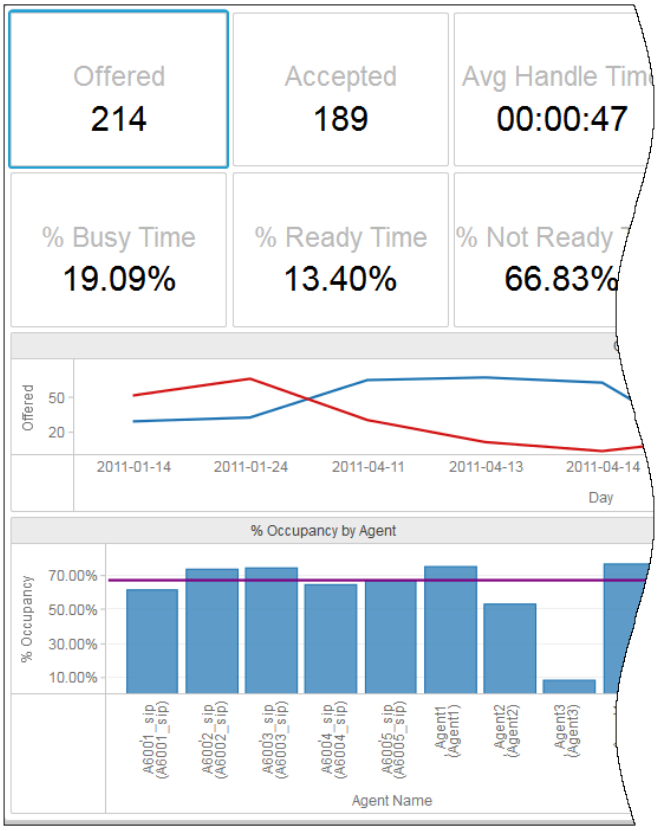
This page lists the out-of-box historical reports and dashboards, organized by folder, that are included with Genesys Engage cloud (CX Insights). Many reports include sample output; to view a sample of the output from a report, follow the relevant link on the tabs below, then on the report description page, click 'Sample XXX Report.pdf'.

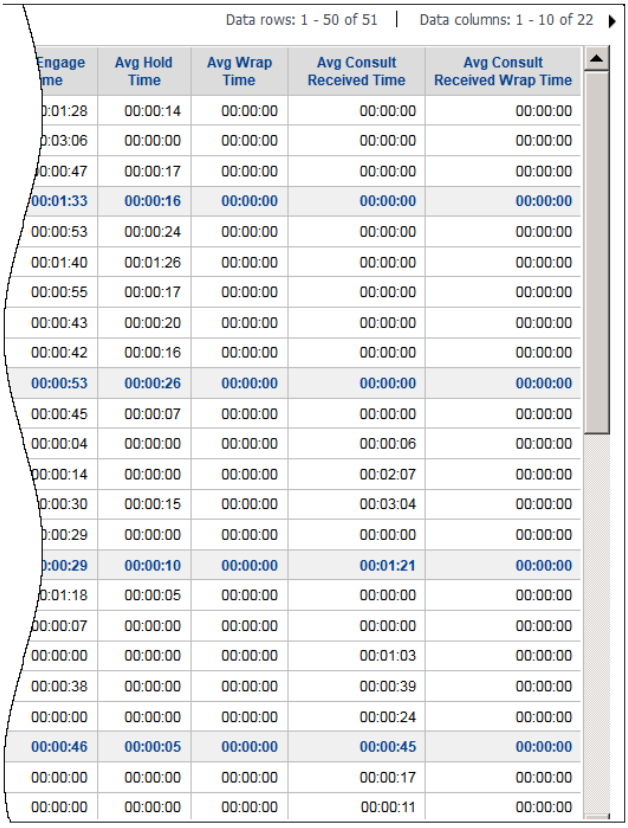
> **Important**
> Depending on the release of Genesys Engage cloud that you are using, historical reporting is available through *either* the Genesys Interactive Insights (GI2) interface, or through Genesys Customer Experience Insights (GCXI or Genesys CX Insights). This page lists historical reports available in Genesys CX Insights; for information about historical reports included with Genesys Interactive Insights, see the corresponding page for Genesys Interactive Insights

To view more detailed information about each report, including sample report output, click the report name.

> **Important**
> Some CX Insights reports can return empty data if they depend on a solution that is not deployed for you, or is not available in the cloud. For example, this applies to reports and dashboards in the **Chat** and **Predictive Routing** folders.

Reports and dashboards





Data rows: 1 - 50 of 51 | Data columns: 1 - 10 of 22

Engage me	Avg Hold Time	Avg Wrap Time	Avg Consult Received Time	Avg Consult Received Wrap Time
0:01:28	00:00:14	00:00:00	00:00:00	00:00:00
0:03:06	00:00:00	00:00:00	00:00:00	00:00:00
0:00:47	00:00:17	00:00:00	00:00:00	00:00:00
00:01:33	00:00:16	00:00:00	00:00:00	00:00:00
00:00:53	00:00:24	00:00:00	00:00:00	00:00:00
00:01:40	00:01:26	00:00:00	00:00:00	00:00:00
00:00:55	00:00:17	00:00:00	00:00:00	00:00:00
00:00:43	00:00:20	00:00:00	00:00:00	00:00:00
00:00:42	00:00:16	00:00:00	00:00:00	00:00:00
00:00:53	00:00:26	00:00:00	00:00:00	00:00:00
00:00:45	00:00:07	00:00:00	00:00:00	00:00:00
00:00:04	00:00:00	00:00:00	00:00:06	00:00:00
00:00:14	00:00:00	00:00:00	00:02:07	00:00:00
0:00:30	00:00:15	00:00:00	00:03:04	00:00:00
0:00:29	00:00:00	00:00:00	00:00:00	00:00:00
0:00:29	00:00:10	00:00:00	00:01:21	00:00:00
0:01:18	00:00:05	00:00:00	00:00:00	00:00:00
0:00:07	00:00:00	00:00:00	00:00:00	00:00:00
00:00:00	00:00:00	00:00:00	00:01:03	00:00:00
00:00:38	00:00:00	00:00:00	00:00:39	00:00:00
00:00:00	00:00:00	00:00:00	00:00:24	00:00:00
00:00:46	00:00:05	00:00:00	00:00:45	00:00:00
00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
00:00:00	00:00:00	00:00:00	00:00:11	00:00:00

Reports and dashboards are found in the **Shared Reports** > **CX Insights** folder, and are organized into the following sub folders:

- Agents
- Business Results
- Callback
- Chat
- Co-browse
- Dashboards
- Designer
- Details
- Email
- CX Insights for iWD
- Outbound Contact
- Predictive Routing
- Queues

- Task Routing

The Agents folder

The **Agents** folder contains reports that enable you to gather various contact center statistics that pertain to monitored agents (configured as Person objects in Configuration Server) who process voice, chat, SMS, email, social media, and third-party-media type interactions:

Agent Conduct Report

Use this report to contrast agent interaction handling performance against the agent group performance, based on various metrics, including Accepted/Rejected, Responses, and Handle Time, Hold Time, Wrap Time, and whether a Consult was initiated.

>> Back to Top

Agent Details Activity Report

Use this report to view a chronological breakdown of agent activities, including times and duration of login sessions and status of agent devices / DNs, and relevant interaction states.

>> Back to Top

Agent Group Business Attribute Report

Use this report to contrast agent group interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type and interaction type. This report is stored in the Details folder.

>> Back to Top

Agent Group Interaction Handling Report

Use this report to monitor the interaction processing performance of groups of agents over specific day ranges. The report displays information about Handle Time, Engage Time, Wrap Time, and various transfer initiation and acceptance metrics.

>> Back to Top

Agent Group Queue Business Attribute Report

Use this report to understand agent-activity results categorized by a wide range of attributes, including Agent Group, Business Result, Customer Segment, Interaction Type, Media Type, Queue, and Service Type.

>> Back to Top

Agent Interaction Hierarchy Report

Use this report to understand the hierarchy of interactions that were offered to agents, including the

nature of the accepted interactions and responses (whether interactions were threaded, logical, or base).

>> Back to Top

Agent Interval Based Report

Use this report to view key performance indicators related to the agents, and thereby assess agent productivity.

>> Back to Top

Agent Login-Logout Details Report

Use this report to review the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report is stored within the Details folder.

>> Back to Top

Agent Not Ready Report

Use this report to understand the reasons given for the time agents spent in a NotReady state.

>> Back to Top

Agent Not Ready Reason Code Report

Use this report to monitor the counts, durations, and percentages of calls that are made and received by an agent, while that agent’s state is NotReady, during a range of hours that you specify within a particular day.

>> Back to Top

Agent Omnichannel Activity Report

Use this report to see detailed information about how each agent's active time was used, including a breakdown of the duration of the different agent states across all media channels, fully accounting for the agent's interaction time.

>> Back to Top

Agent Outbound Campaign Report

Use this report to understand the success of your outbound campaigns, by reviewing total and average durations of call handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for each agent.

>> Back to Top

Agent Queue Report

Use this report to understand agent interaction-processing on a queue-by-queue basis, based on Engage, Hold, and Wrap times and percentages.

>> Back to Top

Agent Social Engagement Report

Use this report to view, for each agent and day, detailed information about average social media scores in each configured standard response, or category. The report includes averaged Sentiment, Influence, and Actionability scores.

>> Back to Top

Agent State Details Report

Use this report for monitoring an agent's noncall-related activities, especially under those circumstances in which the agent is paid by the minute. The report is stored in the Details folder.

>> Back to Top

Agent Summary Activity Report (Active)

Use this report to understand how much of agents' total active time was spent in each state, broken down by media type. The report breaks down agent time based on both the Active Time (the amount of active time) and the % Active Time (the percentage of active time) in each state.

>> Back to Top

Agent Summary Activity Report (Interaction)

Use this report to understand how much of agents' interaction time was spent in each state, broken down by media type.

>> Back to Top

Agent Utilization Report

Use this report to understand how agents perform on a daily basis by analyzing interaction volumes, call times, and consult data.

>> Back to Top

Agent Wrap Report

Use this report to monitor the after-call work (wrap) call-related activities that agents (or agent groups) perform after processing calls.

>> Back to Top

The Business Results folder

The **Business Results** folder contains reports that provide statistics that pertain to business results, customer segment, and service type/subtype business attributes:

Business Metrics Executive Report

Use this report to monitor contact center performance, particularly if you are outside of the immediate contact center, and to gauge service level within the perspective of the total number of interactions that were offered to resources, by day.

>> Back to Top

Customer Perspective Executive Report

Use this report to understand such key indicators as how much time elapsed before customers were connected to agents or received responses, how satisfied customers were with their transactions, and how much money they spent.

>> Back to Top

Interaction Volume Business Attribute Report

Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

>> Back to Top

The Callback folder

The **Callback** folder contains reports that provide information about callback usage, including information about success rates, scheduling, and wait times:

Callback Details Report

Use this report to view a detailed picture of how Callback is used in your contact center, including information about the volume of callback calls, success rates, resulting savings, and customer wait times.

>> Back to Top

Callback Summary Report

Use this report to view a comprehensive picture of how Callback is used in your contact center, including detailed information about the volume of callback calls, success rates, resulting savings, and customer wait times.

>> Back to Top

The Chat folder

The **Chat** folder contains reports that provide detailed information about chat activities in the contact center.

>> Back to Top

Async Interactions Report

Use this report tto learn more about the number and percentage of Chat interactions that are initiated by customers outside of regular business hours.

>> Back to Top

Chat Engagement Report

Use this report to learn more about the number of chat engagements agents had, and the duration of each.

>> Back to Top

Chat Message Statistics Report

Use this report to learn more about how chat is used in the contact center.

>> Back to Top

Chat Session Report

Use this report to learn more about the volume of chat sessions handled in your contact center within a specific time period, including details about the number of messages within chat sessions, and about how often chat sessions were missed or transferred.

>> Back to Top

Chat Thread Report

Use this report to view detailed information about chat sessions and threads. A session is defined as a single interaction or chat conversation (which can contain more than one engagement by any given agent), and a thread is a series of sessions related by a common thread ID.

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Interaction Acceptance Dashboard

Use this dashboard to understand how long it takes for agents to accept customer interactions, and to identify what percentage of interactions are accepted promptly, or with some delay.

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Interaction Acceptance Report

Use this report to view statistics about the acceptance of interactions by agents, including the amount of time it takes for agent to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay.

>> Back to Top

Pre-Agent Termination Report

Use this report to learn more about calls that terminated before connecting to an agent.

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The Co-browse folder

The **Co-browse** folder contains reports you can use to learn more about agent handling of contact center interactions involving Co-browse sessions. Reports in the Co-browse folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Co-browse Detail Report

Use this report to view segment-related details pertaining to agent handling of contact center interactions that include Co-browse sessions. The report provides detailed information about Co-browse sessions, including durations, browsing modes, and pages visited.

>> Back to Top

Co-browse Summary Report

Use this report to learn how each agent handles interactions involving Co-browse sessions, by contrasting Co-browse session counts, session durations, and the percentage of interactions that include Co-browse.

>> Back to Top

The Dashboards folder

The **Dashboards** folder contains out-of-box dashboards, each of which collects two or more quasi-related GCXI reports into visual summaries using charts, graphs, other diagrammatic devices.

Agent Performance Dashboard

Use this dashboard to see detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.

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Contact Center Dashboard

Use this dashboard to see detailed information about interaction volumes and KPIs for the whole contact center.

>> Back to Top

Supervisor Dashboard

Use this dashboard to evaluate interaction handling and agent performance at a glance. It includes both key information about interaction volume and customer experience, and charts to illustrate each agent's activity during the reporting period.

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Queue Dashboard

Use this dashboard to compare the performance of queues by viewing detailed information about agent performance on a queue-by-queue basis.

>> Back to Top

The Designer folder

The **Designer** folder contains reports that provide information about user experiences in self-service and assisted-service Interactive Voice Response (IVR) / Genesys Designer application sessions.

Activity Summary Report

Use this report to view summary information about activities in Designer applications, including the number of activities within a given time period, and the number and percentage of those activities that were complete or incomplete.

>> Back to Top

Application Duration Report

Use this report to learn more about Designer application session durations, either for full sessions, or separately for self-service and assisted-service.

>> Back to Top

Application Summary Report

Use this report to learn more about the final outcome of IVR Designer application sessions.

>> Back to Top

Assisted Service Interactions by Last Milestone Report

Use this report to learn more about calls that move from Self-Service into Assisted Service. Interactions are included in this report based on the last milestone where the interaction was routed

to assisted service.

>> Back to Top

Blocks Summary Report

Use this report to learn more about the traffic in each block, and to assess the rate and type of errors in each block.

>> Back to Top

Milestone Summary Report

Use this report to learn more about the frequency with which each milestone is hit, and the dispositions for calls that contained each milestone.

>> Back to Top

Self-Service Statistics Report

Use this report to learn about the number and percentage of interactions that enter the Designer Application and and concluded in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.

>> Back to Top

Survey Answer Report

Use this report to learn more about how customers answer post-call survey questions, including the number and percentage of times that each answer was selected, organized by application, agent group, question, or answer, over various time-periods.

>> Back to Top

Survey Statistics Report

Use this report to learn more about post-call surveys, such as how many surveys were offered, accepted, or not accepted, and how many No Input and No Match errors were generated.

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The Details folder

The **Details** folder contains reports that provide detailed information about low-level interactions and agent.

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Agent Details Activity Report

Use this report to understand the activities of particular agents over time, including login, status, and interaction details.

>> Back to Top

Agent Login-Logout Details Report

Use this report to view detailed information about the start times, end times, and durations of agent login sessions.

>> Back to Top

Agent State Details Report

Use this report to understand how agents use their noncall time, and understand the reasons given for various agent states.

>> Back to Top

Interaction Flow Report

Use this report to analyze and understand how interactions proceed from the customer’s perspective.

>> Back to Top

Interaction Handling Attempt Report

Use this report to analyze detailed information about how much time interactions spend in each stage of their progress through the contact center.

>> Back to Top

Transfer Detail Report

Use this report to learn more about the initiating and receiving parties of those contact center interactions that involve a transfer including the technical result, the mediation devices through which the interaction passed, the business attribute, and the entire duration of the interaction.

>> Back to Top

The Email folder

The **Email** folder contains reports you can use to learn more about email interaction volumes, statistics, and outcomes in your contact center. Reports in the Email folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Agent Summary Activity Email Report

Use this report to view detailed information about how each agent's active time was used when handling email interactions.

>> Back to Top

Agent Utilization Email Report

Use this report to view detailed information about how each agent's active time was used when handling email interactions.

>> Back to Top

Interaction Volume Business Attribute Email Report

Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

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The CX Insights for iWD folder

The **CX Insights for iWD** project Shared Reports folder contains just two folders: Custom and CX Insights for iWD, the latter of which contains reports you can use to learn more about contact center interactions involving Genesys Info Mart and intelligent Workload Distribution (iWD).

Capture Point Business Value Report

Use this report to understand the distribution of tasks by process and point of entry (capture point) into the iWD system. You can use this information to assess whether the time to complete tasks correlates with the desired business value and time to complete for a busy enterprise, which can help you to better tune priority schema and priority levels for processes, capture points and departments.

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Capture Point Dashboard

Use this dashboard to understand the business value driven through capture points, and the volume of work processed through each capture point. The dashboard breaks down the overall average duration time that is spent to complete tasks (from inception within the presource system to termination within iWD) into average task durations at defined milestones along a task’s routed path for each capture point. The dashboard also displays the business value range into which the tasks fall, the average time that it took to complete the tasks, and plots the total number of finished tasks against their assigned business value range.

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Capture Point Task Duration Report

Use this report to identify and plan remediation for bottlenecks in the system. The technical business user can then tune routing strategies and associated business rules in order to reduce bottlenecks

and routing milestones. This is particularly useful if you base distribution strategies or business operations around the point (the capture point) through which tasks enter the iWD system.

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Customer Segment Service Level Report

Use this dashboard to to learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process. This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on different customer segments.

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ETL Audit Dashboard

Use this dashboard to view a historical overview of iWD Datamart job execution statistics, including duration and status, and to explore other, more detailed information from the ETL_AUDIT table.

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Intraday Process Dashboard

Use this dashboard to view an intraday overview of the completed iWD tasks that were overdue, along with the counts, percentages, and averages of completed iWD tasks, breaking down the average amount of time it took to complete tasks using three key metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring the average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The dashboard also provides an overview of the task backlog for a day or reporting interval, providing summary information about how many tasks are pending, how many tasks are overdue, and how many of the completed tasks were overdue. Data is organized by day, tenant, department, and business process.

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Intraday Process Report

Use this report to view information about the performance of historical and pending work items, to learn more about sources of backlog, about throughput, and to understand how often tasks become overdue before they are finished.

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Resource Performance Dashboard

Use this dashboard to quickly identify which day of the month, department, and process is occupying resource time.

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Resource Performance Report

Use this report to understand how resources handle tasks over specific time periods and to gain insights into the variability of performance for each process, department, and days the resource worked. This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted, as well as the shortest, longest, and average amounts of time that it took the resource to handle them.

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Task Age Dashboard

Use this dashboard to better understand how well each department and process is meeting Service Level Agreements. The dashboard provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

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Task Age Report

Use this report to better understand how well each department and process is meeting Service Level Agreements. This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

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Task Detail Report

Use this report to understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

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Task Work Detail Report

Use this report to understand the employees who helped solve a task where the task involved more than one employee, the names of the queues that distributed the tasks to the employees and more

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The Outbound Contact folder

The **Outbound Contact** folder contains reports that provide information about the progress of outbound campaigns, including summaries of campaign activity, campaign callbacks, and contact list performance.

Campaign Callbacks Summary Report

Use this report to understand the frequency with which Callback was used in your Outbound campaigns, and the overall Callback success rates.

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Campaign Summary Report

Use this report to understand the disposition of Outbound campaign contact dialing attempts; whether calls connected, were dropped, or failed (together with the reason for failure).

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Contact List Effectiveness Report

Use this report to determine which calling lists are working efficiently, and which need to be adjusted. The report contrasts, for each list, the number of outbound call attempts to the number of times the call failed to connect (a SIT tone was detected).

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The Predictive Routing folder

The **Predictive Routing** folder contains reports and dashboards that enable you to learn more about how Genesys Predictive Routing (GPR) is used in your contact center, including information about how it impacts customer experience, wait times, issue resolution rates, and other key metrics.

Predictive Routing AHT & Queue Dashboard

The Predictive Routing - AHT & Queue Dashboard provides a dashboard-style summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

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Predictive Routing Model Efficiency Dashboard

The Predictive Routing — Model Efficiency Dashboard provides a bubble-graph summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR), and compare the effectiveness of various GPR prediction models.

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Predictive Routing A/B Testing Report

Use the Predictive Routing A/B Testing Report to track A/B testing results for predictive models and predictors. This report includes a First Contact Resolution Rate calculation, which allows you to quickly see how often customer concerns were resolved on the first attempt, and allows you to contrast interactions that were processed when Predictive Routing was switched ON compared to

when it was OFF. The report also profiles response time, engage time, wrap time, and other relevant Key Performance Indicators (KPI).

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Predictive Routing Agent Occupancy Dashboard

The Predictive Routing Agent Occupancy Dashboard provides a summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

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Predictive Routing Detail Report

Use the Predictive Routing Detail Report to view detailed interaction-level data about how Genesys Predictive Routing (GPR) is used in your contact center, and to understand how it impacts Key Performance Indicators (KPI), including detailed metrics that profile agent scoring, and allow you to compare different models or predictors.

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Predictive Routing Operational Report

Use the Predictive Routing Operational Report to track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions Offered and Accepted, and measures that indicate how long interactions waited to be scored, and how long they waited in queue.

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Predictive Routing Queue Statistics Report

Use the Predictive Routing Queue Statistics Report to track KPIs for each Queue when Genesys Predictive Routing (GPR) is used to optimize routing. The report allows you to monitor overall interaction-processing performance of queues, including contrasting, for each Model and Predictor, the number of Offered and Accepted interactions, Accept, Handle, and Engage Time, as well as abandoned and service level measures.

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The Queues folder

The **Queues** folder contains reports that enable you to gather data that pertains to interaction flows through monitored ACD queue, virtual-queue, interaction queue, workbin, and queue-group objects:

Abandon Delay Report

Use this report to evaluate the number and percentage of interactions that were abandoned (or disconnected) while queued at a specific queue, and the percentage abandoned by service time interval.

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Interaction Traffic Group Report

Use this report to better understand the efficiency of interaction handling in each queue group, at a high level, including summaries of interactions offered, accepted, and abandoned, and the average times to accept or abandon.

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Interaction Traffic Report

Use his report to evaluate the efficiency of queues by assessing the volume of interactions accepted in a given period, along with the average speed of answer (Avg Accept Time), maximum delays experienced before acceptance (Max Accept Time), and abandonment (Max Abandoned Waiting Time) from the perspective of the mediation DN.

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Queue Outline Report

Use this report to see the interrelation of various queue-related metrics relevant to customer and consult interactions, and to understand how the metrics contribute to the sum total of all interactions that entered a queue resource.

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Queue Summary Report

Use this report to assess the performance of configured queues, to understand what percentage of interactions in each queue were accepted within the defined service level, and to compare the performance of each queue in handling interactions.

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Speed Of Accept (Hours) Report

Use this report to understand how long interactions (such as email or other media types with slower response times) waited in queue before being accepted.

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Speed Of Accept (seconds) Report

Use this report to understand how brief interactions (such as voice and chat — media types with faster response times) waited in queue before being accepted.

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Task Routing dashboards

The **Task Routing** folder contains dashboards you can use to learn more about the performance of Genesys Task Routing in your Genesys Engage cloud contact center. The dashboards in the Task Routing folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Agent Task Dashboard

Use this report to view detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR).

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Task Volume Dashboard

Use this report to view detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR), including volumes and percentages of interactions that were offered, accepted, rejected, or transferred.

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Agents reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Agent reports.

This page describes reports you can use to learn more about the performance of agents in your contact center. The reports in the **Agents** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Tip**
> Interactions pertaining to an agent are attributed to each group of which the agent is a member. So, in scenarios where an agent is a member of more than one agent group, interactions are counted against each group, and can therefore appear more than once in historical reports. Similarly, interactions that are attributed to queues that are members of more than one queue group are reported against both queue groups.

About Agents reports

The following reports are available in the **CX Insights** > **Agents** folder:

- Agent Conduct Report
- Agent Details Activity Report
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Group Membership Details Report
- Agent Group Queue Business Attribute Report
- Agent Interaction Hierarchy Report
- Agent Interval Based Report
- Agent Login-Logout Details Report
- Agent Not Ready Report
- Agent Not Ready Reason Code Report
- Agent Outbound Campaign Report
- Agent Omnichannel Activity Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent State Details Report
- Agent Summary Activity Report (Active)
- Agent Summary Activity Report (Interaction)

- Agent Utilization Report
- Agent Wrap Report

Related Topics:

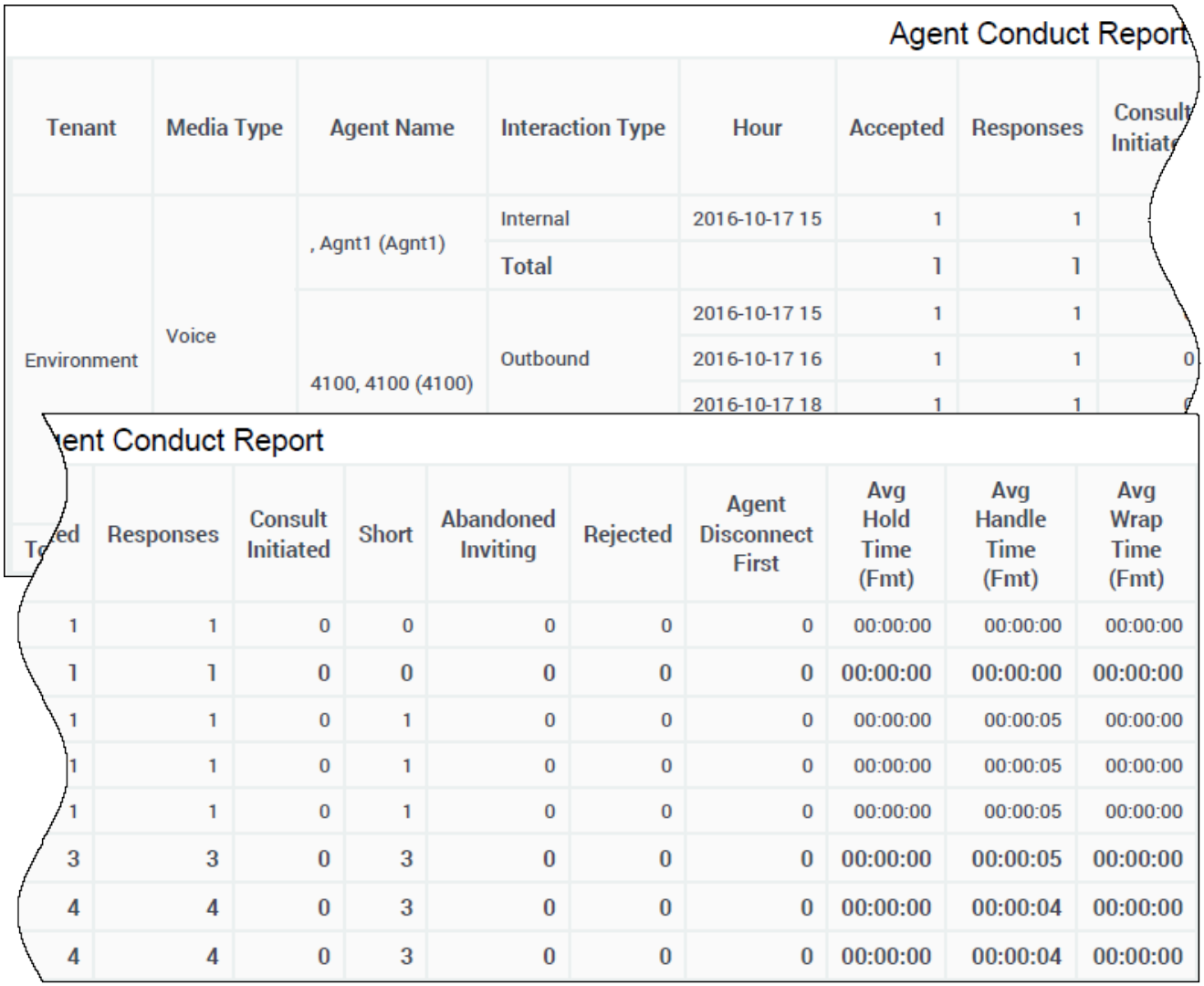
- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

Agent Conduct Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Conduct Report.

This page describes how you can use the (**Agents** folder) Agent Conduct Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Conduct Report



Agent Conduct Report

Tenant	Media Type	Agent Name	Interaction Type	Hour	Accepted	Responses	Consult Initiate
Environment	Voice	, Agnt1 (Agnt1)	Internal	2016-10-17 15	1	1	
			Total		1	1	
		4100, 4100 (4100)	Outbound	2016-10-17 15	1	1	
				2016-10-17 16	1	1	0
				2016-10-17 18	1	1	0

ent Conduct Report

ed	Responses	Consult Initiated	Short	Abandoned Inviting	Rejected	Agent Disconnect First	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)	Avg Wrap Time (Fmt)
1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
1	1	0	0	0	0	0	00:00:00	00:00:00	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
1	1	0	1	0	0	0	00:00:00	00:00:05	00:00:00
3	3	0	3	0	0	0	00:00:00	00:00:05	00:00:00
4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00
4	4	0	3	0	0	0	00:00:00	00:00:04	00:00:00

This report describes agent performance in handling interactions, focusing on metrics that demonstrate the possible mishandling of interactions a high number of unaccepted interactions, excessive hold and aftercall work (wrap) times, and shorter-than-usual engage (talk) durations with customers. It compares the number of interactions that were abandoned while alerting at the agent's DN to the number of interactions that fall within the shorttalk threshold, and the number of interactions that were rerouted from the agent's DN because the agent did not accept them. These metrics provide relative performance and should be analyzed carefully before conclusions are drawn or corrective action is taken.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentConductReport.pdf

The following tables explain the prompts you can select when you generate the report, and the

metrics and attributes that are represented in the report:

Prompts for the Agent Conduct Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Report Date	Choose a day for which to run the report.
From Hour	The first hour* to include in the report.
To Hour	The last hour* to include in the report.
*For both From Hour and To Hour : • 0 represents the first hour, from 12:00:00 AM to 12:59:59 AM. • 1 represents the second hour, from 01:00:00 AM to 01:59:59 AM. . . . • 23 represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM. • 24 also represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM	
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Conduct Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated

Attribute	Description
	with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.

Metrics used in the Agent Conduct Report

Metric	Description
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an outbound reply. Note: For voice media, this metric is identical to Activity\ Accepted; it returns positive values when agents initiate calls.
Consult Initiated	The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
Short	The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold. This metric relies on the value of the **short-engagement (short-talk)** option as configured in the **[agg-gim-thld-AGENT-IXN]** section.
Abandoned Inviting	The total number of interactions of this business attribute that were abandoned or dropped for any reason while they were alerting/ringing at the first handling resource. This count includes short-abandoned interactions.
Rejected	The total number of times that customer interactions alerted at this agent and were not accepted.
Agent Disconnect First	The total number of times during the reporting interval that this agent released customer interactions before the other party did.

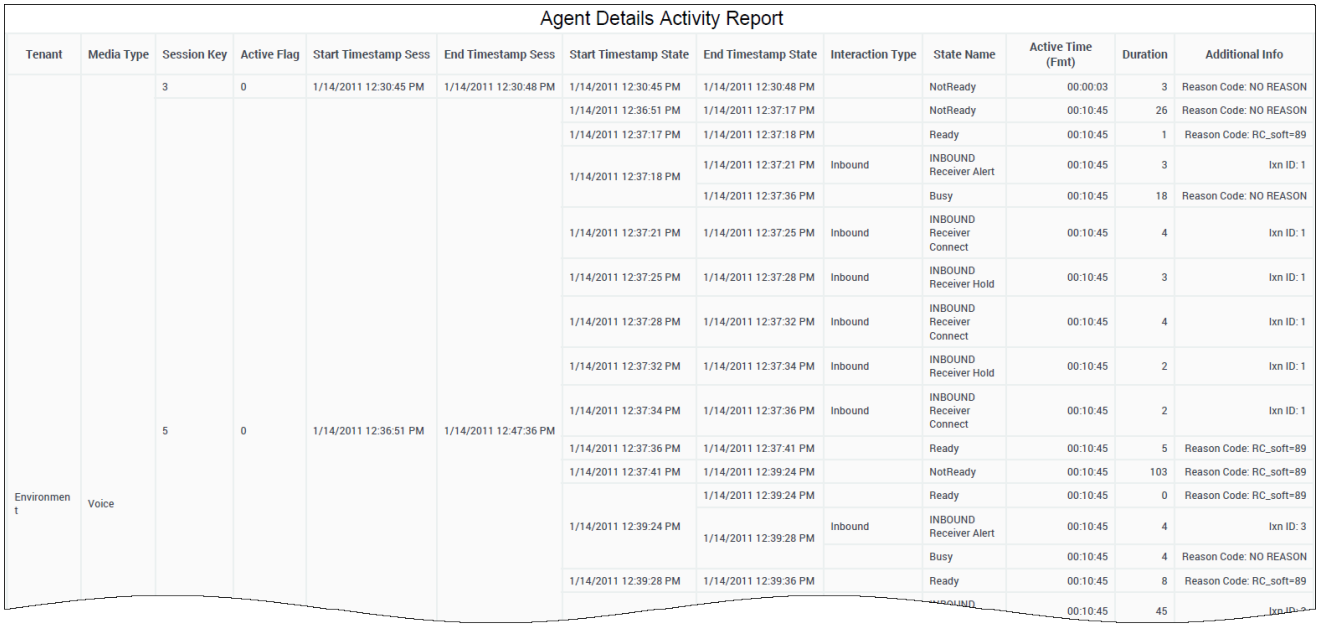
Metric	Description
	The value represented by this metric is incremented only when the system (such as the switch) provides such information.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Handle Time (Fmt)	Agent Attribute: The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.

Agent Details Activity Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Details Activity Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent Details Activity Report to learn more about specific agents.

Understanding the Agent Details Activity Report



Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	3	0	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM		NotReady	00:00:03	3	Reason Code: NO REASON
		5	0	1/14/2011 12:36:51 PM	1/14/2011 12:47:36 PM	1/14/2011 12:36:51 PM	1/14/2011 12:37:17 PM		NotReady	00:10:45	26	Reason Code: NO REASON
						1/14/2011 12:37:17 PM	1/14/2011 12:37:18 PM		Ready	00:10:45	1	Reason Code: RC_soft=89
						1/14/2011 12:37:18 PM	1/14/2011 12:37:21 PM	Inbound	INBOUND Receiver Alert	00:10:45	3	Ixn ID: 1
							1/14/2011 12:37:36 PM		Busy	00:10:45	18	Reason Code: NO REASON
						1/14/2011 12:37:21 PM	1/14/2011 12:37:25 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:25 PM	1/14/2011 12:37:28 PM	Inbound	INBOUND Receiver Hold	00:10:45	3	Ixn ID: 1
						1/14/2011 12:37:28 PM	1/14/2011 12:37:32 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:32 PM	1/14/2011 12:37:34 PM	Inbound	INBOUND Receiver Hold	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:34 PM	1/14/2011 12:37:36 PM	Inbound	INBOUND Receiver Connect	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:36 PM	1/14/2011 12:37:41 PM		Ready	00:10:45	5	Reason Code: RC_soft=89
						1/14/2011 12:37:41 PM	1/14/2011 12:39:24 PM		NotReady	00:10:45	103	Reason Code: RC_soft=89
						1/14/2011 12:39:24 PM	1/14/2011 12:39:24 PM		Ready	00:10:45	0	Reason Code: RC_soft=89
						1/14/2011 12:39:24 PM	1/14/2011 12:39:28 PM	Inbound	INBOUND Receiver Alert	00:10:45	4	Ixn ID: 3
									Busy	00:10:45	4	Reason Code: NO REASON
						1/14/2011 12:39:28 PM	1/14/2011 12:39:36 PM		Ready	00:10:45	8	Reason Code: RC_soft=89
										00:10:45	45	Ixn ID: 2

This report provides a chronological breakdown of the activities of one agent over a period of time that you specify including:

- The timestamp and duration of the agent's active (login) session.
- The collective status of the agent's devices or DNs (for example, Ready, NotReady, or Busy), when each status began for that DN, and its duration.
- The interaction state when it was offered to or being processed by the agent.

The Agent Summary Activity Reports complement this report by summarizing the durations of agent sessions, agent states, and interaction states over one day.

For those rows related to agent status, the Additional Information column provides the reason code selected for why the agent was in a particular state—if software and/or hardware reason codes are configured within your environment.

To get a better idea of what this report looks like, view sample output from the report:

SampleAgentDetailsActivityReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Details Activity Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Single Agent (Required)	Select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Session Key	Optionally, restrict the report to the active session of a particular agent, for a particular media type.

Attributes used in the Agent Details Activity Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.

Attribute	Description
Session Key	This attribute enables data to be organized by the agent's active session for a particular media type. Click the value in the Session Key column to view the Agent Login-Logout Details Report.
Start Timestamp Sess	This attribute enables data to be organized by the calendar date and time when the agent session began.
End Timestamp Sess	This attribute enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.
Start Timestamp State	This attribute enables data to be organized by the calendar date and time when the agent entered a specific state.
End Timestamp State	This attribute enables data to be organized by the calendar date and time when the agent state ended.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
State Name	This attribute enables data to be organized by the state, such as UNKNOWN, NOTREADY, READY, BUSY, or INBOUND.

Metrics used in the Agent Details Activity Report

Metric	Description
Active Time (Fmt)	The total amount of time, in seconds, between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports. If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.
Duration	The difference, in seconds, between the beginning and end of the agent's interaction-related state.
Additional Info	This attribute enables data to be organized by the primary key of the INTERACTION_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as

Metric	Description
	the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfies your report criteria. The default date selections span one day, and the Single Agent prompt is required.

Because this report weaves in the results from several Info Mart FACT tables to recount the story of the agent's activities, some of the report's records hold null values for columns that do not apply. For example, interaction types do not apply to agent status; therefore, no values will appear under the Interaction Type column for agent-state (or agent-session) records.

Many column headers in this report are generated from variables.

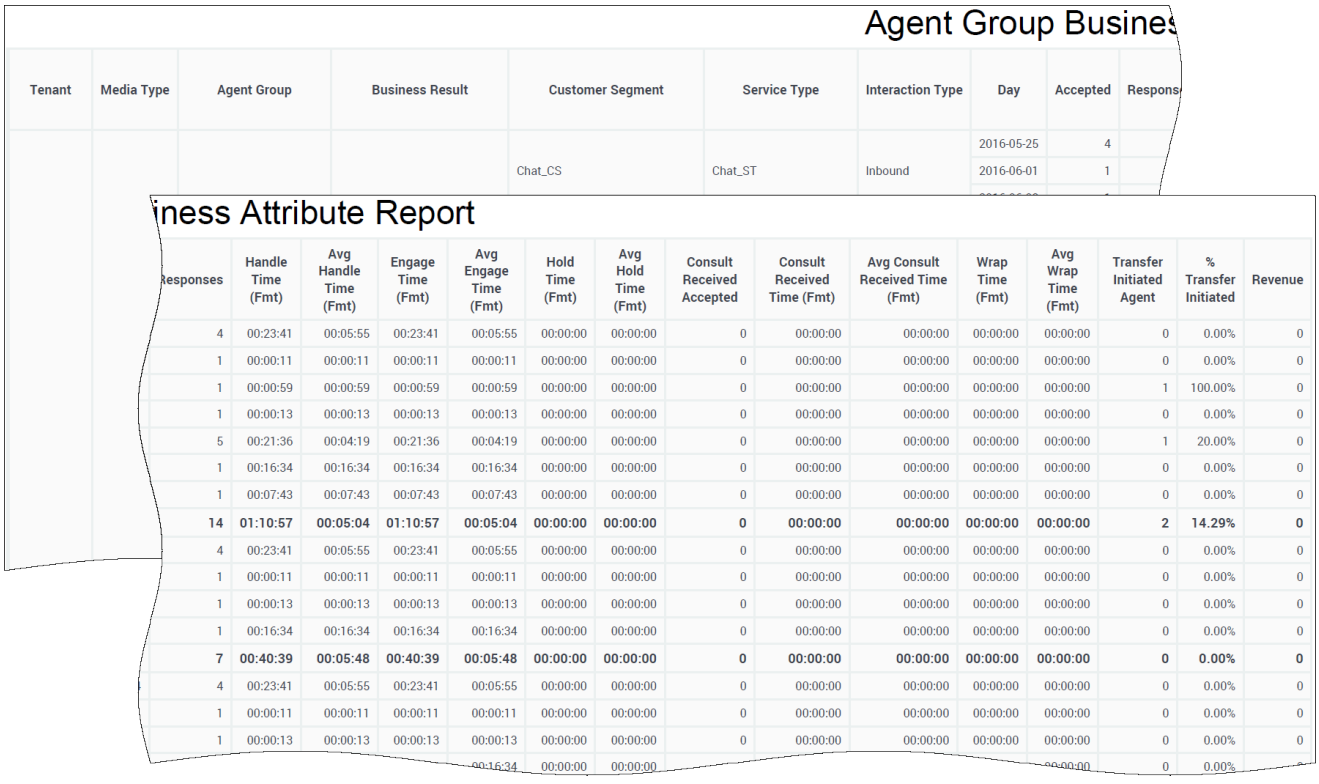
Data pertaining to interaction states is pulled directly from the Info Mart database. Refer to **The SM_RES_STATE_FACT Table** section in the *Genesys Info Mart User's Guide* for special considerations regarding very short duration (>0 and <1 sec) states.

Agent Group Business Attribute Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Group Business Attribute Report.

This page describes how you can use the (**Agents** folder) Agent Group Business Attribute Report to compare agent group interaction handling activities against the revenue generated by each group.

Understanding the Agent Group Business Attribute Report



Agent Group Busines

Tenant	Media Type	Agent Group	Business Result	Customer Segment	Service Type	Interaction Type	Day	Accepted	Respons
							2016-05-25	4	
				Chat_CS	Chat_ST	Inbound	2016-06-01	1	

iness Attribute Report

Responses	Handle Time (Fmt)	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Consult Received Accepted	Consult Received Time (Fmt)	Avg Consult Received Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Revenue
4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:59	00:00:59	00:00:59	00:00:59	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	100.00%	0
1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
5	00:21:36	00:04:19	00:21:36	00:04:19	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	20.00%	0
1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:07:43	00:07:43	00:07:43	00:07:43	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
14	**01:10:57**	**00:05:04**	**01:10:57**	**00:05:04**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**2**	**14.29%**	**0**
4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:16:34	00:16:34	00:16:34	00:16:34	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
7	**00:40:39**	**00:05:48**	**00:40:39**	**00:05:48**	**00:00:00**	**00:00:00**	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**0**	**0.00%**	**0**
4	00:23:41	00:05:55	00:23:41	00:05:55	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:11	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
1	00:00:13	00:00:13	00:00:13	00:00:13	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0
				00:16:34	00:00:00	00:00:00					00:00:00	0	0.00%	

This report contrasts each agent group's collective interaction handling activities against the revenue generated, based on Business Result, Customer Segment, and Service Type for each media type (such as voice, chat) and interaction type (such as inbound, internal).

Use this report to contrast agent group interaction handling activities against the revenue generated,

based on Business Result, Customer Segment, and Service Type for each media type and interaction type.

To get a better idea of what this report looks like, view sample output from the report: AgentGroupBusinessAttributeReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Business Attribute Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Business Result	Optionally, specify what business results to include in the report (based on configured business results).
Customer Segment	Optionally, specify what customer segments to include in the report (based on customer-segment attribute(s) that are configured for a given tenant).
Service Type	Optionally, specify what type of service to include in the report (based on the type of service that was assigned to the interaction).
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Group Business Attribute Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the

Attribute	Description
	interaction’s media type—for example, VOICE, EMAIL, and CHAT.
Agent Group	This attribute enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Interaction Type	This attribute enables data to be organized by the interaction’s type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Group Business Attribute Report

Metric	Description
Accepted	Agent Group Attribute: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by agents who belong to this agent group. For email, this metric represents the total number of times that agents who belong to this agent group prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Handle Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group spent handling interactions that the agents received. Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.

Metric	Description
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this agent group spent handling interactions that the agents received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group were engaged with customers on interactions that the agents received.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this agent group were engaged with customers.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) that agents, who belong to this agent group, had customer interactions on hold.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this group had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Consult Received Accepted	The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.
Consult Received Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions. This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.
Avg Consult Received Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group were engaged on collaboration calls or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This metric is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that agents who belong to this agent group, spent on customer interactions while in ACW state.

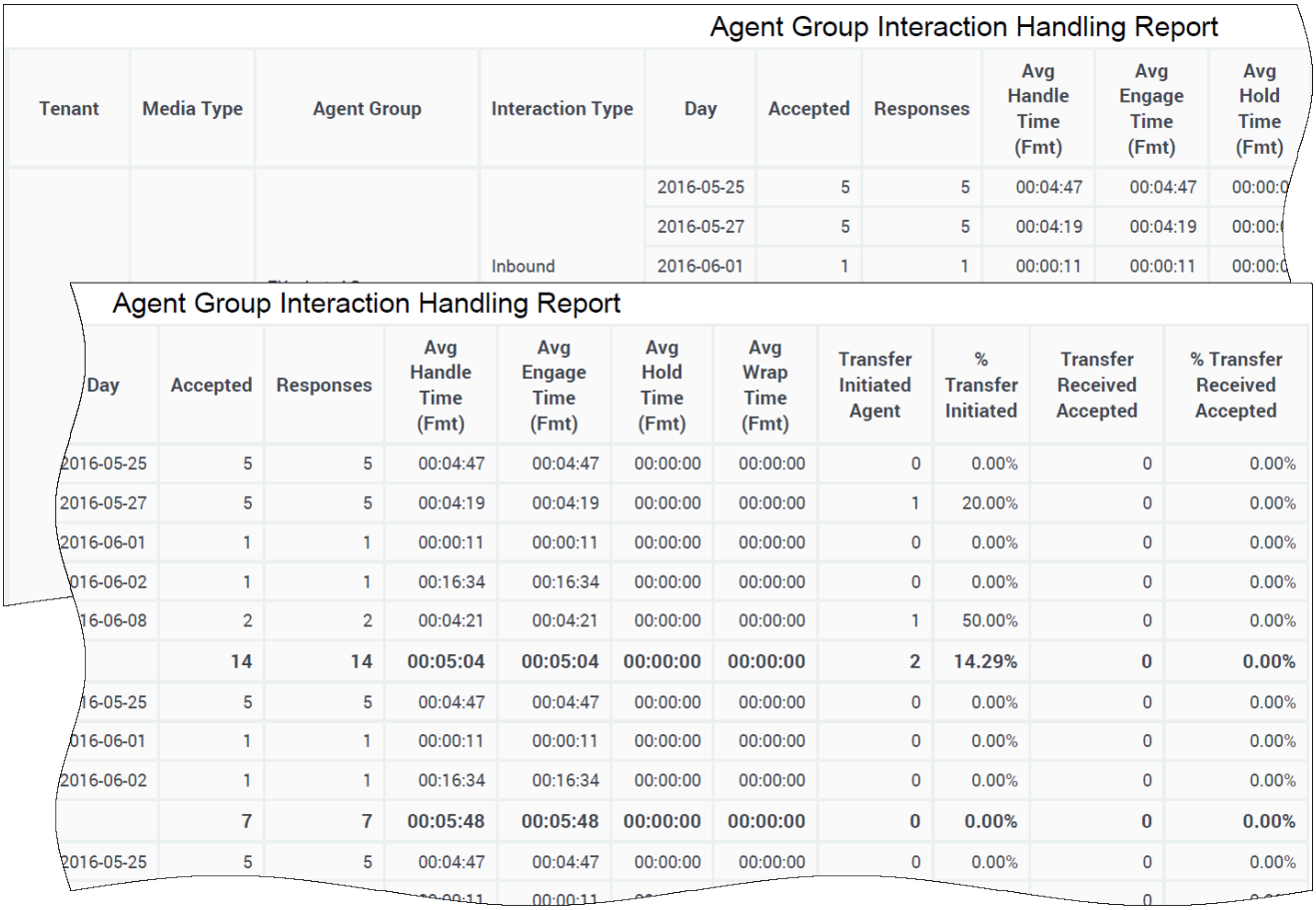
Metric	Description
Transfer Initiated Agent	The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.
Revenue	The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

Agent Group Interaction Handling Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Group Interaction Handling Report.

This page describes how you can use the (**Agents** folder) Agent Group Interaction Handling Report to see detailed information about the interaction-processing performance of one or more groups of agents during a specific range of days.

Understanding the Agent Group Interaction Handling Report



Agent Group Interaction Handling Report

Tenant	Media Type	Agent Group	Interaction Type	Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)
				2016-05-25	5	5	00:04:47	00:04:47	00:00:0
				2016-05-27	5	5	00:04:19	00:04:19	00:00:(
			Inbound	2016-06-01	1	1	00:00:11	00:00:11	00:00:0

Agent Group Interaction Handling Report

Day	Accepted	Responses	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated	Transfer Received Accepted	% Transfer Received Accepted
2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-05-27	5	5	00:04:19	00:04:19	00:00:00	00:00:00	1	20.00%	0	0.00%
2016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
16-06-08	2	2	00:04:21	00:04:21	00:00:00	00:00:00	1	50.00%	0	0.00%
	14	**14**	**00:05:04**	**00:05:04**	**00:00:00**	**00:00:00**	**2**	**14.29%**	**0**	**0.00%**
16-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%
016-06-01	1	1	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	0.00%
2016-06-02	1	1	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%	0	0.00%
	7	**7**	**00:05:48**	**00:05:48**	**00:00:00**	**00:00:00**	**0**	**0.00%**	**0**	**0.00%**
2016-05-25	5	5	00:04:47	00:04:47	00:00:00	00:00:00	0	0.00%	0	0.00%

This report displays information about various aspects of interaction processing, including the number of interactions where a transfer is initiated and the number of interactions that are received by agent groups. This information is helpful when evaluating whether agent groups are transferring too many interactions.

Interaction processing (or handling) involves accepting interactions, placing interactions on hold, consultations, transfers, aftercall work, and conversing with customers.

Use this report to monitor the interaction processing performance of groups of agents over specific day ranges. The report displays information about Handle Time, Engage Time, Wrap Time, and various transfer initiation and acceptance metrics.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentGroupInteractionHandlingReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Interaction Handling Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Group Interaction Handling Report

Attribute	Description
Tenant	This attribute enables data within the reporting

Attribute	Description
	interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Group	This attribute enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Group Interaction Handling Report

Metric	Description
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by agents who belong to this agent group. For email, this metric represents the total number of times that agents who belong to this agent group prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Avg Handle Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Avg Engage Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group were engaged with customers.
Avg Hold Time (Fmt)	The average amount of time, in seconds, that agents who belong to this group had customer interactions on hold. This metric is attributed to the interval in which interactions

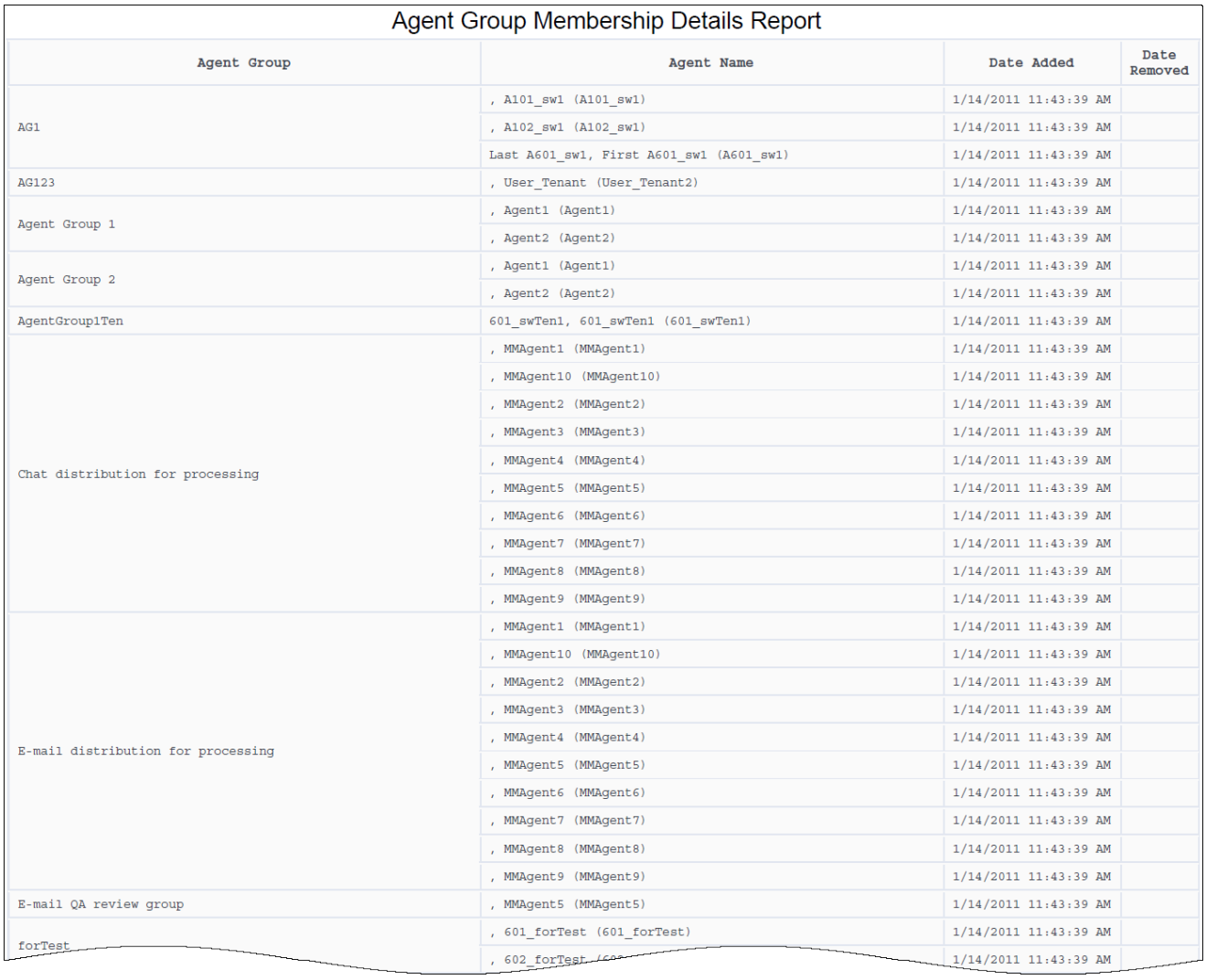
Metric	Description
	arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Wrap Time (Fmt)	The average amount of time, in seconds, that agents who belong to this agent group, spent on customer interactions while in ACW state.
Transfer Initiated Agents	The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated	The percentage of accepted customer interactions
Transfer Received Accepted	The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this metric.
%Transfer Received Accepted	The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group.

Agent Group Membership Details Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Group Membership Details Report.

This page describes how you can use the (**Agents** and **Details** folders) **Agent Group Membership Details Report** to understand how agents are distributed among Agent Groups.

Understanding the Agent Group Membership Details Report



Agent Group Membership Details Report

Agent Group	Agent Name	Date Added	Date Removed
AG1	, A101_sw1 (A101_sw1)	1/14/2011 11:43:39 AM	
	, A102_sw1 (A102_sw1)	1/14/2011 11:43:39 AM	
	Last A601_sw1, First A601_sw1 (A601_sw1)	1/14/2011 11:43:39 AM	
AG123	, User_Tenant (User_Tenant2)	1/14/2011 11:43:39 AM	
Agent Group 1	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
Agent Group 2	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
AgentGroup1Ten	601_swTen1, 601_swTen1 (601_swTen1)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail QA review group	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
forTest	, 601_forTest (601_forTest)	1/14/2011 11:43:39 AM	
	, 602_forTest (602	1/14/2011 11:43:39 AM	

Use the Agent Group Membership Details report to generate a detailed view of how agents are distributed among Agent Groups, including information about when each Agent entered and exited each group.

You can specify the Date, Agent Group, and Agent.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentGroupMembershipDetails.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Membership Details Report

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Report Date value.
Report Date	Choose the date for which to collect data into the report.
Agent Group	Select one or more Agent Groups from which to gather data into the report.
Agent	Select one or more Agents from which to gather data into the report.

Attributes used in the Agent Group Membership Details Report

Attribute	Description
Agent Group	This attribute enables data to be organized by Agent Group.
Agent Name	This attribute enables data to be organized by Agent Name.

Metrics used in the Agent Group Membership Details Report

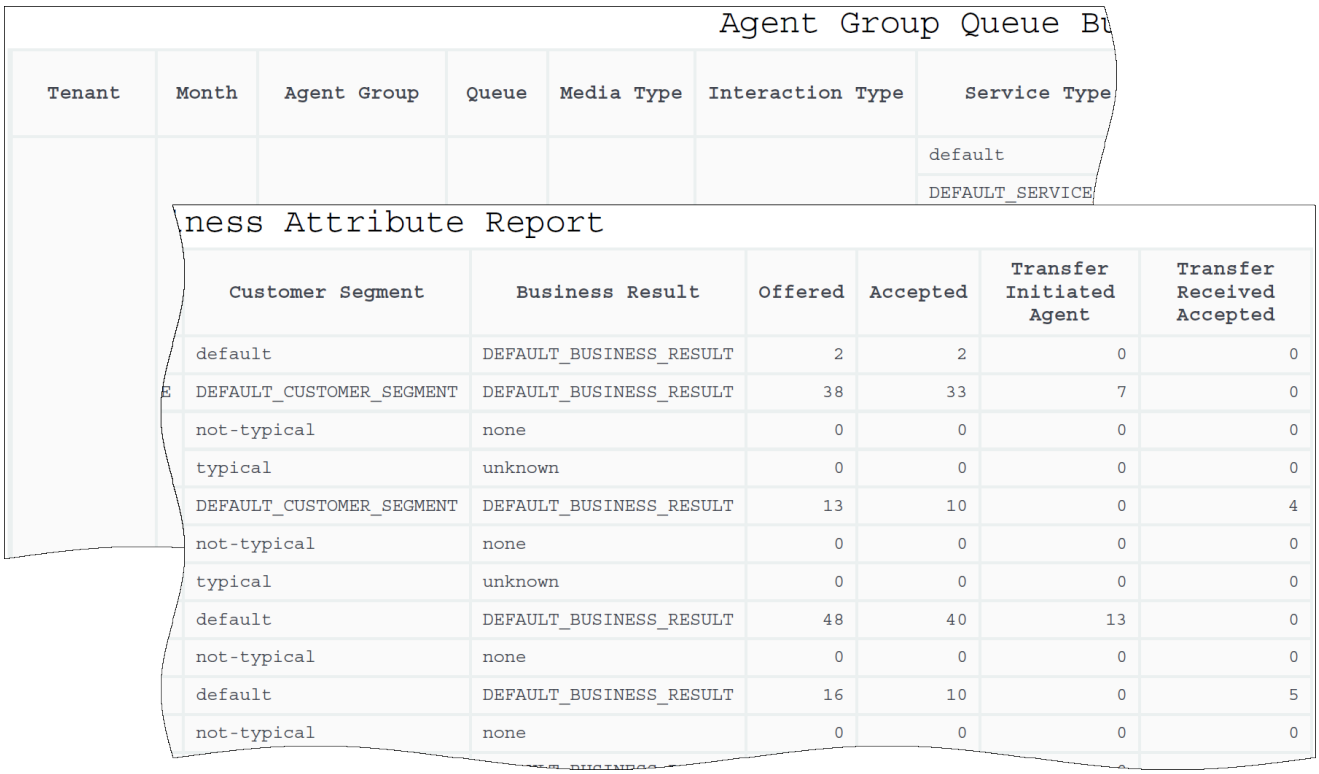
Metric	Description
Group Membership \ Date Added	The date and time when the agent joined the group.
Group Membership \ Date Removed	The date and time when the agent left the group.

Agent Group Queue Business Attribute Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Group Queue Business Attribute Report.

This page describes how you can use the (**Agents** folder) Agent Group Queue Business Attribute Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Group Queue Business Attribute Report



Agent Group Queue Bu

Tenant	Month	Agent Group	Queue	Media Type	Interaction Type	Service Type
						default
						DEFAULT_SERVICE

ness Attribute Report

Customer Segment	Business Result	Offered	Accepted	Transfer Initiated Agent	Transfer Received Accepted
default	DEFAULT_BUSINESS_RESULT	2	2	0	0
DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	38	33	7	0
not-typical	none	0	0	0	0
typical	unknown	0	0	0	0
DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	13	10	0	4
not-typical	none	0	0	0	0
typical	unknown	0	0	0	0
default	DEFAULT_BUSINESS_RESULT	48	40	13	0
not-typical	none	0	0	0	0
default	DEFAULT_BUSINESS_RESULT	16	10	0	5
not-typical	none	0	0	0	0

This report summarizes how interactions were characterized by:

- the system or by the agents who accepted and/or transferred them (through the groups to which the agents belonged).
- the queue-type device through which the interactions were distributed.
- the interaction media type (such as voice or chat) and interaction type (such as inbound or internal).
- each month-long period throughout the designated reporting interval.

Drilled results are provided only for month- or higher-level aggregations and for queue to queue group (and queue group to queue) actions.

Use this report to understand agent-activity results categorized by a wide range of attributes, including Agent Group, Business Result, Customer Segment, Interaction Type, Media Type, Queue, and Service Type.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentGroupQueueBusinessResultReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Queue Business Attribute Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue	Optionally, select one or more queues to include in the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Business Result	Optionally, specify what business results to include in the report (based on configured business results).
Customer Segment	Optionally, specify what customer segments to include in the report (based on customer-segment attribute(s) that are configured for a given tenant).
Service Type	Optionally, specify what type of service to include in the report (based on the type of service that was assigned to the interaction).
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound,

Prompt	Description
	and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Agent Group Queue Business Attribute Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Month	This attribute enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.
Agent Group	This attribute enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Business Result	This attribute enables data to be organized by the configured business result.

Metrics used in the Agent Group Queue Business Attribute Report

Metric	Description
Offered	The total number of times that interactions were

Metric	Description
	received or initiated by agents who belong to this agent group. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. For voice media, this metric is identical to Activity\Responses.
Transfer Initiated Agent	The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this metric.
Transfer Received Accepted	The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this metric.

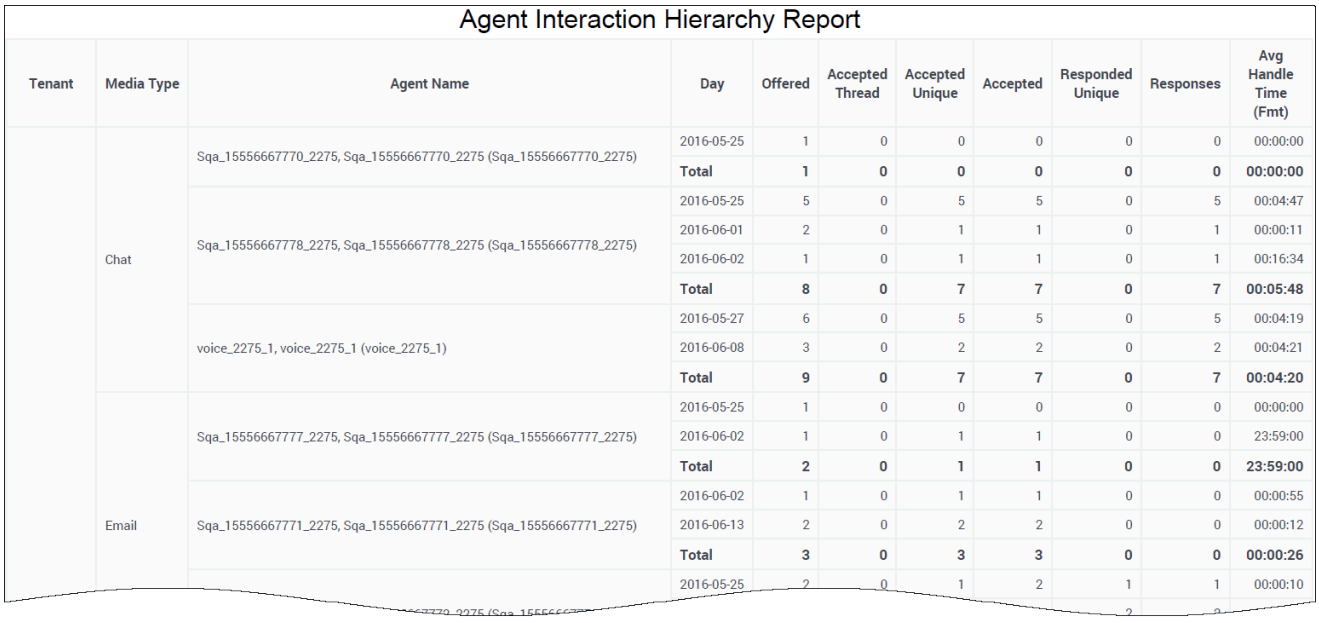
If a resource (for example, an agent or a queue) was added to a group during the reporting interval, the activities that the resource performed while it was not a group member are excluded from measurements in the reports. This report includes only those activities that resources perform while they are part of the group.

Agent Interaction Hierarchy Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Interaction Hierarchy Report.

This page describes how you can use the (**Agents** folder) Agent Interaction Hierarchy Report to learn more about the hierarchy of interactions that were offered to agents.

Understanding the Agent Interaction Hierarchy Report



Agent Interaction Hierarchy Report

Tenant	Media Type	Agent Name	Day	Offered	Accepted Thread	Accepted Unique	Accepted	Responded Unique	Responses	Avg Handle Time (Fmt)
	Chat	Sqa_15556667770_2275, Sqa_15556667770_2275 (Sqa_15556667770_2275)	2016-05-25	1	0	0	0	0	0	00:00:00
			Total	**1**	**0**	**0**	**0**	**0**	**0**	**00:00:00**
		Sqa_15556667778_2275, Sqa_15556667778_2275 (Sqa_15556667778_2275)	2016-05-25	5	0	5	5	0	5	00:04:47
			2016-06-01	2	0	1	1	0	1	00:00:11
			2016-06-02	1	0	1	1	0	1	00:16:34
			Total	**8**	**0**	**7**	**7**	**0**	**7**	**00:05:48**
		voice_2275_1, voice_2275_1 (voice_2275_1)	2016-05-27	6	0	5	5	0	5	00:04:19
			2016-06-08	3	0	2	2	0	2	00:04:21
			Total	**9**	**0**	**7**	**7**	**0**	**7**	**00:04:20**
	Email	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	2016-05-25	1	0	0	0	0	0	00:00:00
			2016-06-02	1	0	1	1	0	0	23:59:00
			Total	**2**	**0**	**1**	**1**	**0**	**0**	**23:59:00**
		Sqa_15556667771_2275, Sqa_15556667771_2275 (Sqa_15556667771_2275)	2016-06-02	1	0	1	1	0	0	00:00:55
			2016-06-13	2	0	2	2	0	0	00:00:12
			Total	**3**	**0**	**3**	**3**	**0**	**0**	**00:00:26**
			2016-05-25	2	0	1	2	1	1	00:00:10

Use this report to understand the hierarchy of interactions that were offered to agents, including the nature of the accepted interactions and responses (whether interactions were threaded, logical, or base).

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentInteractionHierarchyReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Interaction Hierarchy Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Interaction Hierarchy Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Interaction Hierarchy Report

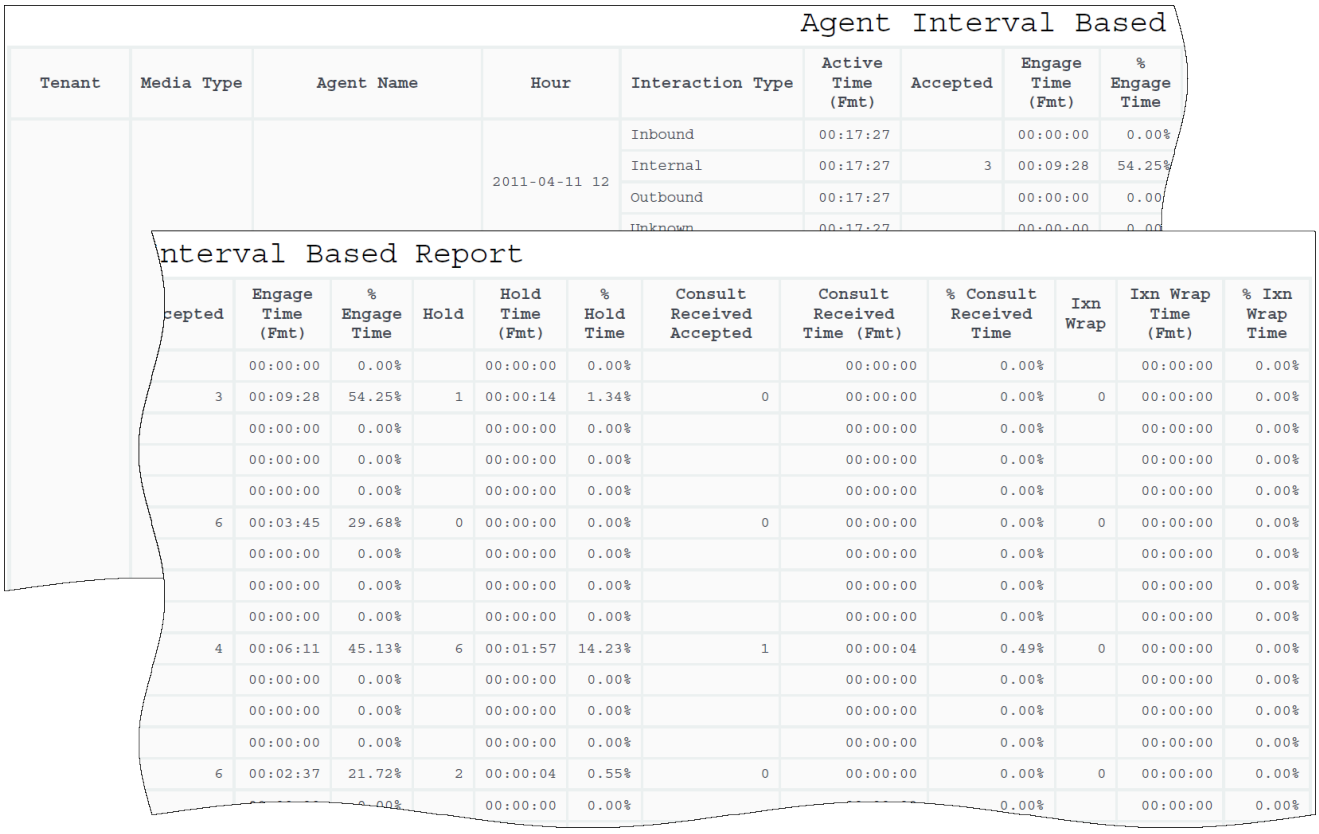
Metric	Description
Offered	The total number of times that interactions were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.
Accepted Thread	The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.
Accepted Unique	The total number of logical interactions that were accepted, initiated, or pulled by this agent. This metric includes an agent's first participation in outbound replies to inbound interactions.
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
Responded Unique	The total number of first-time outbound replies in which this agent participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Avg Handle Time (Fmt)	The average amount of time, in seconds, that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.

Agent Interval Based Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Interval Based Report.

This page describes how you can use the (**Agents** folder) Agent Interval Based Report to learn more about key agent performance indicators during specific time intervals.

Understanding the Agent Interval Based Report



Agent Interval Based

Tenant	Media Type	Agent Name	Hour	Interaction Type	Active Time (Fmt)	Accepted	Engage Time (Fmt)	% Engage Time
			2011-04-11 12	Inbound	00:17:27		00:00:00	0.00%
				Internal	00:17:27	3	00:09:28	54.25%
				Outbound	00:17:27		00:00:00	0.00
				Unknown	00:17:27		00:00:00	0.00

nterval Based Report

cepted	Engage Time (Fmt)	% Engage Time	Hold	Hold Time (Fmt)	% Hold Time	Consult Received Accepted	Consult Received Time (Fmt)	% Consult Received Time	Ixn Wrap	Ixn Wrap Time (Fmt)	% Ixn Wrap Time
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
3	00:09:28	54.25%	1	00:00:14	1.34%	0	00:00:00	0.00%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
6	00:03:45	29.68%	0	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
4	00:06:11	45.13%	6	00:01:57	14.23%	1	00:00:04	0.49%	0	00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
6	00:02:37	21.72%	2	00:00:04	0.55%	0	00:00:00	0.00%	0	00:00:00	0.00%
		0.00%		00:00:00	0.00%			0.00%		00:00:00	0.00%

This report generates a snapshot of agent interaction-processing activities during a range of hours that you specify within a particular day. This report is useful to those who manage contact center operations enabling them to view key performance indicators that are related to the agents they

supervise and to assess agent productivity. No distinction is made between interactions that are routed directly from a switch and those that are routed via a mediation DN object. Use this report to understand agent interaction-processing activities (including Accepted, Consult, Hold, and Wrap times and percentages) during a specified range of hours.

This is an interval-based report, which means that counts and durations for the bulk of metrics are recognized in each interval in which interactions occur, regardless of when the interaction began or ended.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentIntervalBasedReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Interval Based Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Report Date	Choose the day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in Agent Interval Based Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Metrics used in the Agent Interval Based Report

Metric	Description
Active Time (Fmt)	The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenarios where an agent logs into multiple switches, DNs, and/or queues, this measure starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval). **Note**: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Accepted	The total number of customer interactions and warm consultations that were accepted, answered, pulled, or initiated by this agent within the interval or accepted, answered, pulled, or initiated in a prior interval but that ensued in this interval.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and that ensued 'in this interval. This metric might include engagement time for interactions that the agent made or received while in the Not Ready or ACW (Wrap) states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately). This metric excludes engagement time that is associated with collaborations, consultations, and other interaction-related

Metric	Description
	durations, such as hold time, ACW time, and alert (ring) time.
% Engage Time	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.
Hold	The total number of times within the interval that this agent had customer calls on hold.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.
% Hold Time	The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.
Consult Received Accepted	The total number of times within the interval that this agent received and accepted requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.
Consult Received Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent as a recipient spent in collaborations or consultations, where the collaborations/consultations were associated with customer interactions. This time includes any hold duration that occurred within the interval and during the collaboration/consultation.
% Consult Received Time	The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.
Ixn Wrap	The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.
Ixn Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.
% Ixn Wrap Time	The percentage of time within the interval that this agent spent in ACW (Wrap) state associated with customer calls, relative to the total duration of the agent's active session within the interval.

This report provides results based on hour-level aggregation.

If a resource (for example, an agent or a queue) was added to a group during the reporting interval,

the activities that the resource performed while it was not a group member are excluded from measurements in the reports. This report includes only those activities that resources perform while they are part of the group.

Agent Login-Logout Details Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Login-Logout Details Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent Login-Logout Details Report to learn more about agent login sessions.

Understanding the Agent Login-Logout Details Report

Agent Login-Logout Details Report

Tenant	Media Type	Agent Name	Start Timestamp	End Timestamp	Active Time (Fmt)
Environment	Voice	, A6001_sip (A6001_sip)	4/11/2011 12:30:34 PM	4/11/2011 12:40:38 PM	00:10:04
			4/11/2011 12:40:44 PM	4/11/2011 12:44:49 PM	00:04:05
			4/11/2011 12:48:30 PM	4/11/2011 12:51:48 PM	00:03:18
			4/11/2011 1:03:16 PM	4/11/2011 1:15:54 PM	00:12:38
		, A6002_sip (A6002_sip)	4/11/2011 12:31:08 PM	4/11/2011 12:38:02 PM	00:06:54
			4/11/2011 12:41:01 PM	4/11/2011 12:44:47 PM	00:03:46
			4/11/2011 12:48:44 PM	4/11/2011 12:51:46 PM	00:03:02
			4/11/2011 1:03:28 PM	4/11/2011 1:08:23 PM	00:04:55
			4/11/2011 1:08:44 PM	4/11/2011 1:15:52 PM	00:07:08
		, A6003_sip (A6003_sip)	4/11/2011 12:31:38 PM	4/11/2011 12:38:04 PM	00:06:26
			4/11/2011 12:41:40 PM	4/11/2011 12:44:45 PM	00:03:05
			4/11/2011 12:49:19 PM	4/11/2011 12:50:50 PM	00:01:31
			4/11/2011 1:03:51 PM	4/11/2011 1:15:50 PM	00:11:59
		, A6004_sip (A6004_sip)	4/11/2011 12:32:09 PM	4/11/2011 12:38:06 PM	00:05:57
			4/11/2011 12:42:28 PM	4/11/2011 12:44:44 PM	00:02:16
			4/11/2011 12:51:08 PM	4/11/2011 12:51:44 PM	00:00:36

This report shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the

tenant's standard time zone.

If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

To get a better idea of what this report looks like, view sample output from the report: SampleHRCXIAgntLogInOutReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Login-Logout Details Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined days for which to run the report. The default selection for this report is Today.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report; for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Session Key	Optionally, restrict the report to the active session of a particular agent, for a particular media type.

Attributes used in the Agent Login-Logout Details Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.

Attribute	Description
Start Timestamp	This attribute enables data to be organized by the calendar date and time when the agent session began.
End Timestamp	This attribute enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.

Metrics used in the Agent Login-Logout Details Report

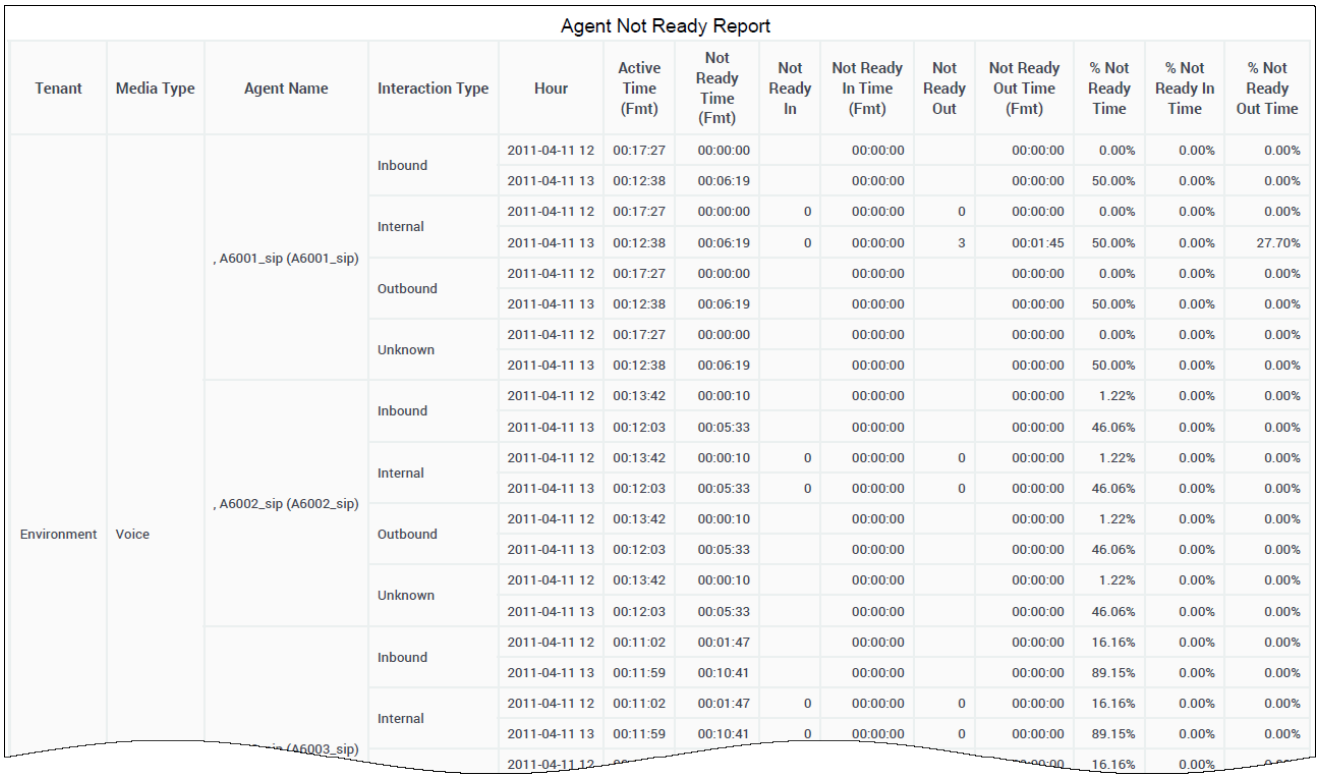
Metric	Description
Active Time (Fmt)	The total amount of time (HH:MM:SS) between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports. If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days. Click the values in the Active Time (Fmt) column to open the Agent Details Activity Report.

Agent Not Ready Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Not Ready Report.

This page describes how you can use the (**Agents** folder) Agent Not Ready Report to learn more about the time agents spend in the Not Ready State.

Understanding the Agent Not Ready Report



Agent Not Ready Report

Tenant	Media Type	Agent Name	Interaction Type	Hour	Active Time (Fmt)	Not Ready Time (Fmt)	Not Ready In	Not Ready In Time (Fmt)	Not Ready Out	Not Ready Out Time (Fmt)	% Not Ready Time	% Not Ready In Time	% Not Ready Out Time
Environment	Voice	, A6001_sip (A6001_sip)	Inbound	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
			Internal	2011-04-11 12	00:17:27	00:00:00	0	00:00:00	0	00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19	0	00:00:00	3	00:01:45	50.00%	0.00%	27.70%
			Outbound	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
			Unknown	2011-04-11 12	00:17:27	00:00:00		00:00:00		00:00:00	0.00%	0.00%	0.00%
				2011-04-11 13	00:12:38	00:06:19		00:00:00		00:00:00	50.00%	0.00%	0.00%
		, A6002_sip (A6002_sip)	Inbound	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
			Internal	2011-04-11 12	00:13:42	00:00:10	0	00:00:00	0	00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33	0	00:00:00	0	00:00:00	46.06%	0.00%	0.00%
			Outbound	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
			Unknown	2011-04-11 12	00:13:42	00:00:10		00:00:00		00:00:00	1.22%	0.00%	0.00%
				2011-04-11 13	00:12:03	00:05:33		00:00:00		00:00:00	46.06%	0.00%	0.00%
			Inbound	2011-04-11 12	00:11:02	00:01:47		00:00:00		00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41		00:00:00		00:00:00	89.15%	0.00%	0.00%
			Internal	2011-04-11 12	00:11:02	00:01:47	0	00:00:00	0	00:00:00	16.16%	0.00%	0.00%
				2011-04-11 13	00:11:59	00:10:41	0	00:00:00	0	00:00:00	89.15%	0.00%	0.00%
		(A6003_sip)		2011-04-11 12							16.16%	0.00%	

This report provides detailed information about the time agents spend in the NotReady state.

Use this report to monitor the counts, durations, and percentages of calls that are made and received by an agent, while that agent's state is NotReady, during a range of hours that you specify within a particular day.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

Important

Note the following limitations:

- This report provides meaningful data for the Not Ready *In and *Out metrics only if the ICON application that is supplying data to the Info Mart database is configured to recognize uninterrupted ACW and NotReady states (see the **gls-enable-acw-busy** configuration option in the **[gts]** section on the Annex tab of the Switch configuration object).
- In situations where agents indicate they are ready when in fact they are handling calls, the % Not Ready In Time and % Not Ready Out Time metrics may exceed 100%.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentNotRdyReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Not Ready Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Not Ready Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.

Metrics used in the Agent Not Ready Report

Metric	Description
Active Time (Fmt)	The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts at the moment when the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment when the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval). If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Not Ready In	The total number of times that this agent was handling customer calls that were accepted while the agent was in the NotReady state.
Not Ready In Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.

Metric	Description
Not Ready Out	The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady state.
Not Ready Out Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Not Ready In Time	The percentage of time that this agent spent on customer interactions that were accepted within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval for a particular media channel. Consultations and collaborations that the agent receives while in the NotReady state are excluded from this percentage.
% Not Ready Out Time	The percentage of time that this agent spent on customer interactions that were dialed within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval.

Agent Not Ready Reason Code Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Not Ready Reason Code Report.

This page describes how you can use the (**Agents** folder) Agent Not Ready Reason Code Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Not Ready Reason Code Report

Agent Not Ready Reason Code Report

Tenant	Media Type	Agent Name	Hour	Reason Code	Not Ready Time (Fmt)	% Not Ready Time	Not Ready Reason Count	Not Ready Reason Time (Fmt)	% Not Ready Reason Time
Environment	Voice	, A6001_sip (A6001_sip)	2011-04-11 12	NO REASON	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_2=71	00:00:00	0.00%		00:00:00	0.00%
				RC_soft_3=81	00:00:00	0.00%		00:00:00	0.00%
				RC_soft=89	00:00:00	0.00%		00:00:00	0.00%
			2011-04-11 13	NO REASON	00:06:19	50.00%		00:00:00	0.00%
				RC_soft_2=71	00:06:19	50.00%		00:00:00	0.00%
				RC_soft_3=81	00:06:19	50.00%		00:00:00	0.00%
				RC_soft=89	00:06:19	50.00%		00:00:00	0.00%
		, A6002_sip (A6002_sip)	2011-04-11 12	NO REASON	00:00:10	1.22%		00:00:00	0.00%
				RC_soft_2=71	00:00:10	1.22%		00:00:00	0.00%
				RC_soft_3=81	00:00:10	1.22%		00:00:00	0.00%
				RC_soft=89	00:00:10	1.22%		00:00:00	0.00%
				NO REASON	00:05:33	46.06%		00:00:00	0.00%
				RC_soft_2=71				00:00:00	0.00%

This report provides counts, durations, and percentages for each NotReady reason code during the range of hours that you specify within a particular day. The reason codes that are provided by this report are not necessarily tied to specific interactions.

Use this report to understand the time agents spent in a NotReady state, and to identify the most common reasons given, the longest durations, and to identify those agents who spend the most or least amount of time in the NotReady state.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentNtRdyRsnCdReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Not Ready Reason Code Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Reason Code Type	Optionally, select the type of reason code on which to gather data.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Not Ready Reason Code Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-

Attribute	Description
	HH24 format.
Reason Code	This attribute enables data within the reporting interval to be organized by the reason that the agent selected.

Metrics used in the Agent Not Ready Reason Code Report

Metric	Description
Reason Code	The reason code key of the agent's not-ready state, and the key's value. You can customize this report to display only the key values, if values are distinct in your environment.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.
Not Ready Reason Count	The total number of times within the interval that this agent was in the NotReady state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.
Not Ready Reason Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state on a particular media channel (including Do Not Disturb duration, if configured) for the specified reason.
% Not Ready Reason Time	The percentage of time within the interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code, relative to the agent's total NotReady duration within the interval for a particular media channel. If no reason codes have been set up in your environment, this metric returns 0.

For this report to be useful, your environment must both configure hardware and/or software reason codes, and enable contact center operators to assign hardware- or software-related reasons for placing their voice-specific DNs in a NotReady state.

Software reason codes have a higher priority than hardware reason codes. When reason codes of both types occur simultaneously, Genesys Info Mart records the software reason to the Info Mart database.

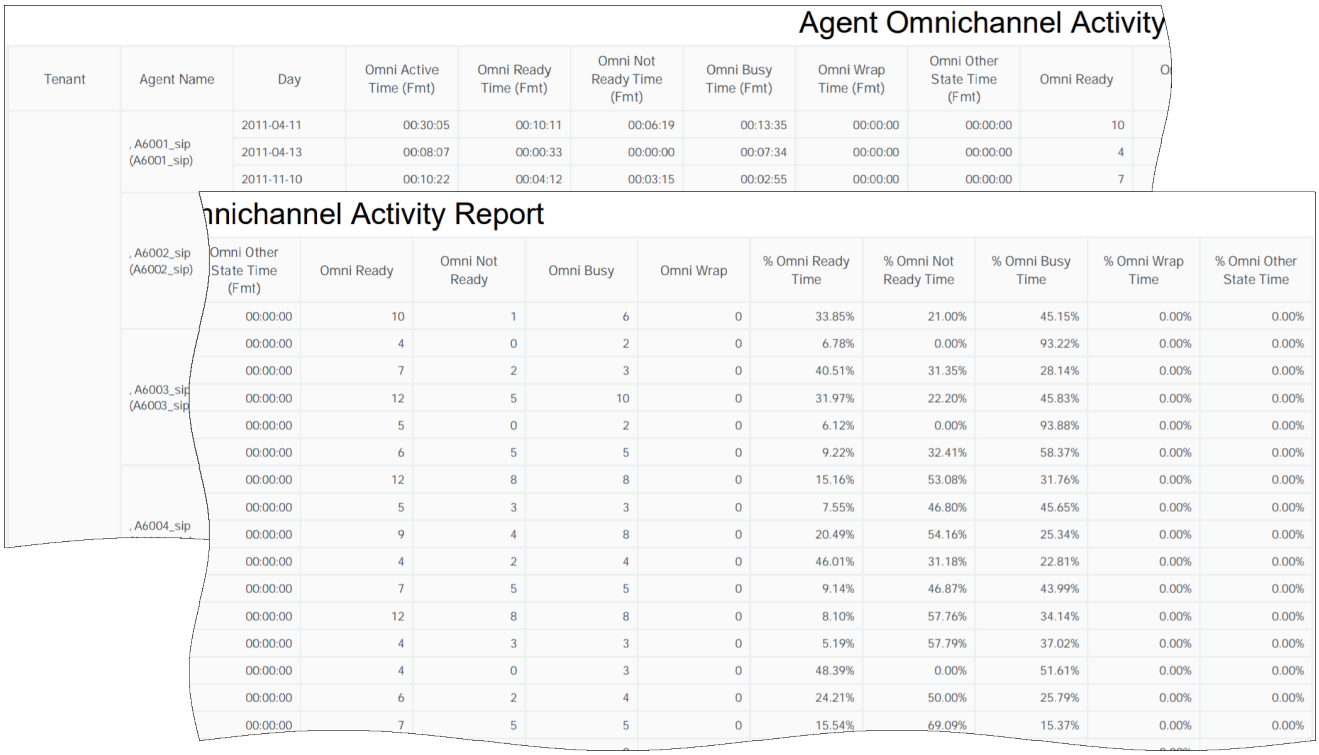
Agent Omnichannel Activity Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Omnichannel Activity Report.

This page describes how you can use the (**Agents** folder) Agent Omnichannel Activity Report to see detailed information about how each agent's active time was used.

> **Tip**
> This report is similar to the Agent Summary Activity Report (Active), with the notable difference that this report does not distinguish between different media channels.

Understanding the Agent Omnichannel Activity Report



Agent Omnichannel Activity

Tenant	Agent Name	Day	Omni Active Time (Fmt)	Omni Ready Time (Fmt)	Omni Not Ready Time (Fmt)	Omni Busy Time (Fmt)	Omni Wrap Time (Fmt)	Omni Other State Time (Fmt)	Omni Ready	O
	, A6001_sip (A6001_sip)	2011-04-11	00:30:05	00:10:11	00:06:19	00:13:35	00:00:00	00:00:00	10	
		2011-04-13	00:08:07	00:00:33	00:00:00	00:07:34	00:00:00	00:00:00	4	
		2011-11-10	00:10:22	00:04:12	00:03:15	00:02:55	00:00:00	00:00:00	7	

nnichannel Activity Report

Agent Name	Omni Other State Time (Fmt)	Omni Ready	Omni Not Ready	Omni Busy	Omni Wrap	% Omni Ready Time	% Omni Not Ready Time	% Omni Busy Time	% Omni Wrap Time	% Omni Other State Time
, A6002_sip (A6002_sip)	00:00:00	10	1	6	0	33.85%	21.00%	45.15%	0.00%	0.00%
	00:00:00	4	0	2	0	6.78%	0.00%	93.22%	0.00%	0.00%
	00:00:00	7	2	3	0	40.51%	31.35%	28.14%	0.00%	0.00%
, A6003_sip (A6003_sip	00:00:00	12	5	10	0	31.97%	22.20%	45.83%	0.00%	0.00%
	00:00:00	5	0	2	0	6.12%	0.00%	93.88%	0.00%	0.00%
	00:00:00	6	5	5	0	9.22%	32.41%	58.37%	0.00%	0.00%
	00:00:00	12	8	8	0	15.16%	53.08%	31.76%	0.00%	0.00%
	00:00:00	5	3	3	0	7.55%	46.80%	45.65%	0.00%	0.00%
, A6004_sip	00:00:00	9	4	8	0	20.49%	54.16%	25.34%	0.00%	0.00%
	00:00:00	4	2	4	0	46.01%	31.18%	22.81%	0.00%	0.00%
	00:00:00	7	5	5	0	9.14%	46.87%	43.99%	0.00%	0.00%
	00:00:00	12	8	8	0	8.10%	57.76%	34.14%	0.00%	0.00%
	00:00:00	4	3	3	0	5.19%	57.79%	37.02%	0.00%	0.00%
	00:00:00	4	0	3	0	48.39%	0.00%	51.61%	0.00%	0.00%
	00:00:00	6	2	4	0	24.21%	50.00%	25.79%	0.00%	0.00%
	00:00:00	7	5	5	0	15.54%	69.09%	15.37%	0.00%	0.00%

This report provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other), across all media channels, fully accounting for the agent's interaction time (time spent handling interactions).

Use this report to understand how much of agent total active time was spent in each state, summarized for all media types. The report tracks a wide range of metrics, which break down both the *amount* and *percentage* of active time spent in each state, and the number of times the agent was in each state.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentOmnichannelActivityReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Omnichannel Activity Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.

Prompt	Description
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Omnichannel Activity Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Omnichannel Activity Report

Metric	Description
Omni Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s), irregardless of media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/ queue (if logout falls within the interval).
Omni Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state, irregardless of media channel.
Omni Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state, irregardless of media channel (including Do Not

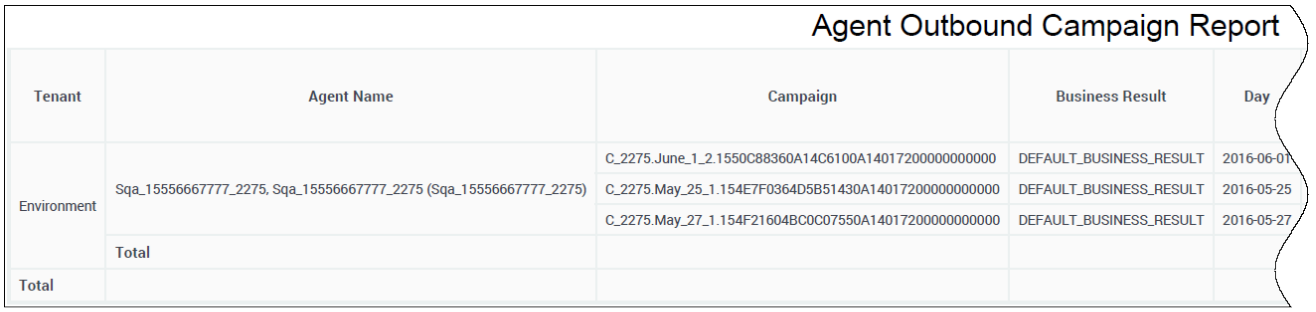
Metric	Description
	Disturb duration, if configured) regardless of whether a reason was indicated.
Omni Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities, including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work, irregardless of media channel.
Omni Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction, irregardless of media channel.
Omni Other State Time (Fmt)	The total amount of time (HH:MM:SS) that the state of this agent was neither Ready nor NotReady after login, irregardless of media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.
Omni Ready	The number of times the agent entered the Ready state, irregardless of media channel.
Omni Not Ready	The number of times the agent entered the Not Ready state, irregardless of media channel.
Omni Busy	The number of times the agent entered the Busy state, irregardless of media channel.
Omni Wrap	The number of times the agent entered the Wrap state, irregardless of media channel.
% Omni Ready Time	The percentage of time within the interval that this agent’s state was Ready, relative to the total duration within the interval of the agent’s active session, irregardless of media channel.
% Omni Not Ready Time	The percentage of time within the interval that this agent’s state was NotReady, relative to the total duration within the interval of the agent’s active session, irregardless of media channel.
% Omni Busy Time	The percentage of time of all interaction-processing activities, irregardless of media channel.
% Omni Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent’s active session within the interval, irregardless of media channel.
% Omni Other State Time	The percentage of time that the state of this agent was neither Ready nor NotReady after login, irregardless of media channel.

Agent Outbound Campaign Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Outbound Campaign Report.

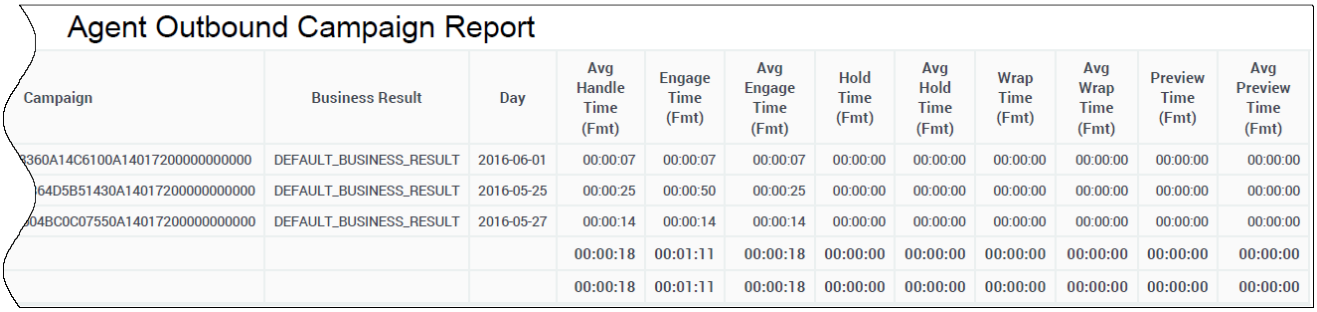
This page describes how you can use the (**Agents** folder) Agent Outbound Campaign Report to see detailed information about agent performance in your outbound campaigns.

Understanding the Agent Outbound Campaign Report



Agent Outbound Campaign Report

Tenant	Agent Name	Campaign	Business Result	Day
Environment	Sqa_15556667777_2275, Sqa_15556667777_2275 (Sqa_15556667777_2275)	C_2275.June_1_2.1550C88360A14C6100A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-06-01
		C_2275.May_25_1.154E7F0364D5B51430A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-25
		C_2275.May_27_1.154F21604BC0C07550A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-27
	Total			
Total				



Agent Outbound Campaign Report

Campaign	Business Result	Day	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Preview Time (Fmt)	Avg Preview Time (Fmt)
3360A14C6100A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-06-01	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
64D5B51430A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-25	00:00:25	00:00:50	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04BC0C07550A14017200000000000	DEFAULT_BUSINESS_RESULT	2016-05-27	00:00:14	00:00:14	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:00:18	00:01:11	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:00:18	00:01:11	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

This report provides total and average durations of call-handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for agents who participate in outbound campaigns.

Use this report in conjunction with the reports in the Outbound Campaign folder to understand agent performance in your outbound campaigns, by reviewing total and average durations of call handling activities (including Handle Time, Wrap Time, Preview Time, Engage Time, and Hold Time) for each agent.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentOutboundCampaignReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Outbound Campaign Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select one or more Business Results to include in the report.
Campaign	Optionally, select one or more campaigns from which to gather data for the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Outbound Campaign Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Campaign	This attribute enables data to be organized by the name of the outbound campaign.
Business Result	This attribute enables data to be organized by the configured business result.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-

Attribute	Description
	MM-DD format.

Metrics used in the Agent Outbound Campaign Report

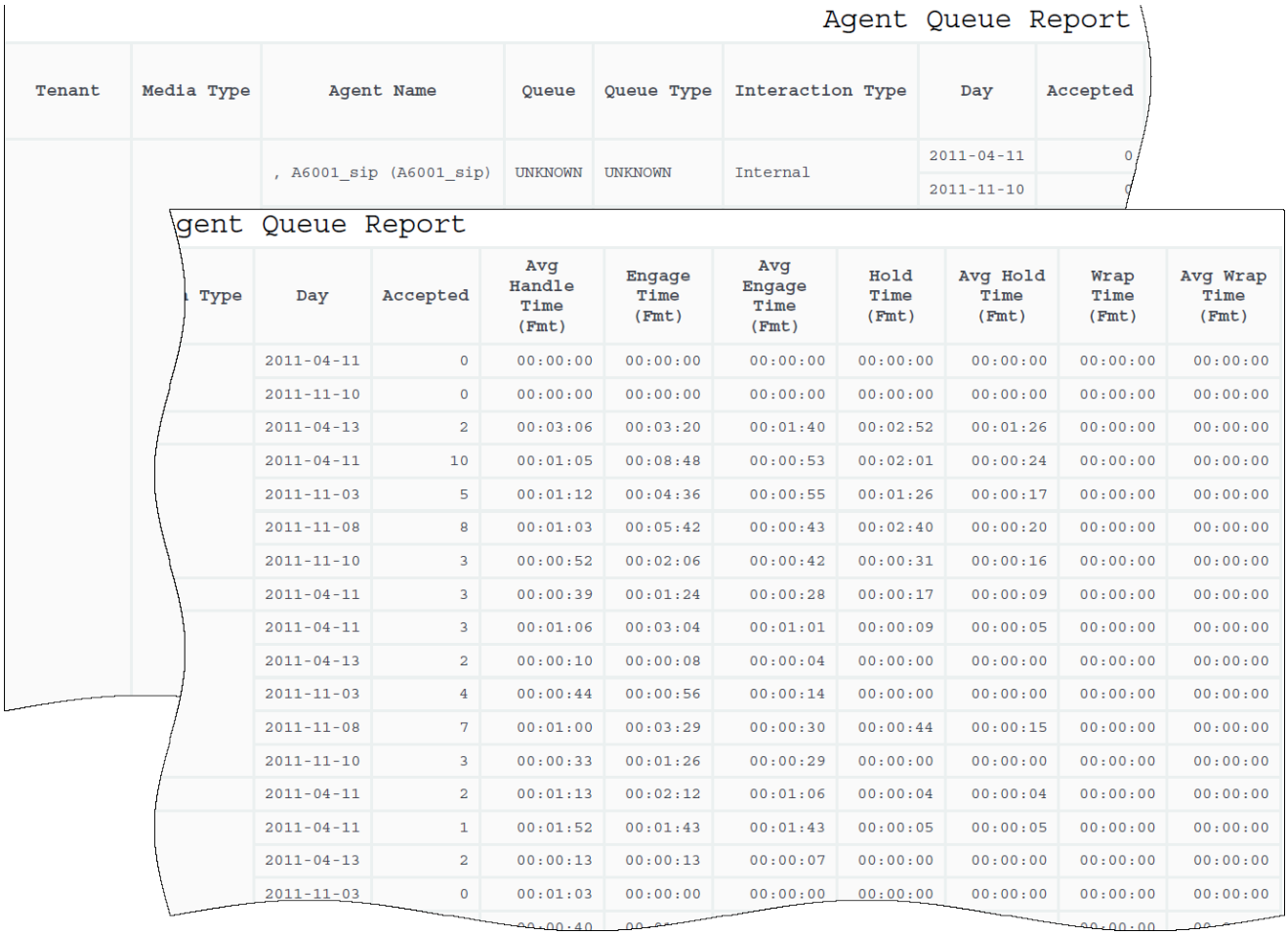
Metric	Description
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was engaged with customers on interactions that the agent received.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) that this agent had customers on hold for interactions that were associated with this campaign.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent in ACW (Wrap) state for customer interactions that the agent received and that were associated with this campaign.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.
Preview Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent’s desktop.
Avg Preview Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent’s desktop.

Agent Queue Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Queue Report.

This page describes how you can use the (**Agents** folder) Agent Queue Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Queue Report



Agent Queue Report

Tenant	Media Type	Agent Name	Queue	Queue Type	Interaction Type	Day	Accepted
		, A6001_sip (A6001_sip)	UNKNOWN	UNKNOWN	Internal	2011-04-11	0
						2011-11-10	0

gent Queue Report

Type	Day	Accepted	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)
	2011-04-11	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	2011-11-10	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	2011-04-13	2	00:03:06	00:03:20	00:01:40	00:02:52	00:01:26	00:00:00	00:00:00
	2011-04-11	10	00:01:05	00:08:48	00:00:53	00:02:01	00:00:24	00:00:00	00:00:00
	2011-11-03	5	00:01:12	00:04:36	00:00:55	00:01:26	00:00:17	00:00:00	00:00:00
	2011-11-08	8	00:01:03	00:05:42	00:00:43	00:02:40	00:00:20	00:00:00	00:00:00
	2011-11-10	3	00:00:52	00:02:06	00:00:42	00:00:31	00:00:16	00:00:00	00:00:00
	2011-04-11	3	00:00:39	00:01:24	00:00:28	00:00:17	00:00:09	00:00:00	00:00:00
	2011-04-11	3	00:01:06	00:03:04	00:01:01	00:00:09	00:00:05	00:00:00	00:00:00
	2011-04-13	2	00:00:10	00:00:08	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
	2011-11-03	4	00:00:44	00:00:56	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00
	2011-11-08	7	00:01:00	00:03:29	00:00:30	00:00:44	00:00:15	00:00:00	00:00:00
	2011-11-10	3	00:00:33	00:01:26	00:00:29	00:00:00	00:00:00	00:00:00	00:00:00
	2011-04-11	2	00:01:13	00:02:12	00:01:06	00:00:04	00:00:04	00:00:00	00:00:00
	2011-04-11	1	00:01:52	00:01:43	00:01:43	00:00:05	00:00:05	00:00:00	00:00:00
	2011-04-13	2	00:00:13	00:00:13	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00
	2011-11-03	0	00:01:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

This report enables supervisors to monitor the interaction-processing performance of an agent (or all agents) by the queue from which interactions were distributed during a range of days that you specify. The report plots average handle time by agent and by queue (or virtual queue). Interaction processing (or handling) involves accepting interactions, placing calls on hold, consultations, transfers, after-call work, and conversing.

Genesys supports customization of the Avg Handle Time metric to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this metric in the universe and read its description.

Use this report to understand agent interaction-processing on a queue-by-queue basis, based on Engage, Hold, and Wrap times and percentages.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentQueueReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Queue Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select one or more queue groups to include in the report.
Queue	Optionally, select one or more queues to include in the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Queue Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Queue Type	This attribute enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Queue Report

Metric	Description
Accepted	The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. For voice media, this metric is identical to Activity\Responses.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received and were distributed or pulled from this queue. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Engage Time (Fmt)	For interactions that were distributed or pulled from this queue, the total amount of time (HH:MM:SS) that this agent was engaged with customers on

Metric	Description
	interactions that the agent received. This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.
Avg Engage Time (Fmt)	For interactions that were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that this agent was engaged with customers.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) that this agent had customer interactions, distributed from this queue, on hold.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions, that were distributed from this queue, on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in ACW state for customer interactions that the agent received from this queue. This metric is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW state, where the interactions were distributed from this queue.

For multiple-switch environments that share the same queue names across switches, you can customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

This report also provides results for interaction-flow scenarios where the interactions do not flow through any queue device.

Agent Social Engagement Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Social Engagement Report.

This page describes how you can use the (**Agents** folder) Agent Social Engagement Report to learn more about average agent social media scores.

Understanding the Agent Social Engagement Report

Agent Social Engagement Report

Tenant	Media Type	Agent Name	Category	Classify Sentiment Category	Influence Category	Classify Actionability Category	Day	Accepted	Avg Sentiment Score	Avg Influence Score	Avg Actionability Score
Environment	Voice	, A6001_sip (A6001_sip)	blue	positive	wide	positive	2011-04-11	9	1.05	1.00	2.50
							2011-04-13	2	2.50	2.50	1.05
							2011-11-10	3	1.00	1.50	2.50
		, A6002_sip (A6002_sip)	blue	neutral	wide	neutral	2011-04-11	10	2.50	2.50	1.00
							2011-04-13	2	1.50	3.00	2.50
							2011-11-03	5	2.50	2.50	1.50
							2011-11-08	8	3.00	1.00	2.50
							2011-11-10	3	2.50	2.50	3.00
		, A6003_sip (A6003_sip)	green	positive	wide	positive	2011-04-11	6	1.00	1.50	2.50
							2011-04-13	2	2.50	0.00	1.00
							2011-11-03	4	1.50	3.00	2.50
							2011-11-08	7	0.00	2.50	1.50
							2011-11-10	3	3.00	1.00	2.50
		, A6004_sip (A6004_sip)	none	neutral	wide	positive	2011-04-11	3	2.50	2.50	3.00
							2011-04-13	2	1.00	1.50	2.50
							2011-11-03	0	2.50	3.00	1.00
							2011-11-08	2	1.50	2.50	2.50
							2011-11-10	0	4.50	1.00	1.50
		, A6005_sip (A6005_sip)	blue	neutral	none	positive	2011-11-03	0	3.00	2.50	0.00
							2011-11-08	0	1.00	1.50	1.00

Use this report to view, for each agent and day, detailed information about average social media scores in each configured standard response, or category. The report includes averaged Sentiment, Influence, and Actionability scores.

HRCXIAgentSocialEngagementReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Social Engagement Report

Prompt	Description
Pre-set Date Filter	Optionally, select a date on which to report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Category	Optionally, select one or more categories from which to gather data for the report.
Classify Sentiment Category	Optionally, select a value to filter the report based on customer sentiment; generally positive, negative, or neutral.
Classify Actionability Category	Optionally, select a value to filter the report based on the degree to which interactions require agent attention—their actionability.
Influence Category	Optionally, select a value to filter the report based on the customer's clout (amassed on social networks at the time that interactions entered or began within the contact center).
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Social Engagement Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Category	This attribute enables data to be organized by the standard responses to interactions that are configured in your environment.
Classify Sentiment Category	This attribute enables data to be organized by the

Attribute	Description
	characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.
Influence Category	This attribute enables data 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.
Classify Actionability Category	This attribute enables data to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Social Engagement Report

Metric	Description
Accepted	The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. • Agent Group Attribute: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. • Agent and Queue Attributes: The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, pulled, or initiated by this agent.
Avg Sentiment Score	The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by this agent. • Agent Group Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group.

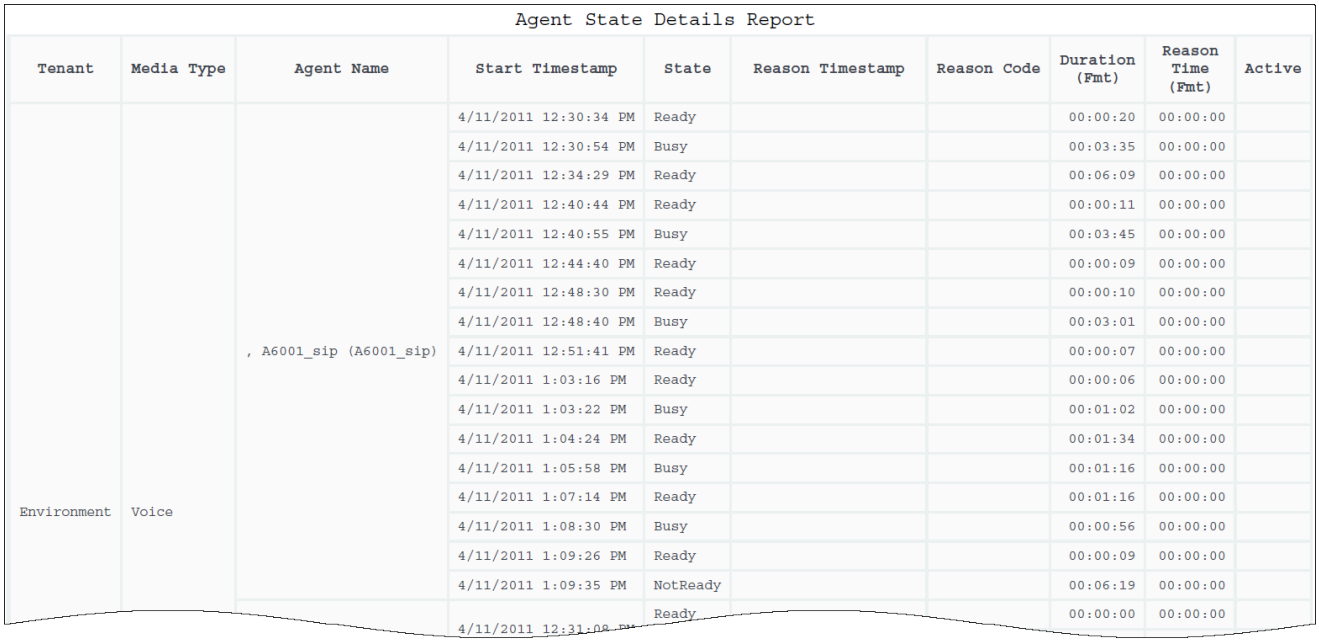
Metric	Description
	• Agent and Queue Attributes: The average score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent. The average considers only those interactions for which a sentiment score was assigned.
Avg Influence Score	The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The average score representing the clout amassed on social networks for interactions handled by this agent. • Agent Group Attribute: The average score representing the clout amassed on social networks for interactions handled by agents belonging to this agent group. • Agent and Queue Attributes: The average score representing the clout amassed on social networks for interactions that were distributed from this queue and handled by this agent. The average considers only those interactions for which an actionability score was assigned.
Avg Actionability Score	The description of this metric varies according to the attributes and filters in the report query: • Agent Attribute: The average score, assigned to interactions that were handled by this agent, measuring the degree to which interactions required agent attention. • Agent Group Attribute: The average score, assigned to interactions that were handled by agents belonging to this agent group, measuring the degree to which interactions required agent attention. • Agent and Queue Attributes: The average score, assigned to interactions that were distributed from this queue and handled by this agent, measuring the degree to which interactions required agent attention. The average considers only those interactions for which an actionability score was assigned.

Agent State Details Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent State Details Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent State Details Report to learn more about how agents use their time when not in a call.

Understanding the Agent State Details Report



Agent State Details Report

Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6001_sip (A6001_sip)	4/11/2011 12:30:34 PM	Ready			00:00:20	00:00:00	
			4/11/2011 12:30:54 PM	Busy			00:03:35	00:00:00	
			4/11/2011 12:34:29 PM	Ready			00:06:09	00:00:00	
			4/11/2011 12:40:44 PM	Ready			00:00:11	00:00:00	
			4/11/2011 12:40:55 PM	Busy			00:03:45	00:00:00	
			4/11/2011 12:44:40 PM	Ready			00:00:09	00:00:00	
			4/11/2011 12:48:30 PM	Ready			00:00:10	00:00:00	
			4/11/2011 12:48:40 PM	Busy			00:03:01	00:00:00	
			4/11/2011 12:51:41 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:03:16 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:03:22 PM	Busy			00:01:02	00:00:00	
			4/11/2011 1:04:24 PM	Ready			00:01:34	00:00:00	
			4/11/2011 1:05:58 PM	Busy			00:01:16	00:00:00	
			4/11/2011 1:07:14 PM	Ready			00:01:16	00:00:00	
			4/11/2011 1:08:30 PM	Busy			00:00:56	00:00:00	
			4/11/2011 1:09:26 PM	Ready			00:00:09	00:00:00	
			4/11/2011 1:09:35 PM	NotReady			00:06:19	00:00:00	
			4/11/2011 12:31:08 PM	Ready			00:00:00	00:00:00	

This report displays the timestamps and durations of the various agent-state changes during a range of hours that you specify within a given day. This information enables supervisors to track how an agent spent his or her time in various non call-related states and to make assessments about how well this time was spent. If a hardware- or software-related reason was logged for any state, this reason also appears in the report.

Use this report for monitoring an agent's noncall-related activities, especially

under those circumstances in which the agent is paid by the minute.

If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, state duration is split over each calendar day.

To get a better idea of what this report looks like, view sample output from the report:

SampleAgntStatReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent State Details Report

Prompt	Description
Pre-set Day Filter	From the convenient list of predefined days, choose a day for which to run the report.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Reason Code Type	Optionally, select the reason code to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent State Details Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Start Timestamp	This attribute enables data to be organized by the moment that the agent entered a specific state.
State	This attribute enables data within the reporting

Attribute	Description
	interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).
Reason Timestamp	This attribute enables data to be organized by the moment when the agent entered a specific state-reason combination.
Reason Code	This attribute enables data within the reporting interval to be organized by the reason that the agent selected.

Metrics used in the Agent State Details Report

Metric	Description
Duration (Fmt)	The difference (HH:MM:SS) between the beginning and end of the agent's state.
Reason Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.
Active	The Active column is a report variable based on the values of the Active Reason and Active State attributes.

For this report to provide reason codes that might be associated with an agent's state, your environment must configure hardware and/or software reason codes. When configured, one report instance will provide either hardware- or software-related reasons, but not both in the same report.

For this report to provide uninterrupted ACW and NotReady state details, you must appropriately configure the underlying ICON application supplying data to Genesys Info Mart (**gls-enable-acw-busy**). Refer to **The SM_RES_STATE_FACT Table** section in the *Genesys Info Mart User's Guide* for special considerations regarding very short duration (>0 and <1 sec) states.

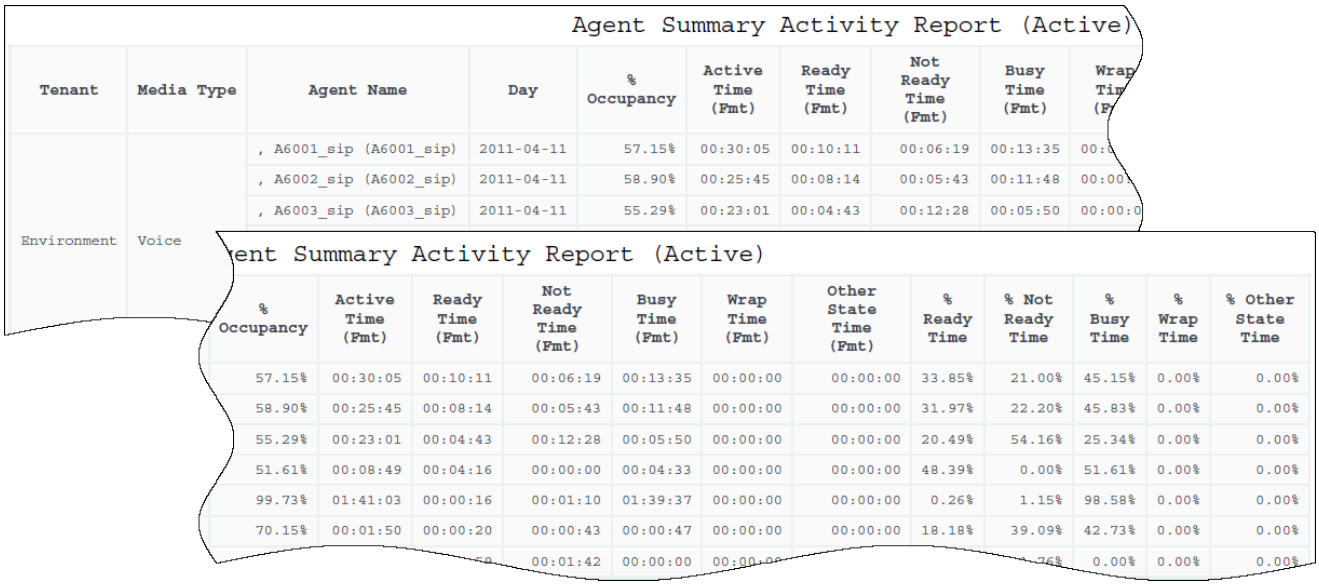
The Active column is a report variable based on the values of the Active Reason and Active State attributes.

Agent Summary Activity Report (Active)

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Summary Activity Report (Active).

This page describes how you can use the (**Agents** folder) Agent Summary Activity Report (Active) to see detailed information about how each agent's active time was used.

Understanding the Agent Summary Activity Report (Active)



Agent Summary Activity Report (Active)

Tenant	Media Type	Agent Name	Day	% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Tim (F
Environment	Voice	, A6001_sip (A6001_sip)	2011-04-11	57.15%	00:30:05	00:10:11	00:06:19	00:13:35	00:0
		, A6002_sip (A6002_sip)	2011-04-11	58.90%	00:25:45	00:08:14	00:05:43	00:11:48	00:00
		, A6003_sip (A6003_sip)	2011-04-11	55.29%	00:23:01	00:04:43	00:12:28	00:05:50	00:00:0

ent Summary Activity Report (Active)

% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
57.15%	00:30:05	00:10:11	00:06:19	00:13:35	00:00:00	00:00:00	33.85%	21.00%	45.15%	0.00%	0.00%
58.90%	00:25:45	00:08:14	00:05:43	00:11:48	00:00:00	00:00:00	31.97%	22.20%	45.83%	0.00%	0.00%
55.29%	00:23:01	00:04:43	00:12:28	00:05:50	00:00:00	00:00:00	20.49%	54.16%	25.34%	0.00%	0.00%
51.61%	00:08:49	00:04:16	00:00:00	00:04:33	00:00:00	00:00:00	48.39%	0.00%	51.61%	0.00%	0.00%
99.73%	01:41:03	00:00:16	00:01:10	01:39:37	00:00:00	00:00:00	0.26%	1.15%	98.58%	0.00%	0.00%
70.15%	00:01:50	00:00:20	00:00:43	00:00:47	00:00:00	00:00:00	18.18%	39.09%	42.73%	0.00%	0.00%
			00:01:42	00:00:00	00:00:00			1.76%	0.00%	0.00%	0.00%

This report provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a specific media type, fully accounting for the agent's interaction time (time spent handling interactions). Use this report to understand how much of agent total active time was spent in each state, broken down by media type. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of active time spent in each state.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentSummaryActivityReport(Active).pdf

The following tables explain the prompts you can select when you generate the report, and the

metrics and attributes that are represented in the report:

Prompts for the Agent Summary Activity Report (Active)

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Summary Activity Report (Active)

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Summary Activity Report (Active)

Metric	Description
% Occupancy	The percentage of time that this agent's state was

Metric	Description
	Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/ queue (if logout falls within the interval). Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media type.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction.
Other State Time (Fmt)	The total amount of time (HH:MM:SS) that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.
% Ready Time	The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total

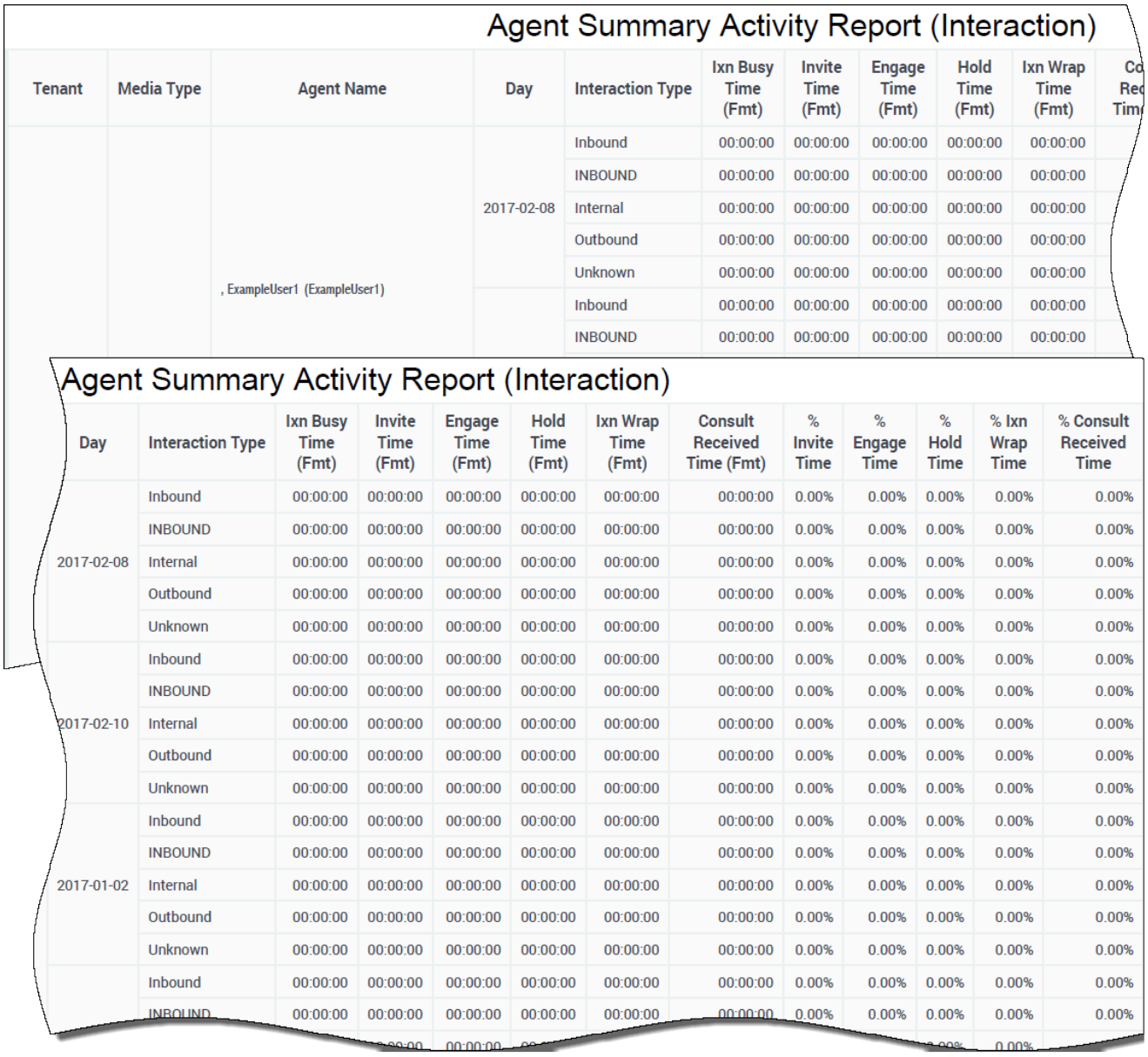
Metric	Description
	duration within the interval of the agent’s active session on a particular media channel.
% Busy Time	The percentage of time of all interaction-processing activities.
% Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent’s active session within the interval.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.

Agent Summary Activity Report (Interaction)

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Summary Activity Report (Interaction).

This page describes how you can use the (**Agents** folder) Agent Summary Activity Report (Interaction) to see detailed information about how much time agents spent on interactions.

Understanding the Agent Summary Activity Report (Interaction)



Agent Summary Activity Report (Interaction)

Tenant	Media Type	Agent Name	Day	Interaction Type	Ixn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Ixn Wrap Time (Fmt)	Co Rec Tim
			2017-02-08	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		, ExampleUser1 (ExampleUser1)		Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	

Agent Summary Activity Report (Interaction)

Day	Interaction Type	Ixn Busy Time (Fmt)	Invite Time (Fmt)	Engage Time (Fmt)	Hold Time (Fmt)	Ixn Wrap Time (Fmt)	Consult Received Time (Fmt)	% Invite Time	% Engage Time	% Hold Time	% Ixn Wrap Time	% Consult Received Time
	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-02-08	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-02-10	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
2017-01-02	Internal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Outbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Unknown	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	Inbound	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%
	INBOUND	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%

This report provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a specific media type, fully accounting for the agent's interaction time (time spent handling interactions). The report breaks down the agent's time based on how much active time is spent processing interactions, and also shows each value as a percentage of active time.

Use this report to understand how much of agent interaction time was spent in each state. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of interaction time spent in each state.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentSummaryActivityReport(Interaction).pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Summary Activity Report (Interaction)

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Summary Activity Report (Interaction)

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, VOICE, EMAIL, and CHAT.

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

Metrics used in the Agent Summary Activity Report (Interaction)

Metric	Description
Ixn Busy Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was busy processing interactions. The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.
Invite Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only.
Engage Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This metric might include engagement time for interactions that the agent made or received while in the Not Ready or ACW (Wrap) states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This metric excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.
Hold Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent had customer interactions

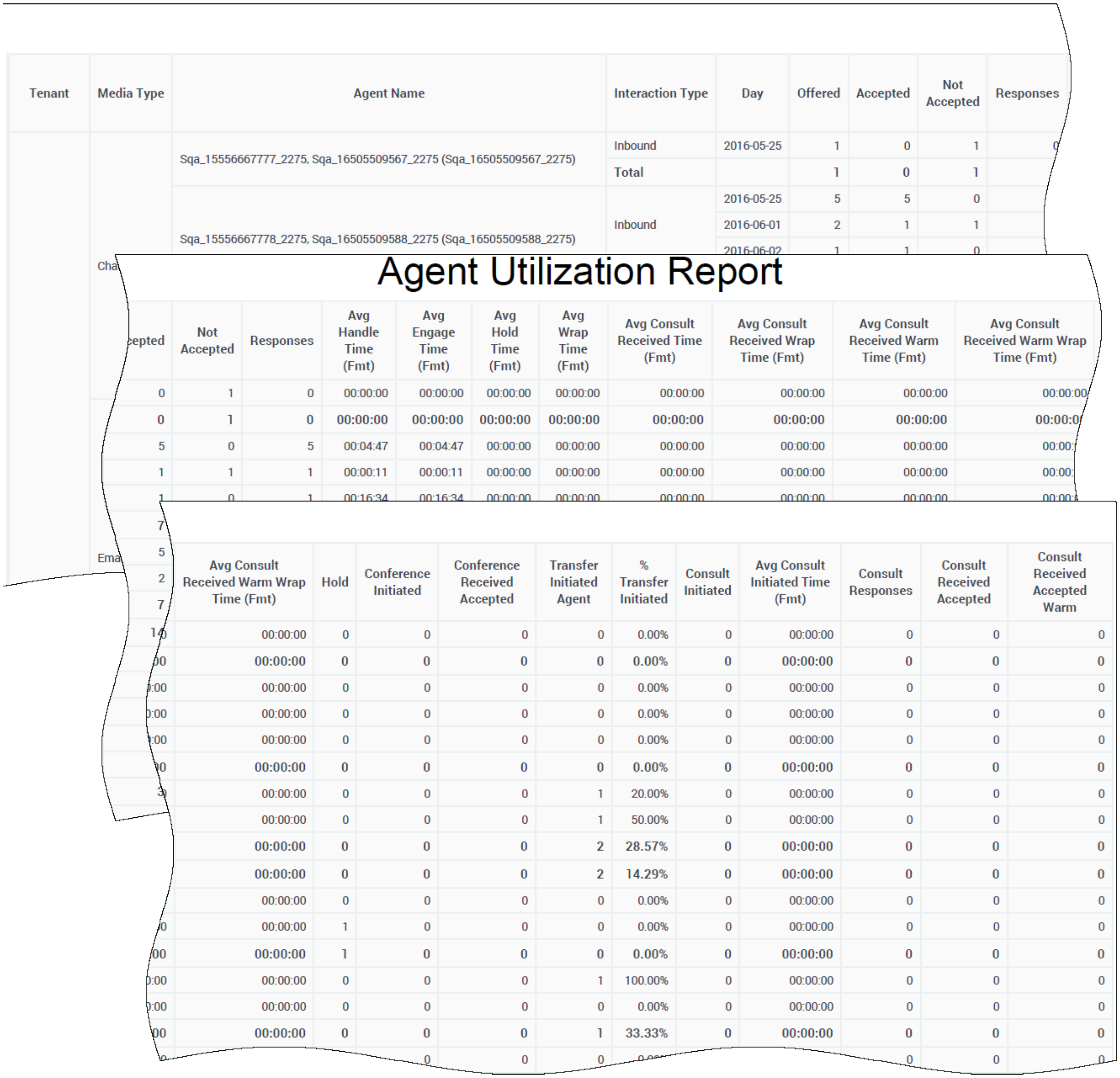
Metric	Description
	on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.
Ixn Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.
Consult Received Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent as a recipient spent in collaborations or consultations, where the collaborations/consultations were associated with customer interactions. This time includes any hold duration that occurred within the interval and during the collaboration/consultation.
% Invite Time	The percentage of time that customer interactions spent in Invite Time, relative to the total duration of the agent’s active session within the interval.
% Engage Time	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent’s active session on a particular media channel.
% Hold Time	The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent’s active session within the interval.
% Ixn Wrap Time	The percentage of time within the interval that this agent spent in ACW (Wrap) state related to customer calls, relative to the total duration of the agent’s active session within the interval.
% Consult Received Time	The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent’s active session on a particular media channel.

Agent Utilization Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Utilization Report.

This page describes how you can use the (**Agents** folder) Agent Utilization Report to see detailed information about agent time utilization.

Understanding the Agent Utilization Report



This report provides detailed information about agent performance with respect to the customer and consults interactions that are processed within the contact center for a range of days that you specify, and illustrates the percentage of interactions accepted by agents. Metrics include the total number of interactions that were offered or accepted, the number and percentage that were subsequently transferred, consult times, and so on. The report includes interactions from a mediation DN object and those directly routed from a switch.

Use this report to understand how agents perform on a daily basis by analyzing interaction volumes,

call times, and consult data.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentUtilizationReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Utilization Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Utilization Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound,

Attribute	Description
	Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Utilization Report

Metric	Description
Offered	The total number of times that interactions were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.
Accepted	The description of this metric varies according to the attributes and filters in the report query: • The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. For voice media, this metric is identical to Activity\Responses.
Not Accepted	The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent. This metric includes interactions that the customer abandoned while they were alerting at the agent.
Responses	For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For email, this metric represents the total number of times that the agent prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of

Metric	Description
	accepted interactions and received consultations.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.
Avg Consult Received Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.
Avg Consult Received Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.
Avg Consult Received Warm Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.
Avg Consult Received Warm Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent. This metric includes: • ACW durations that were associated with conferences where the customer leaves the interaction. • Internal interactions that were transferred to the agent.

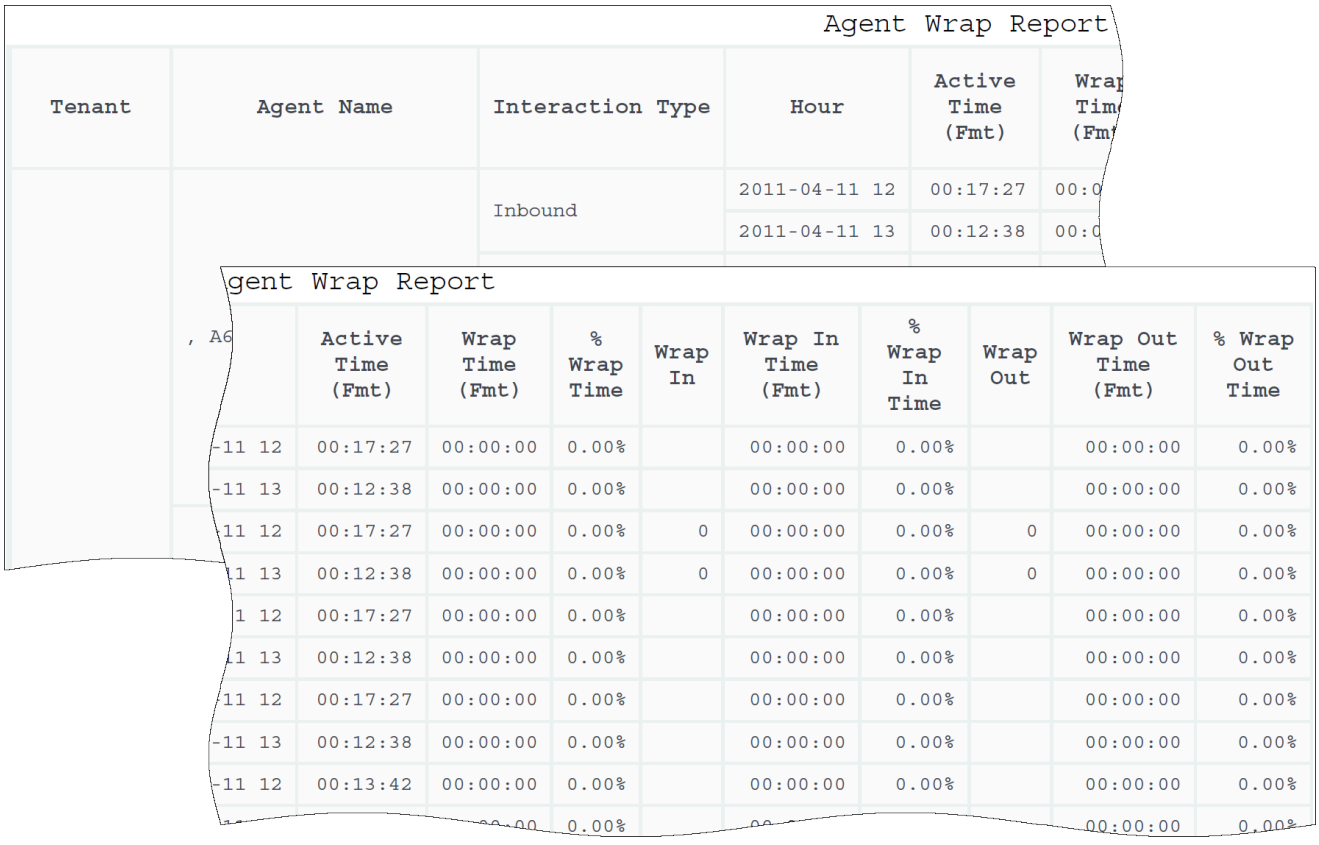
Metric	Description
Hold	The total number of customer interactions that this agent had on hold.
Conference Initiated	The total number of times that this agent initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.
Conference Received Accepted	The total number of times that this agent joined conferences to participate in customer interactions.
Transfer Initiated Agent	The total number of times that this agent transferred customer interactions. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.
Consult Initiated	The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
Avg Consult Initiated Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions.
Consult Responses	For email, the total number of collaboration replies that were initiated by this agent. For voice, this metric is the same as Activity\Consult Received Accepted.
Consult Received Accepted	The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.
Consult Received Accepted Warm	The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.

Agent Wrap Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Wrap Report.

This page describes how you can use the (**Agents** folder) Agent Wrap Report to learn more about agent performance, including detailed call handling information for each agent.

Understanding the Agent Wrap Report



Agent Wrap Report

Tenant	Agent Name	Interaction Type	Hour	Active Time (Fmt)	Wrap Tim (Fm
		Inbound	2011-04-11 12	00:17:27	00:0
			2011-04-11 13	00:12:38	00:0

gent Wrap Report

, A6	Active Time (Fmt)	Wrap Time (Fmt)	% Wrap Time	Wrap In	Wrap In Time (Fmt)	% Wrap In Time	Wrap Out	Wrap Out Time (Fmt)	% Wrap Out Time
-11 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
-11 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
11 12	00:17:27	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
1 13	00:12:38	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
1 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
1 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
11 12	00:17:27	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
-11 13	00:12:38	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
-11 12	00:13:42	00:00:00	0.00%		00:00:00	0.00%		00:00:00	0.00%
		00:00	0.00%		00:00			00:00:00	0.00%

This report enables supervisors to monitor the after-call work (wrap) call-related activities that an agent (or agent group) performs after processing calls and during a range of hours that you specify within a particular day. This report displays a roll-up of data that is related to the number, duration,

and percentage of calls that were made and received while the DNs that are associated with the agent were in ACW state (WORKMODE=WRAP).

This report does not apply to media types other than voice.

The Wrap In and Wrap Out percentage metrics relate to the overall ACW duration for all activities—both call- and noncall-related—not to the duration of the agent's login session. Measurements do not differentiate between whether interactions are routed directly from a switch or via a mediation DN.

This report is especially useful for viewing the progress of new agents as they make more (or fewer) calls to complete aftercall work than more established agents. With this data, you can determine whether you need to fine-tune Genesys Info Mart configuration to, for instance, send more information about a customer (that is, attached data) to the agent's desktop.

This report shows data only about interactions that occur at agent DNs during active sessions, and about the status of DNs associated with active agent sessions. To expand the report to include interactions that occur at DNs not associated with the agent, and the status of DNs not associated with the agent, contact your Genesys representative.

To get a better idea of what this report looks like, view sample output from the report: SampleAgentWrapReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Wrap Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined days, select one over which to run the report.
Report Date	Choose the day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents to include in the report.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Wrap Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.

Metrics used in the Agent Wrap Report

Metric	Description
Active Time (Fmt)	The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts at the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval). If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW (Wrap) state, whether or not the reason for entering this state was related to an interaction.
% Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.
Wrap In	The total number of times that this agent received customer calls while in ACW (Wrap) state.
Wrap In Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent handling customer calls that the agent answered while in ACW (Wrap) state. This duration includes alert (ring) time, hold time, and time of

Metric	Description
	engagement.
% Wrap In Time	The percentage of time that this agent spent on customer interactions received within the interval while the agent DNs were in ACW (Wrap) state, relative to the DN's total ACW state duration within the interval.
Wrap Out	The total number of times that this agent placed calls while in ACW (Wrap) state. Consultations that the agent participated in while in ACW state are excluded from this metric.
Wrap Out Time (Fmt)	The total amount of time (HH:MM:SS) that this agent spent handling internal or outbound interactions that the agent initiated while in ACW (Wrap) state. This duration includes dial time, hold time, and time of engagement and excludes consultations that the agent participated in while in ACW state.
% Wrap Out Time	The percentage of time that this agent spent on customer interactions that the agent dialed within the interval while the agent's DNs were in ACW (Wrap) state, relative to the DNs' total duration in the ACW summarized state within the interval.

This report provides meaningful data for the Wrap In and Wrap Out metrics only if the ICON application supplying data to the Info Mart database is configured to recognize uninterrupted ACW and NotReady states (**gls-enable-acw-busy**).

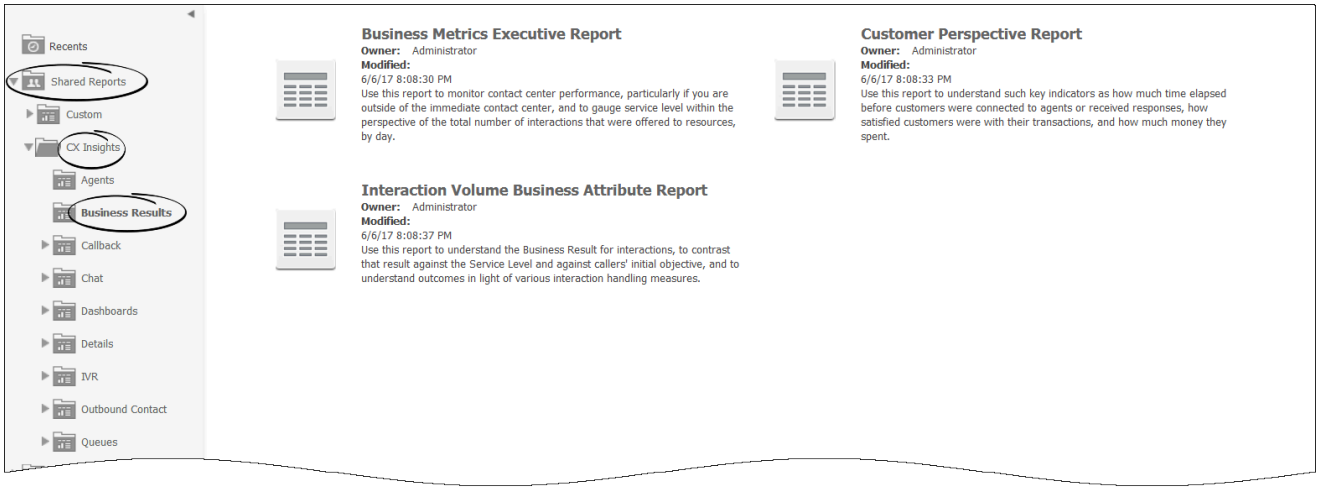
Although this report allows you to drill beyond day-level aggregation, drill-up / drill-down results are supported only for subhour-hour-to-day or day-to-hour-subhour operations.

Business Results reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Business Results report.

This page describes reports you can use to learn more about the business outcomes resulting from activity in your contact center. The reports in the **Business Results** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Business Results reports



The following reports are available in the **CX Insights** > **Business Results** folder:

- Business Metrics Executive Report
- Customer Perspective Report
- Interaction Volume Business Attribute Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.

- Learn how to read and understand reports.
- Learn how to create or customize reports.

Business Metrics Executive Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Business Metrics Executive Report.

This page describes how you can use the (**Business Results** folder) Business Metrics Executive Report to review adherence to service level.

Understanding the Business Metrics Executive Report

Business Metrics Executive Report

Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Chat	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	2016-05-25	80.00%	5
					2016-05-26	0.00%	1
					2016-05-27	0.00%	2
					2016-06-01	50.00%	2
					2016-06-02	0.00%	1
					2016-06-08	50.00%	2
					2016-06-13	0.00%	5
			default	default	2016-05-25	0.00%	1
					2016-05-27	0.00%	5
					2016-06-02	0.00%	1
					2016-06-08	0.00%	1
	Email	DEFAULT_BUSINESS_RESULT	default	default	2016-06-01	100.00%	1
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-06-13	0.00%	2
			Email_CS	Email_ST	2016-05-25	25.00%	4
					2016-05-26	0.00%	3
					2016-06-01	100.00%	1
					2016-06-02	0.00%	1
					2016-06-07	0.00%	3
	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-05-25	93.94%	99
					2016-05-26	97.22%	36
					2016-05-27	95.00%	60
					2016-05-30	96.97%	33
					2016-05-31	93.33%	30
					2016-06-01	100.00%	4
					2016-06-02	100.00%	3
					2016-06-03	100.00%	1
					2016-06-06	50.00%	2

This report highlights exceptions to service level by business result, customer segment, and service type for those interactions that have defined a baseline service objective that is greater than zero (0). The *Entered with Objective* metric enables you to gauge service level within the perspective of the total number of interactions that were offered to resources, by day, over the reporting interval.

Use this report to monitor contact center performance, particularly if you are outside of the immediate contact center, and to gauge service level within the perspective of the total number of interactions that were offered to resources, by day.

To get a better idea of what this report looks like, view sample output from the report: HRCXIBusinessMetricsExecutiveReport.pdf

The background color of data cells in this report serve to alert you to values that are outside of configured threshold ranges.

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Business Metrics Executive Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select a configured Business Result on which to report.
Customer Segment	Optionally, select a configured Customer Segment on which to report.
Service Type	Optionally, select the type of service to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Business Metrics Executive Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, VOICE, EMAIL, and CHAT.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the

Attribute	Description
	interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Business Metrics Executive Report

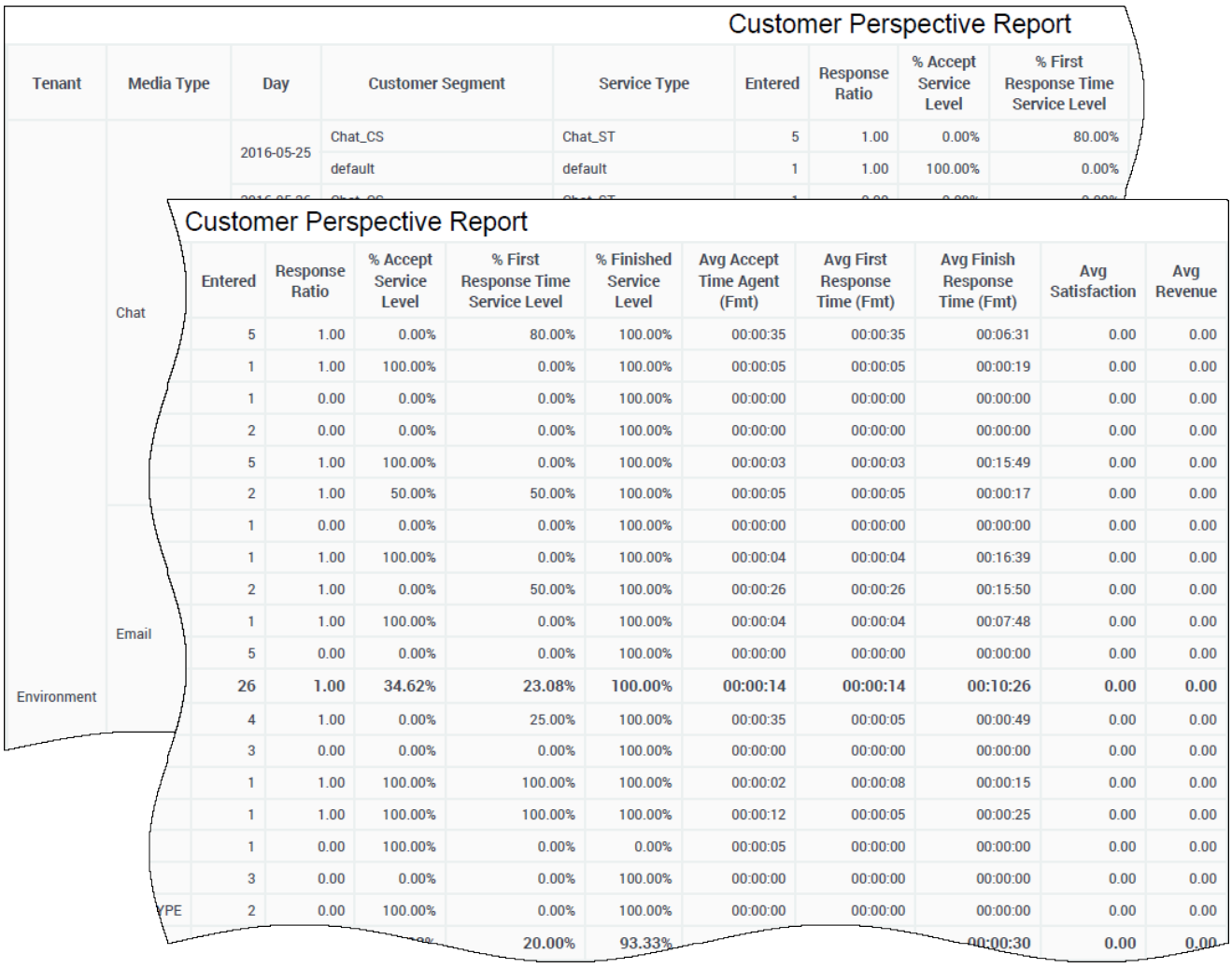
Metric	Description
% First Response Time Service Level	The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling resources.
Entered with Objective	The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a **response threshold** (defined in the **[agg-gim-thld-QUEUE-IXN]** section) that was greater than zero.

Customer Perspective Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Customer Perspective Report.

This page describes how you can use the (**Business Results** folder) Customer Perspective Report to review key metrics of the customer experience in the contact center.

Understanding the Customer Perspective Report



Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level
		2016-05-25	Chat_CS	Chat_ST	5	1.00	0.00%	80.00%
			default	default	1	1.00	100.00%	0.00%

Customer Perspective Report

		Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
	Chat	5	1.00	0.00%	80.00%	100.00%	00:00:35	00:00:35	00:06:31	0.00	0.00
		1	1.00	100.00%	0.00%	100.00%	00:00:05	00:00:05	00:00:19	0.00	0.00
		1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		5	1.00	100.00%	0.00%	100.00%	00:00:03	00:00:03	00:15:49	0.00	0.00
		2	1.00	50.00%	50.00%	100.00%	00:00:05	00:00:05	00:00:17	0.00	0.00
	Email	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		1	1.00	100.00%	0.00%	100.00%	00:00:04	00:00:04	00:16:39	0.00	0.00
		2	1.00	0.00%	50.00%	100.00%	00:00:26	00:00:26	00:15:50	0.00	0.00
		1	1.00	100.00%	0.00%	100.00%	00:00:04	00:00:04	00:07:48	0.00	0.00
		5	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
Environment		**26**	**1.00**	**34.62%**	**23.08%**	**100.00%**	**00:00:14**	**00:00:14**	**00:10:26**	**0.00**	**0.00**
		4	1.00	0.00%	25.00%	100.00%	00:00:35	00:00:05	00:00:49	0.00	0.00
		3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		1	1.00	100.00%	100.00%	100.00%	00:00:02	00:00:08	00:00:15	0.00	0.00
		1	1.00	100.00%	100.00%	100.00%	00:00:12	00:00:05	00:00:25	0.00	0.00
		1	0.00	100.00%	0.00%	0.00%	00:00:05	00:00:00	00:00:00	0.00	0.00
		3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
	YPE	2	0.00	100.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
					20.00%	**93.33%**			**00:00:30**	**0.00**	**0.00**

This report summarizes contact center milestones from a customer perspective, providing the average response times, revenue and customers satisfaction scores, and various service level percentages of interactions that enter or begin with the contact center. This report also provides such summary values as the average revenues generated by each customer segment, by media type, and to evaluate the average customer satisfaction scores. Attributes applied to these metrics include customer segment, service type, and media type.

Use this report to understand such key indicators as how much time elapsed before customers were connected to agents or received responses, how satisfied customers were with their transactions, and how much money they spent.

To get a better idea of what this report looks like, view sample output from the report: HRCXICustomerPerspectiveReport.pdf

The following tables explain the prompts you can select when you generate the report, and the

metrics and attributes that are represented in the report:

Prompts for the Customer Perspective Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Customer Segment	Optionally, select a configured Customer Segment on which to report.
Service Type	Optionally, select the type of service to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Customer Perspective Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.

Metrics used in the Customer Perspective Report

Metric	Description
Entered	The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.
Response Ratio	The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. For all media types, this ratio could be greater than 1:1.
% Accept Service Level	The service level, measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.
% First Response Time Service Level	The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling resources.
% Finished Service Level	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.
Avg Accept Time Agent (Fmt)	The average amount of time (HH:MM:SS) it took agents to accept customer interactions of this business attribute. This metric is identical to BA Customer\ASA.
Avg First Response Time (Fmt)	The average amount of time (HH:MM:SS) including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created. For synchronous media, a response is considered to have been created when the interaction was accepted by a handling resource. For asynchronous media, the first reply to a given interaction must be sent in order to increment this metric.
Avg Finish Response Time (Fmt)	The average duration (HH:MM:SS) of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.
Avg Satisfaction	The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which

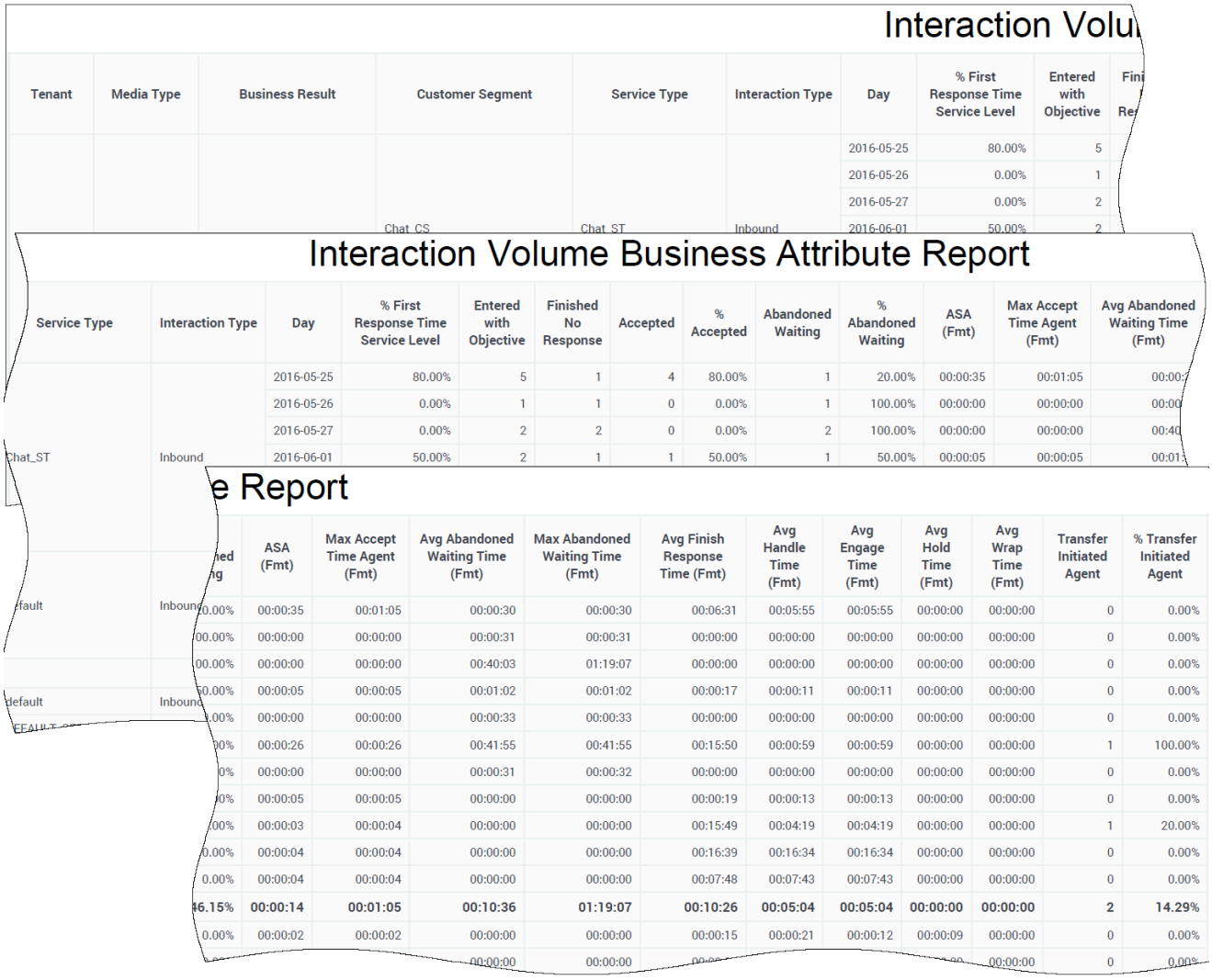
Metric	Description
	customer satisfaction was recorded.
Avg Revenue	The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.

Interaction Volume Business Attribute Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Volume Business Attribute Report.

This page describes how you can use the (**Business Results** folder) Interaction Volume Business Attribute Report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

Understanding the Interaction Volume Business Attribute Report



Interaction Volu

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Fini Re
						2016-05-25	80.00%	5	
						2016-05-26	0.00%	1	
						2016-05-27	0.00%	2	
			Chat_CS	Chat_ST	Inbound	2016-06-01	50.00%	2	

Interaction Volume Business Attribute Report

Service Type	Interaction Type	Day	% First Response Time Service Level	Entered with Objective	Finished No Response	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)
		2016-05-25	80.00%	5	1	4	80.00%	1	20.00%	00:00:35	00:01:05	00:00:
		2016-05-26	0.00%	1	1	0	0.00%	1	100.00%	00:00:00	00:00:00	00:00
		2016-05-27	0.00%	2	2	0	0.00%	2	100.00%	00:00:00	00:00:00	00:40
Chat_ST	Inbound	2016-06-01	50.00%	2	1	1	50.00%	1	50.00%	00:00:05	00:00:05	00:01:

e Report

		ed g	ASA (Fmt)	Max Accept Time Agent (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Handle Time (Fmt)	Avg Engage Time (Fmt)	Avg Hold Time (Fmt)	Avg Wrap Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
fault	Inbound	0.00%	00:00:35	00:01:05	00:00:30	00:00:30	00:06:31	00:05:55	00:05:55	00:00:00	00:00:00	0	0.00%
		00.00%	00:00:00	00:00:00	00:00:31	00:00:31	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
		00.00%	00:00:00	00:00:00	00:40:03	01:19:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
default	Inbound	50.00%	00:00:05	00:00:05	00:01:02	00:01:02	00:00:17	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%
EFAULT_		.00%	00:00:00	00:00:00	00:00:33	00:00:33	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
		00%	00:00:26	00:00:26	00:41:55	00:41:55	00:15:50	00:00:59	00:00:59	00:00:00	00:00:00	1	100.00%
		0%	00:00:00	00:00:00	00:00:31	00:00:32	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
		0%	00:00:05	00:00:05	00:00:00	00:00:00	00:00:19	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%
		00%	00:00:03	00:00:04	00:00:00	00:00:00	00:15:49	00:04:19	00:04:19	00:00:00	00:00:00	1	20.00%
		0.00%	00:00:04	00:00:04	00:00:00	00:00:00	00:16:39	00:16:34	00:16:34	00:00:00	00:00:00	0	0.00%
		0.00%	00:00:04	00:00:04	00:00:00	00:00:00	00:07:48	00:07:43	00:07:43	00:00:00	00:00:00	0	0.00%
		16.15%	**00:00:14**	**00:01:05**	**00:10:36**	**01:19:07**	**00:10:26**	**00:05:04**	**00:05:04**	**00:00:00**	**00:00:00**	**2**	**14.29%**
		0.00%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:15	00:00:21	00:00:12	00:00:09	00:00:00	0	0.00%
					00:00:00	00:00:00					00:00:00	0	0.00%

This report provides detailed information about how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment, including analysis (based on the Entered with Objective metric) of the service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction.

If the interaction does not reach a handling resource, the last associated business result is attached to the interaction. Percentages that yield zero (0) values indicate either 0 duration or 0 count. So, for example, % Abandoned

Waiting could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the metrics in this report are disposition metrics, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete. Genesys supports customization of the % First Response Time Service Level metric to align its definition with your business.

Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

To get a better idea of what this report looks like, view sample output from the report:

HRCXIInteractionVolumeBusinessAttributeReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Interaction Volume Business Attribute Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select a configured Business Result on which to report.
Customer Segment	Optionally, select the customer segment to include in the report.
Service Type	Optionally, select the type of service to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Volume Business Attribute

Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Interaction Volume Business Attribute Report

Metric	Description
% First Response Time Service Level	The service level that is delivered for this business attribute, measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling resources.
Entered With Objective	The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a **response threshold** (defined in the **[agg-gim-thld-QUEUE-IXN]** section) that was greater than zero.
Finished No Response	The total number of completed interactions for which no response was created. This count includes interactions that were abandoned or otherwise stopped for any reason. This metric is calculated as the difference between finished interactions (Finished) and finished interactions that had a response (Finished Response).
Accepted	The total number of customer interactions of this

Metric	Description
	business attribute that were accepted, answered, pulled, or initiated by a handling resource.
% Accepted	The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
Abandoned Waiting	The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.
% Abandoned Waiting	The percentage of customer interactions of this business attribute that were abandoned, relative to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval.
ASA (Fmt)	The average amount of time (HH:MM:SS) it took agents to accept, answer, or pull customer interactions assigned this business attribute. This metric is identical to BA Customer\Avg Accept Time Agent.
Max Accept Time Agent (Fmt)	The longest amount of time (HH:MM:SS) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.
Avg Abandoned Waiting Time (Fmt)	The average amount of time (HH:MM:SS) that interactions of this business attribute waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent's desktop.
Max Abandoned Waiting Time (Fmt)	The maximum amount of time (HH:MM:SS) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.
Avg Finish Response Time (Fmt)	The average duration, (HH:MM:SS) of completed

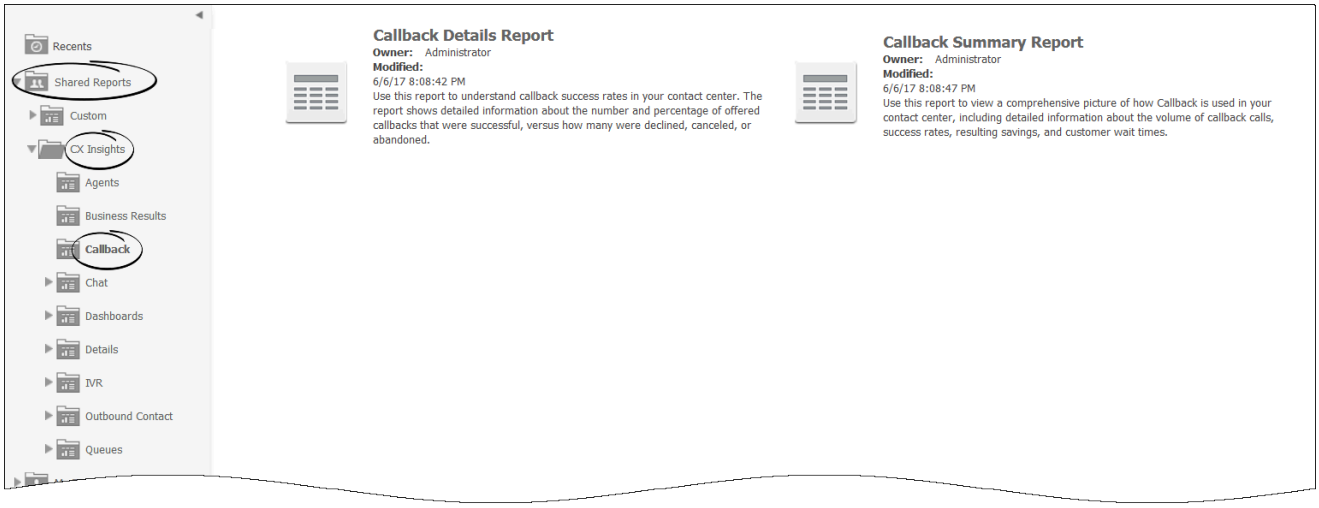
Metric	Description
	customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling interactions assigned this business attribute.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that agents were engaged with customers on interactions assigned this business attribute.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that customers spent on hold for interactions assigned this business attribute. This metric is attributed to the interval in which the interactions were accepted by a resource.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent performing after call work for customer interactions that were assigned this business attribute.
Transfer Initiated Agent	The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated Agent	The percentage of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.

Callback reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Callback reports.

This page describes reports you can use to learn more about the performance of Callback in your contact center. Reports in the **Callback** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Callback reports



The following reports are available in the **CX Insights** > **Callback** folder:

- Callback Details
- Callback Summary

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.

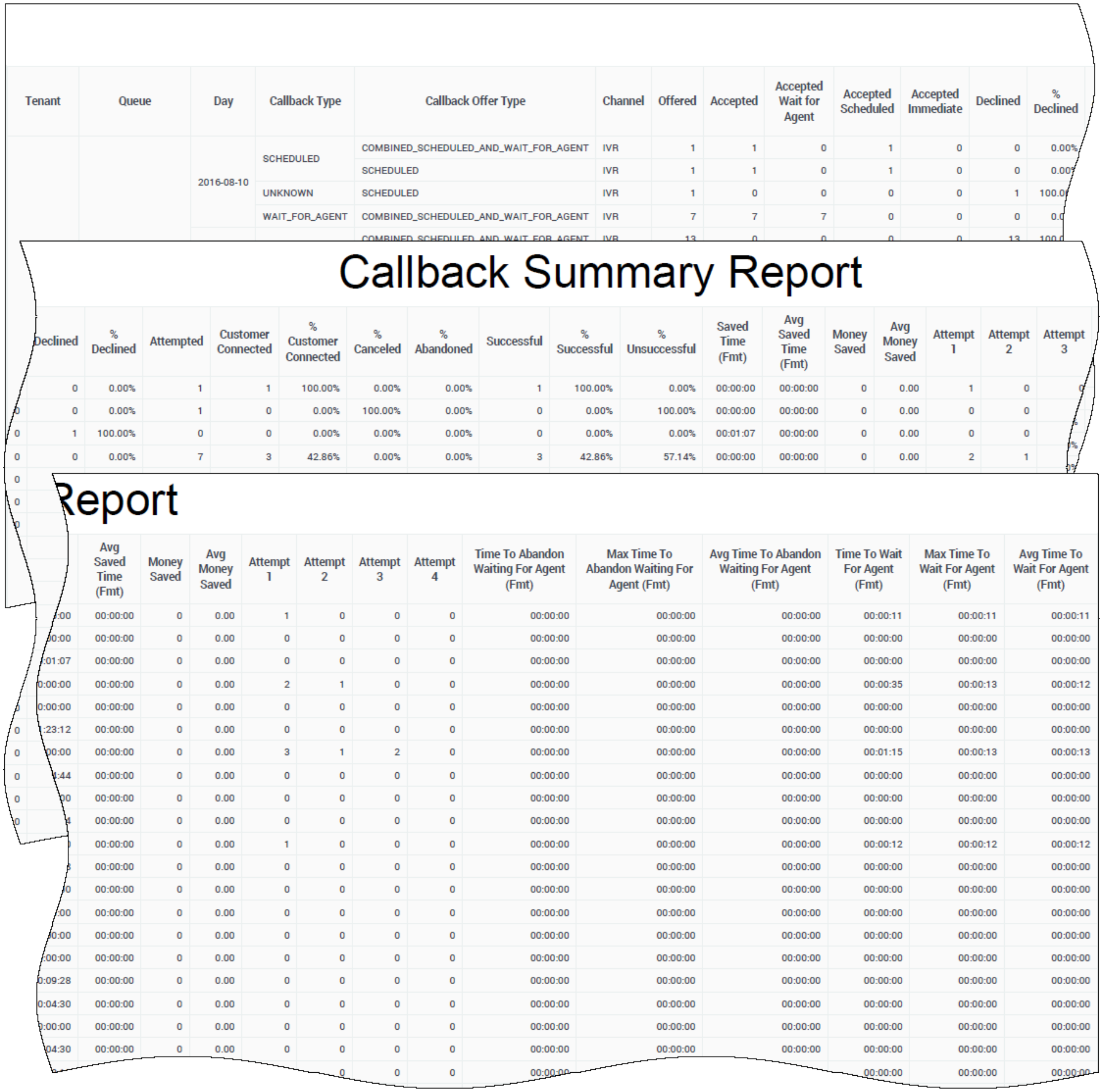
- Learn how to create or customize reports.

Callback Summary Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Callback Summary Report.

This page describes how you can use the (**Callback** folder) Callback Summary Report to understand overall callback success rates in your contact center. It shows, at a glance, the number and percentage of offered callbacks that were successful, versus how many were declined, canceled, or abandoned.

Understanding the Callback Summary Report



Tenant	Queue	Day	Callback Type	Callback Offer Type	Channel	Offered	Accepted	Accepted Wait for Agent	Accepted Scheduled	Accepted Immediate	Declined	% Declined
		2016-08-10	SCHEDULED	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	IVR	1	1	0	1	0	0	0.00%
				SCHEDULED	IVR	1	1	0	1	0	0	0.00
			UNKNOWN	SCHEDULED	IVR	1	0	0	0	0	1	100.0
			WAIT_FOR_AGENT	COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	IVR	7	7	7	0	0	0	0.0
				COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT	IVR	13	0	0	0	0	13	100.0

Callback Summary Report

Declined	% Declined	Attempted	Customer Connected	% Customer Connected	% Canceled	% Abandoned	Successful	% Successful	% Unsuccessful	Saved Time (Fmt)	Avg Saved Time (Fmt)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3
0	0.00%	1	1	100.00%	0.00%	0.00%	1	100.00%	0.00%	00:00:00	00:00:00	0	0.00	1	0	0
0	0.00%	1	0	0.00%	100.00%	0.00%	0	0.00%	100.00%	00:00:00	00:00:00	0	0.00	0	0	
1	100.00%	0	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	00:01:07	00:00:00	0	0.00	0	0	
0	0.00%	7	3	42.86%	0.00%	0.00%	3	42.86%	57.14%	00:00:00	00:00:00	0	0.00	2	1	

Report

	Avg Saved Time (Fmt)	Money Saved	Avg Money Saved	Attempt 1	Attempt 2	Attempt 3	Attempt 4	Time To Abandon Waiting For Agent (Fmt)	Max Time To Abandon Waiting For Agent (Fmt)	Avg Time To Abandon Waiting For Agent (Fmt)	Time To Wait For Agent (Fmt)	Max Time To Wait For Agent (Fmt)	Avg Time To Wait For Agent (Fmt)
:00	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:11	00:00:11	00:00:11
00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
:01:07	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:00:00	00:00:00	0	0.00	2	1	0	0	00:00:00	00:00:00	00:00:00	00:00:35	00:00:13	00:00:12
0:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
:23:12	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00:00	00:00:00	0	0.00	3	1	2	0	00:00:00	00:00:00	00:00:00	00:01:15	00:00:13	00:00:13
:44	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
4	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	00:00:00	0	0.00	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:12	00:00:12	00:00:12
3	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:09:28	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
0:04:30	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
:00:00	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04:30	00:00:00	0	0.00	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
					0	0	0	00:00:00			00:00:00	00:00:00	00:00:00

This report provides detailed information about callbacks that were processed by the contact center, allowing you to analyse callback performance based on nearly thirty metrics, including:

- Total number of accepted, declined, attempted, connected, cancelled, abandoned, and successful callbacks.
- Percentages of callbacks that were successful, unsuccessful, declined, or connected.

- Savings resulting from callbacks, including the total amount time and money saved and the average time and money saved per callback.
- The number of attempts made to complete callbacks, the time customers spent waiting for an agent, and time customers waited before abandoning a call.

Use this report to view a comprehensive picture of how Callback is used in your contact center, including detailed information about the volume of callback calls, success rates, resulting savings, and customer wait times.

To get a better idea of what this report looks like, view sample output from the report: HRCXICallbackSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Callback Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue	Optionally, select a queue on which to report.
Channel	Optionally, select a media channel on which to report.
Callback Type	Optionally, select the Callback Type to include in the report—for example, IMMEDIATE, WAIT_FOR_AGENT, SCHEDULE.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Minute Price	Enter a per-minute price, which is used to calculate cost savings.

Attributes used in the Callback Summary Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Queue	This attribute enables data within the reporting

Attribute	Description
	interval to be organized based on the type of the virtual queue
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Callback Type	This attribute enables data to be organized based on the type of callback. Values: {IMMEDIATE,WAIT_FOR_AGENT, SCHEDULE}
Callback Offer Type	This attribute enables data to be organized based on the type of callback offer that was presented to the customer. Values: {SCHEDULED, WAIT_FOR_AGENT, COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT} For example: • During off-hours, only the scheduled option is available. • Business rules can also allow only wait_for_agent option during on-hours, or a combination of scheduled and wait_for_agent.
Channel	This attribute enables data to be organized based on the Callback origination channel. Values={ivr, web}.

Metrics used in the Callback Summary Report

Metric	Description
Offered	The total number of times that callback was offered to a customer.
Accepted	The total number of times that callbacks were accepted by a customer.
Forced Dialed	The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.
Accepted Wait for Agent	The total number of times that WAIT FOR AGENT callback was accepted by a customer.
Accepted Scheduled	The total number of times that SCHEDULED callback was accepted by a customer.
Accepted Immediate	The total number of times that IMMEDIATE callback was accepted by a customer.

Metric	Description
Declined	The total number of customer callback offers that were declined by the customer.
% Declined	The percentage of customer callback offers that were declined by the customer.
Attempted	The total number of callback attempts, including the one that succeeded.
Customer Connected	The total number of times a customer was connected after callback dialout, including instances where no agent was connected.
% Customer Connected	The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.
% Canceled	The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.
% Abandoned	The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.
Successful	The total number of callbacks that successfully connected the customer with an agent.
% Successful	The percentage of callbacks that successfully connected the customer with an agent.
% Unsuccessful	The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).
Saved Time (Fmt)	The amount of call time (HH:MM:SS) that was saved because of callback.
Avg Saved Time (Fmt)	The average amount of call time (HH:MM:SS) that was saved because of callback.
Money Saved	The amount of money saved due to callback, calculated based on the Minute Price.
Avg Money Saved	The average amount of money that was saved per callback.
Attempt 1	The total number of callback connections that were successfully completed on the first callback attempt.
Attempt 2	The total number of callback connections that were successfully completed on the second callback attempt.
Attempt 3	The total number of callback connections that were successfully completed on the third callback attempt.
Attempt 4	The total number of callback connections that were successfully completed on the forth callback

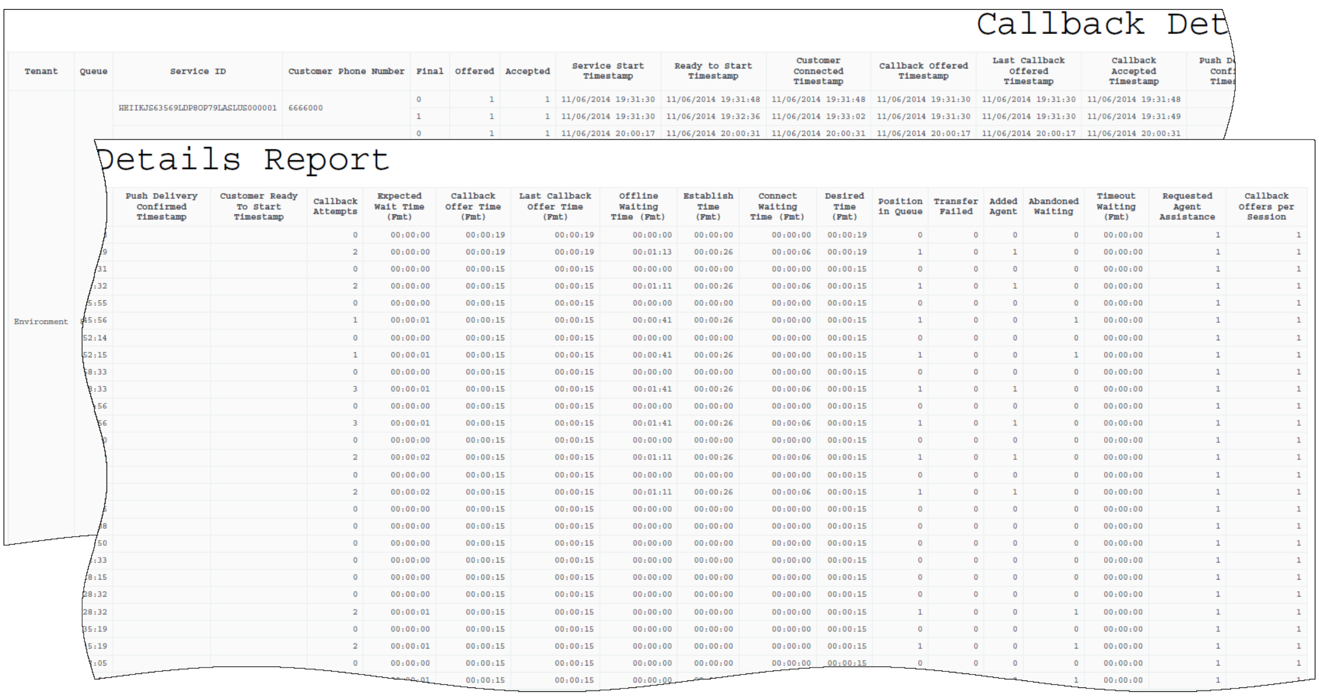
Metric	Description
	attempt.
Time To Abandon Waiting For Agent (Fmt)	After successful callback, the total amount of time (HH:MM:SS) all customers spent waiting for agents before abandoning the call.
Max Time To Abandon Waiting For Agent (Fmt)	After a successful callback, the maximum amount of time (HH:MM:SS) any customer spent waiting before abandoning the call.
Avg Time To Abandon Waiting For Agent (Fmt)	After successful callback, the average amount of time (HH:MM:SS) customers spent waiting for agents before abandoning the call.
Time To Wait For Agent (Fmt)	After successful callbacks, the total amount of time (HH:MM:SS) all customers spent waiting for an agent.
Max Time To Wait For Agent (Fmt)	After a successful callback, the maximum amount of time (HH:MM:SS) any customer spent waiting for an agent.
Avg Time To Wait For Agent (Fmt)	After a successful callback, the average amount of time (HH:MM:SS) a customer spent waiting for an agent.

Callback Details Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Callback Details Report.

This page describes how you can use the (**Callback** folder) **Callback Details Report** to understand overall callback success rates in your contact center. It shows detailed information about the number and percentage of offered callbacks that were successful, versus how many were declined, canceled, or abandoned.

Understanding the Callback Details Report



This report provides detailed information about callbacks that were processed by the contact center, allowing you to analyse callback performance based on nearly 30 metrics. Use this report to view a detailed picture of how Callback is used in your contact center, including information about the volume of callback calls, success rates, resulting savings, and customer wait times.

To get a better idea of what this report looks like, view sample output from the report:

HRCXICallbackDetailsReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Callback Details Report

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Time	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Day Filter is set to anything except **None**.
End Time	Choose the day and time at which to stop collecting data into the report.
Final or Not	Enter 1 to restrict the report to only those calls where callback was dialed, or enter `0` to include all scheduled Callbacks, even if they were never dialed.
Queue	Select one or more queues from which to gather data into the report. Default: **ALL**
Customer Phone Number	Select one or more customer phone numbers for which to gather data into the report. Default: **ALL**
Tenant	Select one or more tenants to include in the report. Default: **ALL**

Attributes used in the Callback Details Report

Attribute	Description
Tenant	Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the universe connection that you define points to only one tenant schema in the Info Mart. New connections are required for access to other tenant schemas.
Queue	Enables data within the reporting interval to be organized based on the name of the virtual queue.
Service ID	Enables data within the reporting interval to be organized based on the original SCXML/GMS session ID.
Customer Phone Number	Enables data to be organized based on the phone number provided by the customer for callback.

Attribute	Description
	This number is used to dial out (CUSTOMER_TERMINATED scenario) or used to execute match by ANI (CUSTOMER_ORIGINATED scenario).
Forced Dialed	Enables data to be organized based on whether the callback queue is being flushed, and dialing (or push notification) is being forced regardlss of actual agent availability. (0 = No, 1 = Yes). A value of 1 (yes) might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

Metrics used in the Callback Details Report

Metric	Description
Offered	Indicates whether callback was offered to the customer. (0=no, 1=yes)
Accepted	Indicates whether callback was accepted by the customer. (0=no, 1=yes)
Service Start Timestamp	The date and time (UTC) when the Callback service started.
Ready To Start Timestamp	Either: The time when the contact center was ready to start the outbound dial attempt for CUSTOMER_TERMINATED scenarios. or: The time when the contact center sent push notification to the user device in CUSTOMER_ORIGINATED scenarios.
Customer Connected Timestamp	The time when the customer started waiting to be connected to an agent.
Callback Offered Timestamp	The time when the customer was first offered callback during the session.
Last Callback Offered Timestamp	The date and time of the last callback offered to a customer during the session.
Callback Accepted Timestamp	The time when the customer accepted callback during the session.
Push Delivery Confirmed Timestamp	The time when the application confirmed that push notification was received. This is used for CUSTOMER_ORIGINATED scenarios.
Customer Ready to Start Timestamp	The time when the customer was ready to start media interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.

Metric	Description
Desired TimeStamp	The callback time that was promised to the customer when callback was scheduled.
Callback Attempts	The number of times the system attempted to call the customer back.
Expected Wait Time (Fmt)	The customer expected wait time when the callback dial attempt was ready to begin.
Callback Offer Time (Fmt)	The amount of time that elapsed between the instant when a callback was offered to the customer, and the instant when the customer accepted or declined the offer.
Last Callback Offer Time (Fmt)	The duration (in seconds) of the last callback offered to a customer during the session.
Offline Waiting Time (Fmt)	The amount of time that elapsed between when the customer accepted a callback offer and the time when they were connected to an agent after callback.
Establish Time (Fmt)	The amount of time required to establish the outbound call.
Connect Waiting Time (Fmt)	The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.
Position in Queue	The customer's position in the queue when the callback outbound dial attempt was ready to begin.
Transfer Failed	The number of failed attempts to transfer the callback interaction to the agent.
Added Agent	Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)
Abandon Waiting	Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)
Timeout Waiting (Fmt)	The number of times that a customer was disconnected because the max timeout limit was reached.
Requested Agent Assistance	The number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)
Callback Offers per Session	The number of times callback was offered, per single interaction.

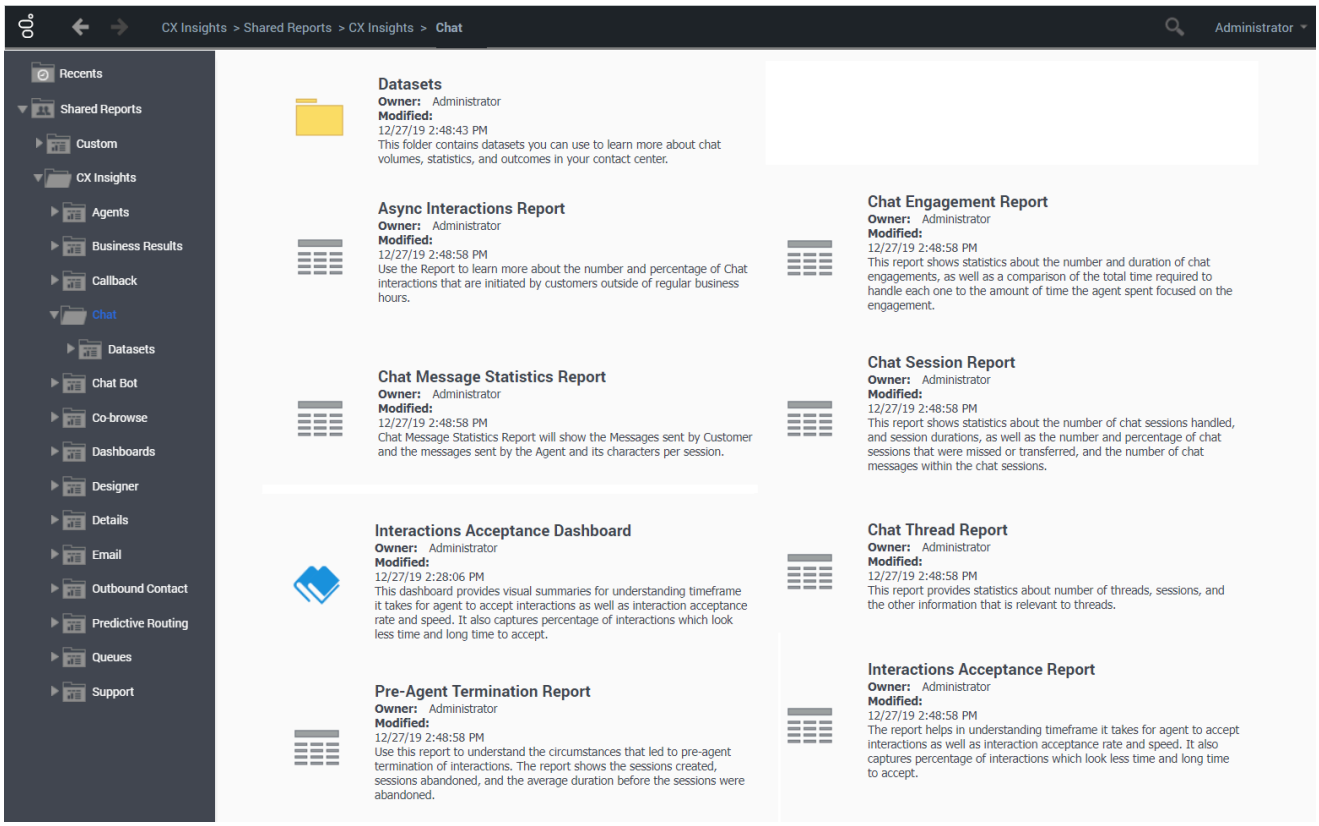
Chat reports

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Chat reports.

This page describes reports you can use to learn more about chat volumes, statistics, and outcomes in your contact center. Reports in the **Chat** folder rely on specific releases of Genesys software. Reports in the **Chat** folder rely on specific provisioning; contact your administrator or Genesys representative to find out if these reports are ready for you to use.

> **Important**
>
> Some CX Insights reports can return empty data if they depend on a solution that is not deployed for you, or is not available in the cloud. For example, this applies to reports and dashboards in the **Chat**, **Chat bot**, and **Predictive Routing** folders.

About Chat reports



The following reports are available in the **CX Insights** > **Chat** folder:

- Async Interactions Report
- Chat Engagement Report
- Chat Message Statistics Report
- Chat Session Report
- Chat Thread Report
- Interaction Acceptance Report
- Pre-Agent Termination Report

Plus, one dashboard:

- Interaction Acceptance Dashboard

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.

- Learn how to read and understand reports.
- Learn how to create or customize reports.

Async Interactions Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Async Interactions Report.

Use the (**Chat** folder) Async Interactions Report to learn more about the number and percentage of Chat interactions that are initiated by customers outside of regular business hours.

> **Important**
>
> The terms *asynchronous chat* or *asynchronous interactions* refer to chat interactions in which the parties are not present in the chat at the same time. The types of supported asynchronous chat scenarios depend on the type and version of chat implementation in your deployment and determine what columns are populated in the CHAT_SESSION_FACT table.

Understanding the Async Interactions Report

Async Interactions Report

Tenant	Media Type	Media Origin	Day	Interactions	Interactions Parked	% Interactions Parked	Avg Wait-time in Queue (Fmt)	Max Wait-time in Queue (Fmt)	% Interactions with Less Queue Time	% Interactions with Long Queue Time
Environment	Chat	Chat	2019-11-12	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-13	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-19	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-20	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-26	10	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-28	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-02	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-03	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-04	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-05	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-06	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	11	5	45.45%	00:14:38	00:42:32	20.00%	80.00%
			2019-12-11	6	3	50.00%	00:04:28	00:05:09	100.00%	0.00%
			2019-12-12	9	5	55.56%	00:07:43	00:15:07	80.00%	20.00%
		Facebook	2019-11-13	8	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-14	9	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-22	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	6	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
Total				88	13	14.77%	00:09:37	01:02:48	61.54%	38.46%

This report shows statistics about the number if asynchronous interactions that were parked in queues before being accepted, and for how long. It provides analysis to compare actual park times to the value configured for the [agg-gim-thld-CHAT-PARKING] duration-threshold.

To get a better idea of what this report looks like, view sample output from the report: SampleAsyncInteractionsReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Async Interactions Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains

Prompt	Description
	no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Async Interactions Report

Attribute	Description	Data Mart Column
Tenant	Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. Additional connections are required for access to other tenant schemas.	TENANT.TENANT_KEY, TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_NAME_CODE

Attribute	Description	Data Mart Column
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.DATE_TIME_DAY_KEY, DATE_TIME.LABEL_YYYY_MM_DD, DATE_TIME.CAL_DATE

Metrics used in the Async Interactions Report

Metric	Description	Source or Calculation
Interactions	The total number of media sessions. Identical to the Media Session metric.	AG2_CHAT_STATS.SESSIONS
Interactions Parked	The number of interactions that were placed in the parking queue and routed during business hours.	AG2_CHAT_STATS.SESSIONS_PARKED
% Interactions Parked	The percentage of interactions that were placed in a parking queue, relative to the total number of interactions that were established.	Calculated as the value of the Chat > Interactions Parked metric divided by the value of the Chat > Media Session metric.
Avg Wait-time in Queue (Fmt)	The average amount of time (HH:MM:SS) that interactions spent in the parking queue.	Calculated as the value of the Chat > Parking Queue Duration metric divided by the value of the Chat > Interactions Parked metric.
Max Wait-time in Queue (Fmt)	The maximum amount of time (HH:MM:SS) that any interaction spent in the parking queue.	AG2_CHAT_STATS.PARKING_DURATION_MAX
% Interactions with Less Queue Time	The percentage of interactions that spent less time in the parking queue than the value configured as the **duration-threshold** in the **agg-gim-thld-CHAT-PARKING** section.	Calculated as the value of the Chat > Interactions with Less Queue Time metric divided by the value of the Chat > Interactions Parked metric.
% Interactions with Long Queue Time	The percentage of interactions that spent more time in the parking queue than the value configured as the **duration-threshold** in the **agg-gim-thld-CHAT-PARKING** section.	Calculated as the value of the Chat > Interactions with Long Queue Time metric divided by the value of the Chat > Interactions Parked metric.

Chat Engagement Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Chat Engagement Report.

This page describes how you can use the (**Chat** folder) Chat Engagement Report to learn more about the number of chat engagements agents had, and the duration of each.

Understanding the Chat Engagement Report

Chat Engagement Report

Tenant	Media Type	Media Origin	Agent Group	Agent Name				Day	Offered	Accepted	Acceptance Rate	Engagement Handle Time (Fmt)	Focus Time (Fmt)
Environment	Chat	facebook	No Group	a1001	surname01	name01	e1001	2019-02-20	1	1	100.00%	00:05:55	00:00:00
		unknown	No Group	a1001	surname01	name01	e1001	2019-01-30	1	1	100.00%	00:00:59	00:00:00
								2019-02-11	2	2	100.00%	00:01:43	00:00:00
								2019-02-20	2	2	100.00%	00:01:04	00:00:00
								2019-02-22	2	0	0.00%	00:00:00	00:00:00
								2019-03-01	2	0	0.00%	00:00:00	00:00:00
								2019-03-04	6	4	66.67%	00:15:22	00:00:00
				a1002	surname02	name02	e1002	2019-03-04	3	1	33.33%	00:39:18	00:00:00

This report shows statistics about the number and duration of chat engagements, as well as a comparison of the total time required to handle each one to the amount of time the agent spent focused on the engagement.

To get a better idea of what this report looks like, view sample output from the report: SampleChatEngagementReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Engagement Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default:

Prompt	Description
	Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Agent Group	Optionally, select or or more agent groups on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Chat Engagement Report

Attribute	Description	Data Mart Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT,	MEDIA_TYPE.MEDIA_NAME

Attribute	Description	Data Mart Column
	Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Agent Group	Enables data to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_.GROUP_NAME WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE')
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_GI2.AGENT_NAME
Day	Enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Chat Engagement Report

Metric	Description	Source or Calculation
Offered	Total number of engagement which were offered to the agents.	AG2_AGENT_[*].OFFERED
Accepted	Total number of assigned engagements which were accepted by the agents.	AG2_AGENT_[*].ACCEPTED
Acceptance Rate	Percentage of accepted engagements / assigned engagements.	Offered / Accepted
Engagement Handle Time (Fmt)	Total duration (HH:MM:SS) of the agent engagement. Calculated as the difference between the time when the agent joins the chat and the time when the agent leaves the chat (or the time the chat ends).	
Focus Time (Fmt)	The total amount of time (HH:MM:SS) spent handling Async chat interactions received by agent(s) or agent group(s). This metric excludes dormant time.	

Chat Message Statistics Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Chat Message Statistics Report.

This page describes how you can use the (**Chat** folder) Chat Message Statistics Report to learn more about how chat is used in the contact center.

Understanding the Chat Message Statistics Report

Chat Message Statistics Report

Day	Tenant	Media Type	Avg Messages sent by Agent	Avg Messages sent by Customer	Avg Characters per Session typed by Agent
2018-02-19	Environment	Chat	3.52	4.03	176.07
	Total		**3.52**	**4.03**	**176.07**
2018-02-20	Environment	Chat	3.15	3.71	157.61
	Total		**3.15**	**3.71**	**157.61**
Total			**3.36**	**3.89**	**167.94**

This report provides detailed information about the number and duration of chat messages exchanged between customers and agents.

To get a better idea of what this report looks like, view sample output from the report:
Sample Chat Message Statistics Report.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Message Statistics Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Reason	Optionally, show only chat sessions that ended for a given reason.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	Optionally, select a tenant on which to report.

Attributes used in Chat Message Statistics Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data within the reporting interval to be organized by media type.

Metrics used in the Chat Message Statistics Report

Metric	Description
Avg Messages sent by Agent	The average number of messages sent by agents, per chat session.
Avg Messages sent by Customer	The average number of messages sent by callers / customers, per chat session.
Avg Characters per Session typed by Agent	The average number of characters typed by agents, per session.

Chat Session Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Chat Session Report.

This page describes how you can use the (**Chat** folder) Chat Session Report to learn more about the volume of chat sessions handled in your contact center within a specific time period, including details about the number of messages within chat sessions, and about how often chat sessions were missed or transferred.

Understanding the Chat Session Report

Chat Session Report

Tenant	Media Type	Media Origin	Day	Chats	Chats Missed	Chats Transferred	% Chats Missed	% Chats Transferred	Messages From Customer	Messages From Agent	Avg Session Time (Fmt)
Environment	Chat	facebook	2019-02-20	1	0	0	0.00%	0.00%	0	1	00:00:20
			Total	**1**	**0**	**0**	**0.00%**	**0.00%**	**0**	**1**	**00:00:20**
		unknown	2019-01-30	1	0	0	0.00%	0.00%	3	3	00:01:06
			2019-02-11	1	0	1	0.00%	100.00%	2	1	00:02:12
			2019-02-20	2	0	0	0.00%	0.00%	1	2	00:22:47
			2019-02-22	1	0	0	0.00%	0.00%	0	0	00:54:39
			2019-03-01	5	1	0	20.00%	0.00%	3	0	00:01:14
			2019-03-04	6	0	0	0.00%	0.00%	3	3	00:09:38
			Total	**16**	**1**	**1**	**6.25%**	**6.25%**	**12**	**9**	**00:10:28**
		Total		**17**	**1**	**1**	**5.88%**	**5.88%**	**12**	**10**	**00:09:52**
	Total			**17**	**1**	**1**	**5.88%**	**5.88%**	**12**	**10**	**00:09:52**
Total				**17**	**1**	**1**	**5.88%**	**5.88%**	**12**	**10**	**00:09:52**

This report shows statistics about the number of chat sessions handled, and session durations, as well as the number and percentage of chat sessions that were missed or transferred, and the number of chat messages within the chat sessions.

To get a better idea of what this report looks like, view sample output from the report: SampleChatSessionReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Session Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Chat Session Report

Attribute	Description	Data Mart Column
Tenant	This attribute enables data within	TENANT.TENANT_NAME

Attribute	Description	Data Mart Column
	the reporting interval to be organized by tenant.	
Media Type	This attribute enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_TYPE.MEDIA_NAME
Media Origin	This attribute enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Day	This attribute enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Chat Session Report

Metric	Description	Source or Calculation
Chats	The total number of chat sessions.	
Chats Missed	Total number of chats requested by clients that were not answered by agents during the reporting period.	SESSIONS_MISSED = sum(case when sf.MSG_FROM_CUSTOMERS_COUNT > 0 and sf.MSG_FROM_AGENTS_COUNT = 0 then 1 else 0 end))
Chats Transferred	Total number of chats that were transferred to an agent during the reporting period.	SESSIONS_TRANSFERRED = sum(case when sf.AGENTS_COUNT> 1 then 1 else 0 end)
% Chats Missed	Percentage of chats requested by clients that were not answered by agents.	Total Missed Chats / Total Chats
% Chats Transferred	Percentage of chats requested by clients that were transferred to an agent.	Total Transferred Chats / Total Chats
Messages From Customer	Total number of customer messages in all chat sessions within the reporting period.	
Messages From Agent	Total number of agents messages in all chat sessions within the reporting period.	

Metric	Description	Source or Calculation
Avg Session Time (Fmt)	The average duration (HH:MM:SS) of chat sessions within the reporting period.	

Chat Thread Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Chat Thread Report.

This page describes how you can use the (**Chat** folder) Chat Thread Report to view detailed information about chat sessions and threads. A *session* is defined as a single interaction or chat conversation (which can contain more than one *engagement* by any given agent), and a *thread* is a series of sessions related by a common thread ID.

Understanding the Chat Thread Report

Chat Thread Report

Tenant	Media Type	Media Origin	Day	Threads	Thread Sessions	Thread Engagements	Thread Handle Time (Fmt)	Thread Customer Messages	Thread Agent Messages	Average Thread Response Time (Fmt)
Environment	Chat	Chat	2019-05-07	7	7	7	00:29:28	9	11	00:00:18
			2019-05-08	4	6	5	00:37:45	10	9	00:02:42
			Total	**11**	**13**	**12**	**01:07:13**	**19**	**20**	**00:01:10**
		Total		**11**	**13**	**12**	**01:07:13**	**19**	**20**	**00:01:10**
	Total			**11**	**13**	**12**	**01:07:13**	**19**	**20**	**00:01:10**
Total				**11**	**13**	**12**	**01:07:13**	**19**	**20**	**00:01:10**

This report shows detailed information about the number and duration of chat threads, sessions, and engagements, as well as the number of messages in the threads, and information about handle and response times.

To get a better idea of what this report looks like, view sample output from the report: SampleChatThreadReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Thread Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Chat Thread Report

Attribute	Description	Data Mart Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT,	MEDIA_TYPE.MEDIA_NAME

Attribute	Description	Data Mart Column
	Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_ORIGIN.MEDIA_ORIGIN
Day	Enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Chat Thread Report

Metric	Description	Source or Calculation
Threads	Total number of threads started by clients.	AG2_CHAT_THREAD.THREADS
Thread Sessions	Total number of sessions in all threads.	AG2_CHAT_THREAD.SESSIONS
Thread Engagements	Total number of engagements in all threads.	AG2_CHAT_THREAD.ENGAGEMENTS
Thread Handle Time (Fmt)	Total handle duration (HH:MM:SS) of all chats in all threads.	AG2_CHAT_THREAD.HANDLE_DURATION
Thread Customer Messages	Total number of customer messages in all threads.	AG2_CHAT_THREAD.MSG_FROM_CUSTOMERS
Thread Agent Messages	Total number of agent messages in all threads.	AG2_CHAT_THREAD.MSG_FROM_AGENTS
Average Thread Response Time (Fmt)	For served threads, the average time (HH:MM:SS) between clients' messages and the subsequent agents' messages throughout the thread.	AG2_CHAT_THREAD.AGENT_REPLY_DURATION divided by AG2_CHAT_THREAD.THREADS

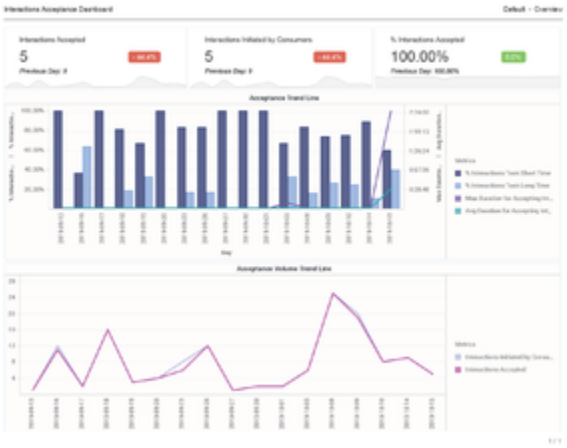
Interactions Acceptance Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interactions Acceptance Dashboard.

This page describes how you can use the (**Chat** folder) Interactions Acceptance Dashboard to understand how long it takes for agents to accept customer interactions, and to identify what percentage of interactions are accepted promptly, or with some delay.

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

Understanding the Interactions Acceptance Dashboard



The Interactions Acceptance Dashboard

The **Interactions Acceptance Dashboard** shows detailed statistics about the speed and rate of agent acceptance of customer interactions. The report displays the time it takes for agents to accept interactions, and the percentage of interactions that are accepted promptly, or with some delay. Use this report to understand interaction acceptance rate and speed, which you can use to optimize agent performance and, by monitoring the time that customers wait before connecting to an agent, help to improve customer experience.

To get a better idea of what this dashboard looks like, view sample output from the report:

Sample Interactions Acceptance Dashboard.pdf

The following table explains the prompts you can select when you generate the Interactions Acceptance Dashboard:

Prompts on the Interactions Acceptance Dashboard

Prompt	Description
Pre-set Date Filter	Choose a time period from the list of preset options. and move it to the Selected list. If this prompt is set to anything other than **none**, the Dates prompt are ignored. Default: **Year to Date**
Start Date	Choose the first day from which gather report data. If the Pre-set Date Filter is set to any value except none, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which gather report data. If the Pre-set Date Filter is set to any value except none, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select one or more tenants to include in the report.
Agent Group	Optionally, select one or more Agent Groups from which to gather data into the report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

The following table explains the attributes used on the Interactions Acceptance Dashboard:

Attributes on the Interactions Acceptance Dashboard

Attribute	Description	Source Table
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_TYPE.MEDIA_NAME
Media Origin	Enables data to be organized based on where the chat session originated; for example, Chat, Facebook, Twitter, or SMS.	CHAT_SESSION_DIM.MEDIA_ORIGIN
Agent Group	Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_A.GROUP_NAME
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_A.AGENT_NAME
Day	Enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

The following table explains the metrics used on the Interactions Acceptance Dashboard:

Metrics on the Interactions Acceptance Dashboard

Metrics	Description	Source Table or Calculation
Interactions Accepted	The number of Interactions accepted during the reporting period. This metric is identical to Chat > Agent > Accepted.	AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED
Interactions Initiated by Consumers	The total number of engagements that were offered to agents. Identical to the metric 'Interactions Initiated by Consumers'. This metric is identical to Chat > Agent > Offered.	AG2_CHAT_AGENT_*.OFFERED
% Interactions Accepted	The percentage of interactions which were accepted, relative to the total number of interactions initiated by customers. This metric is identical to Chat > Agent > Acceptance Rate.	Calculated as the value of Chat > Agent > Accepted divided by the value of Chat > Agent > Offered.
Avg Duration for Accepting Interactions	The average amount of time (h:mm:ss) that passed after an	Calculated as the value of the Chat > Agent > Alert Duration

	engagement was offered, before it was accepted by an agent.	metric divided by the value of the Chat > Agent > Accepted metric.
Max Duration for Accepting Interactions	The maximum amount of time (h:mm:ss) that passed after an engagement was offered, before it was accepted by an agent.	AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX
% Interactions Less Time to Accept	The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric, divided by the value of the Chat > Agent > Accepted metric.
% Interactions Long Time to Accept	The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.

Interactions Acceptance Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interactions Acceptance Report.

This page describes how you can use the (**Chat** folder) Interactions Acceptance Report to view statistics about the acceptance of interactions by agents, including the amount of time it took for agents to accept interactions, and the number and percentage of interactions that were accepted quickly, or with a delay.

Understanding the Interactions Acceptance Report

Interactions Acceptance Report

Tenant	Media Type	Media Origin	Agent Group	Agent Name			Day	Interactions Accepted	% Interactions Accepted	Avg Duration for Accepting Interactions (Fmt)	Max Duration for Accepting Interactions (Fmt)	% Interactions Less Time to Accept	% Interactions Long Time to Accept
Environment	Chat	Chat	Agnet_grp-2	a1002_4002	a1002_4002	a1002_4002	2019-09-18	4	100.00%	00:00:06	00:00:09	100.00%	0.00%
							2019-09-26	5	100.00%	00:00:08	00:00:13	80.00%	20.00%
							2019-10-08	6	100.00%	00:00:04	00:00:06	100.00%	0.00%
							2019-10-09	4	100.00%	00:00:07	00:00:13	75.00%	25.00%
							Total	**19**	**100.00%**	**00:00:06**	**00:00:41**	**89.47%**	**10.53%**
				Total				**19**	**100.00%**	**00:00:06**	**00:00:41**	**89.47%**	**10.53%**
			Customer40-02_AgentGrp	a1001_4002	a1001	a1001_4002	2019-09-13	1	100.00%	00:00:02	00:00:02	100.00%	0.00%
							2019-09-16	9	90.00%	00:00:20	00:01:05	33.33%	66.67%
							2019-09-17	2	100.00%	00:00:07	00:00:08	100.00%	0.00%
							2019-09-18	12	100.00%	00:00:07	00:00:16	75.00%	25.00%
							2019-09-19	2	100.00%	00:00:08	00:00:12	50.00%	50.00%
							2019-09-20	3	100.00%	00:00:05	00:00:08	100.00%	0.00%
							2019-09-23	6	75.00%	00:00:15	00:00:59	83.33%	16.67%
							2019-09-26	7	100.00%	00:00:05	00:00:11	85.71%	14.29%
							2019-09-27	1	100.00%	00:00:06	00:00:06	100.00%	0.00%
							2019-10-01	1	100.00%	00:00:02	00:00:02	100.00%	0.00%
							2019-10-03	4	100.00%	00:00:09	00:00:11	75.00%	25.00%
							2019-10-08	18	100.00%	00:00:06	00:00:13	83.33%	16.67%
							2019-10-09	13	92.86%	00:00:07	00:00:14	76.92%	23.08%
							Total	**79**	**95.18%**	**00:00:09**	**00:03:47**	**75.95%**	**24.05%**
				a1008_4002	a1008	a1008_4002	2019-09-19	1	100.00%	00:00:03	00:00:03	100.00%	0.00%
							2019-09-20	1	100.00%	00:00:08	00:00:08	100.00%	0.00%
							2019-10-08	1	100.00%	00:00:24	00:00:24	0.00%	100.00%
							2019-10-09	2	100.00%	00:00:11	00:00:16	50.00%	50.00%
							Total	**5**	**100.00%**	**00:00:11**	**00:00:51**	**60.00%**	**40.00%**
				Total				**84**	**95.45%**	**00:00:09**	**00:04:38**	**75.00%**	**25.00%**
			Total					**103**	**96.26%**	**00:00:08**	**00:05:19**	**77.67%**	**22.33%**
		Facebook	Agnet_grp-2	a1002_4002	a1002_4002	a1002_4002	2019-10-03	1	100.00%	00:00:09	00:00:09	100.00%	0.00%
							2019-10-10	2	100.00%	00:00:08	00:00:13	50.00%	50.00%
							Total	**3**	**100.00%**	**00:00:08**	**00:00:22**	**66.67%**	**33.33%**
				Total				**3**	**100.00%**	**00:00:08**	**00:00:22**	**66.67%**	**33.33%**
			Customer40-02_AgentGrp	a1001_4002	a1001	a1001_4002	2019-09-16	1	100.00%	00:00:11	00:00:11	0.00%	100.00%
							2019-09-30	1	100.00%	00:00:04	00:00:04	100.00%	0.00%
							2019-10-03	1	100.00%	00:08:14	00:08:14	0.00%	100.00%
							2019-10-10	6	100.00%	00:00:07	00:00:11	83.33%	16.67%
							Total				**00:08:40**	**66.67%**	

Customer experience is directly impacted if there is a delay before an agent accepts an interaction.

Use this report to understand interaction acceptance rate and speed, which can help you to optimize the agent performance and consumer experience.

To get a better idea of what this report looks like, view sample output from the report: InteractionAcceptanceReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Interactions Acceptance Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Agent Group	Optionally, select one or more Agent Groups from which to gather data into the report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook

Media	Media Type	Media Origin
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	Chat	SMS

Attributes used in Interactions Acceptance Report

Attribute	Description	Data Mart Column
Tenant	Enables data within the reporting interval to be organized by tenant.	TENANT.TENANT_NAME
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_TYPE.MEDIA_NAME
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.	MEDIA_ORIGIN.MEDIA_ORIGIN
Agent Group	Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	GROUP_A.GROUP_NAME
Agent Name	Enables data to be organized by certain attributes of the agent who is associated with the interaction.	RESOURCE_A.AGENT_NAME
Day	Enables data within the reporting interval to be organized by a particular day.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Interactions Acceptance Report

Metric	Description	Source or Calculation
Interactions Accepted	The number of Interactions accepted during the reporting period. This metric is identical to Chat > Agent > Accepted.	AG2_CHAT_AGENT.ACCEPTED, AG2_CHAT_AGENT_GRP.ACCEPTED

Metric	Description	Source or Calculation
% Interactions Accepted	The percentage of interactions which were accepted, relative to the total number of interactions initiated by customers. This metric is identical to Chat > Agent > Acceptance Rate.	Calculated as the value of Chat > Agent > Accepted divided by the value of Chat > Agent > Offered.
Avg. Duration for Accepting Interaction	Average amount of time ([H]:MM:SS) that elapsed before agents accepted interactions.	Calculated as the value of Chat > Agent > Alert Duration divided by the value of Chat > Agent > Accepted.
Max. Duration for Accepting Interaction	The maximum amount of time ([H]:MM:SS) that elapsed before an agent accepted an interaction.	AG2_CHAT_AGENT.INVITE_ACC_TIME_MAX, AG2_CHAT_AGENT_GRP.INVITE_ACC_TIME_MAX
% Interactions Less time to Accept	The percentage of interactions that were accepted by an agent before the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of Chat > Agent > Interactions Less time to Accept divided by Chat > Agent > Accepted.
% Interactions Long time to Accept	The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.	Calculated as the value of Chat > Agent > Interactions Long time to Accept divided by Chat > Agent > Accepted.

Pre-Agent Termination Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Pre-Agent Termination Report.

This page describes how you can use the (**Chat** folder) Pre-Agent Termination Report to learn more about calls that terminated without connecting to an agent.

Understanding the Pre-Agent Termination Report

Pre-Agent Termination Report

Day	Sessions Created	Sessions Abandoned	Sessions Offered	Avg Duration Before Abandonment (Fmt)	Max Duration Before Abandonment (Fmt)	% Abandoned Sessions
2011-01-14	56	4	56	00:00:37	00:01:49	7.14%
2011-01-24	162	16	160	00:00:16	00:00:31	9.88%
2011-04-11	23	2	23	00:00:39	00:01:00	8.70%
2011-04-13	8	0	8	00:00:00	00:00:00	0.00%
2011-04-14	3	0	3	00:00:00	00:00:00	0.00%
2011-04-25	2	0	2	00:00:00	00:00:00	0.00%
2011-11-03	9	0	9	00:00:00	00:00:00	0.00%
2011-11-08	18	0	18	00:00:00	00:00:00	0.00%
2011-11-10	8	0	8	00:00:00	00:00:00	0.00%
Total	289	22	287	00:00:22	00:01:49	7.61%

This report shows statistics for interactions that were terminated before connecting to an agent, including:

- Sessions created
- Sessions abandoned
- The average duration before the sessions were abandoned

Use this report to understand the circumstances that led to per-agent termination of interactions.

To get a better idea of what this report looks like, view sample output from the report: SamplePreAgentTerminationReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Pre-Agent Termination Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in Pre-Agent Termination Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Pre-Agent Termination Report

Metric	Description
Sessions Created	The total number of sessions created during the reporting period.
Sessions Abandoned	The number of sessions during the reporting period that were abandoned by the caller before connecting to an agent.
Sessions Offered	The total number of sessions offered during the reporting period.
Avg Duration Before Abandonment (Fmt)	The average duration (HH:MM:SS) of sessions that were subsequently abandoned by the caller without connecting to an agent.
Max Duration Before Abandonment (Fmt)	The maximum length of time(HH:MM:SS) that any caller waited before abandoning the call without connecting to an agent.

Metric	Description
% Abandoned Sessions	The percentage of sessions that were abandoned without connecting to an agent, relative to the total number of sessions that were established.

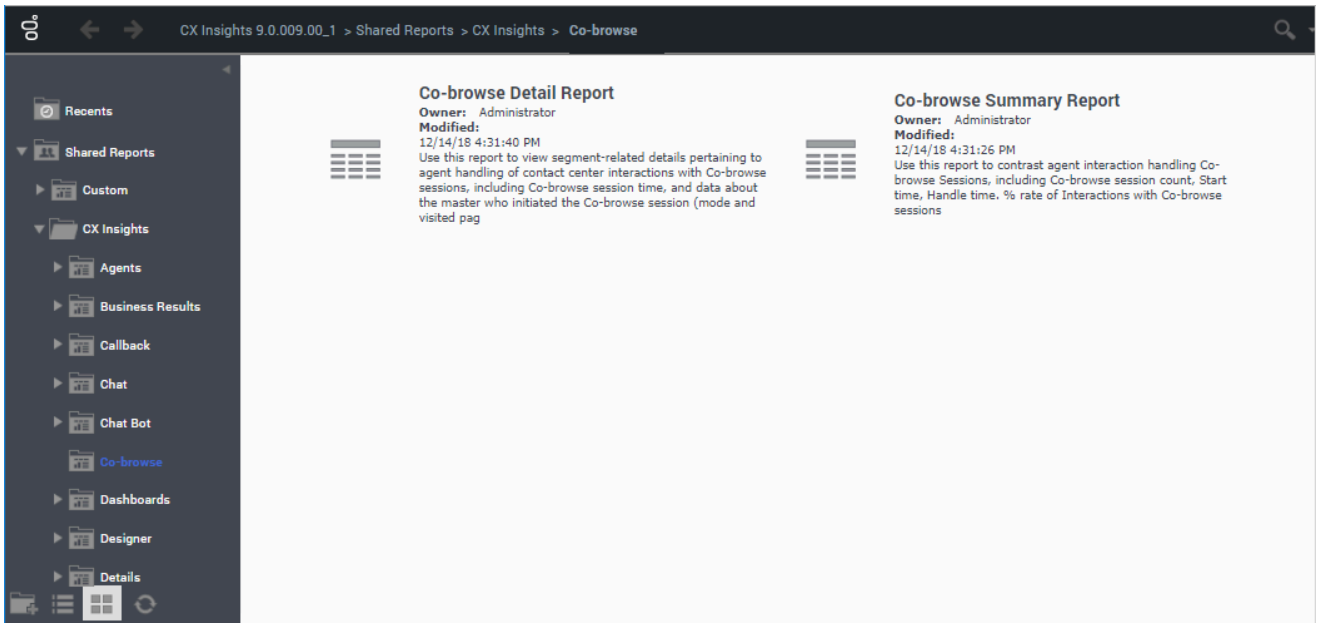
Co-browse reports

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Co-browse reports.

This page describes reports you can use to learn more about agent handling of contact center interactions involving Co-browse sessions. Reports in the **Co-browse** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Important**
>
> The reports in this folder are available on request; talk to your Genesys representative about making them available for you to use.

About Co-browse reports



The following reports are available in the **CX Insights** > **Co-browse** folder:

- Co-browse Detail Report
- Co-browse Summary Report

Co-browse Detail Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Co-browse Detail Report .

Use this report to view segment-related details pertaining to agent handling of contact center interactions that include Co-browse sessions. The report provides detailed information about Co-browse sessions, including durations, browsing modes, and pages visited.

> **Important**
>
> This report is available on request; talk to your Genesys representative about making it available for you to use.

Understanding the Co-browse Detail Report

Co-browse Detail Report

Media Type	Handling Agent Name	Queue	VQueue	Interaction ID	Interaction Start Time	Interaction End Time	Interaction Duration	Co-browse Session ID	Co-browse Start Time	Co-browse End Time	Co-browse Duration	Mode Start Time	Mode	Mode End Time	Page Start Time	Page Title	Page Url	Page End Time
Chat	, Agent2 (Agent2)	E-mail distribution	NONE	219350	9/10/2018 4:00:59 PM	9/10/2018 4:01:56 PM	00:00:57	505545278	9/10/2018 4:01:18 PM	9/10/2018 4:01:50 PM	00:00:32	9/10/2018 4:01:18 PM	POINTER	9/10/2018 4:01:30 PM	9/10/2018 4:01:18 PM	simplestyle_banner - contact us	http://127.0.0.1:8091/contact.html	9/10/2018 4:01:30 PM
												9/10/2018 4:01:30 PM	WRITE	9/10/2018 4:01:50 PM	9/10/2018 4:01:30 PM	simplestyle_banner - contact us	http://127.0.0.1:8091/contact.html	9/10/2018 4:01:45 PM
															9/10/2018 4:01:45 PM	simplestyle_banner - examples	http://127.0.0.1:8091/examples.html	9/10/2018 4:01:50 PM
				225350	9/11/2018 2:05:59 PM	9/11/2018 2:08:40 PM	00:02:41	541168927	9/11/2018 2:06:58 PM	9/11/2018 2:08:32 PM	00:01:34	9/11/2018 2:06:58 PM	POINTER	9/11/2018 2:08:15 PM	9/11/2018 2:06:58 PM	simplestyle_banner - contact us	http://127.0.0.1:8091/contact.html	9/11/2018 2:07:17 PM
															9/11/2018 2:07:17 PM	simplestyle_banner - a page	http://127.0.0.1:8091/page.html	9/11/2018 2:08:15 PM
												9/11/2018 2:08:15 PM	WRITE	9/11/2018 2:08:32 PM	9/11/2018 2:08:15 PM	simplestyle_banner - a page	http://127.0.0.1:8091/page.html	9/11/2018 2:08:22 PM
															9/11/2018 2:08:22 PM	simplestyle_banner - another page	http://127.0.0.1:8091/another_page.html	9/11/2018 2:08:27 PM
															9/11/2018 2:08:27 PM	simplestyle_banner - examples	http://127.0.0.1:8091/examples.html	9/11/2018 2:08:32 PM
				227350	9/13/2018 11:19:43 AM	9/13/2018 2:38:45 PM	03:19:02	577527996	9/13/2018 11:27:08 AM	9/13/2018 11:34:35 AM	00:07:27	9/13/2018 11:27:08 AM	POINTER	9/13/2018 11:34:35 AM	9/13/2018 11:27:08 AM	simplestyle_banner	http://127.0.0.1:8091/	9/13/2018 11:34:35 AM
								645918851	9/13/2018 11:35:01 AM	9/13/2018 11:37:45 AM	00:02:44	9/13/2018 11:35:01 AM	POINTER	9/13/2018 11:37:45 AM	9/13/2018 11:35:01 AM	simplestyle_banner	http://127.0.0.1:8091/	9/13/2018 11:37:45 AM
								883284854	9/13/2018 11:20:36 AM	9/13/2018 11:20:51 AM	00:00:15	9/13/2018 11:20:36 AM	POINTER	9/13/2018 11:20:51 AM	9/13/2018 11:20:36 AM	simplestyle_banner	http://127.0.0.1:8091/	9/13/2018 11:20:51 AM
				265350	9/17/2018 12:15:53 PM	9/17/2018 1:47:09 PM	01:31:16	415180427	9/17/2018 12:16:25 PM	9/17/2018 12:16:35 PM	00:00:10	9/17/2018 12:16:25 PM	POINTER	9/17/2018 12:16:35 PM	9/17/2018 12:16:25 PM	simplestyle_banner	http://127.0.0.1:8091/	9/17/2018 12:16:35 PM
				267350	9/17/2018 1:47:30 PM	10/17/2018 1:47:30 PM	720:00:00	876359987	9/17/2018 1:48:18 PM	9/17/2018 1:48:35 PM	00:00:17	9/17/2018 1:48:18 PM	POINTER	9/17/2018 1:48:35 PM	9/17/2018 1:48:18 PM	simplestyle_banner	http://127.0.0.1:8091/	9/17/2018 1:48:30 PM
															9/17/2018 1:48:30 PM	simplestyle_banner - examples	http://127.0.0.1:8091/examples.html	9/17/2018 1:48:35 PM
Voice	, Agent3 (Agent3)	NONE	NONE	40149	9/12/2018 9:10:43 AM	9/12/2018 9:12:34 AM	00:01:51	534718679	9/12/2018 9:11:35 AM	9/12/2018 9:11:45 AM	00:00:10	9/12/2018 9:11:35 AM	POINTER	9/12/2018 9:11:45 AM	9/12/2018 9:11:35 AM	simplestyle_banner - examples	http://127.0.0.1:8091/examples.html	9/12/2018 9:11:45 AM
								629427843	9/12/2018 9:12:04 AM	9/12/2018 9:12:14 AM	00:00:10	9/12/2018 9:12:04 AM	POINTER	9/12/2018 9:12:14 AM	9/12/2018 9:12:04 AM	simplestyle_banner - examples	http://127.0.0.1:8091/examples.html	9/12/2018 9:12:14 AM

This report provides detailed information about Co-browse sessions, on an agent-by-agent bases, including Interaction durations, Co-browse session durations, Co-browse modes, and details about the pages visited.

To get a better idea of what this report looks like, view sample output from the report:
Sample Co-browse Detail Report.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Co-browse Detail Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Start Time and End Time values.
Start Time	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if **Pre-set Day Filter** is set to anything except **None**.
End Time	Choose the day and time at which to stop collecting data into the report. This prompt has no effect if **Pre-set Day Filter** is set to anything except **None**.
Agent Name	Choose an agent on which to focus the report.
Last Queue	From the list, choose a queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Last VQueue	From the list, choose a virtual queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE or CHAT.
Interaction ID	Optionally, select an Interaction ID on which to focus the report.

Attributes used in Co-browse Detail Report

Attribute	Description
Media Type	This attribute enables data within the reporting interval to be organized by the media type from which the Co-browse session was initiated (voice or chat).
Handling Agent Name	This attribute enables data within the reporting

Attribute	Description
	interval to be organized by the name of the Agent who assisted the customer in the co-browse session.
Queue	This attribute enables data within the reporting interval to be organized by the Queue from where the Co-browse interaction was routed to an agent. Co-browse is a part of the voice or chat interaction, so technically the primary interaction routed is voice or chat.
VQueue	This attribute enables data within the reporting interval to be organized by the Queue from where the Co-browse interaction was routed to an agent. Co-browse is a part of the voice or chat interaction, so technically the primary interaction routed is voice or chat.

Metrics used in the Co-browse Detail Report

Metric	Description	Metric source
Interaction ID	Interaction ID of the voice or chat.	INTERACTION_FACT_GI2.INTERACTION_ID
Interaction Start Time	Interaction Start Time of the voice or chat.	INTERACTION_FACT_GI2.START_TS_TIME
Interaction End Time	Interaction End Time of the voice or chat.	INTERACTION_FACT_GI2.END_TS_TIME
Interaction Duration	The duration of the interaction that started and ended.	Calculated as interaction end time minus interaction start time (END_TS - START_TS).
Co-browse Session ID	The unique identifier of the Co-browse session.	COBROWSE_FACT_GI2.SESSION_TOKEN
Co-browse Start Time	The time when the Co-browse session started. Each interaction can contain multiple Co-browse sessions.	COBROWSE_FACT_GI2.SESSION_START_TIME
Co-browse End Time	The time when the Co-browse session ended. Each interaction can contain multiple Co-Browse sessions.	COBROWSE_FACT_GI2.SESSION_END_TIME
Co-browse Duration	The duration of the co-browse session.	Calculated as Co-browse session end time minus Co-browse session start time (SESSION_END_TIME_TS - SESSION_START_TIME_TS).
Mode Start Time	The start time of the mode in the Co-browse session. A Co-browse session can contain multiple mode sessions.	COBROWSE_FACT_GI2.SEGMENT_START_TIME

Metric	Description	Metric source
Mode	The mode (POINTER or WRITE) that was used in the session. In POINTER sessions, the agent observes while the caller browses the web page, whereas in WRITE sessions, the agent can actively click or enter data on the web page.	COBROWSE_MODE.SEGMENT_MODE
Mode End Time	The end time of the mode in the Co-browse session. A Co-browse session can contain multiple mode sessions.	COBROWSE_FACT_GI2.SEGMENT_END_TIME
Page Start Time	The time when the page was loaded or reloaded during the Co-browse session.	COBROWSE_FACT_GI2.PAGE_START_TIME
Page Title	The title of the Web page on which the Co-browse session happens. The report shows one entry for each page co-browsed during the session.	COBROWSE_PAGE.PAGE_TITLE
Page URL	The URL of the Web page on which the Co-browse session happens. The report shows one entry for each page co-browsed during the session.	COBROWSE_FACT_GI2.PAGE_START_TIME
Page End Time	The time when the Co-browse session moved to the next page, or ended.	COBROWSE_FACT_GI2.PAGE_END_TIME

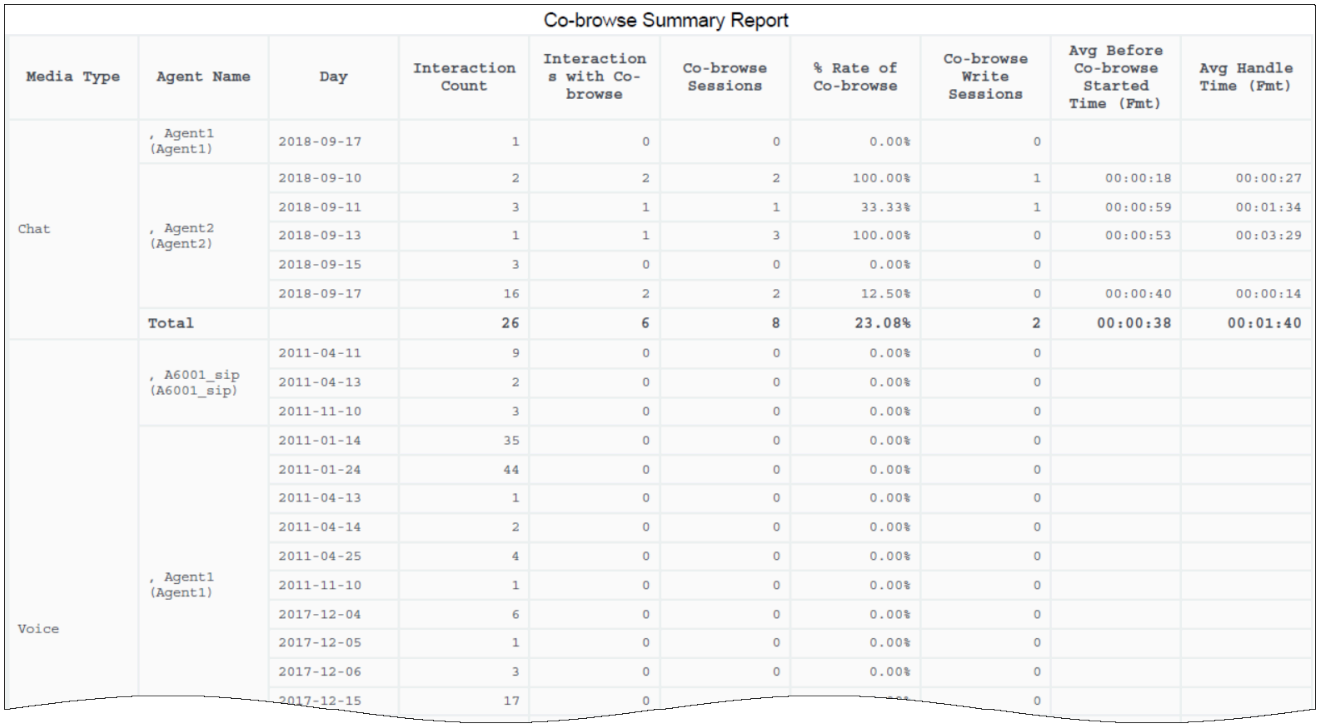
Co-browse Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Co-browse Summary Report .

Use this report to learn how each agent handles interactions involving Co-browse sessions, by contrasting Co-browse session counts, session durations, and the percentage of interactions that include Co-browse.

> **Important**
> This report is available on request; talk to your Genesys representative about making it available for you to use.

Understanding the Co-browse Summary Report



Co-browse Summary Report

Media Type	Agent Name	Day	Interaction Count	Interactions with Co-browse	Co-browse Sessions	% Rate of Co-browse	Co-browse Write Sessions	Avg Before Co-browse Started Time (Fmt)	Avg Handle Time (Fmt)
Chat	, Agent1 (Agent1)	2018-09-17	1	0	0	0.00%	0		
	, Agent2 (Agent2)	2018-09-10	2	2	2	100.00%	1	00:00:18	00:00:27
		2018-09-11	3	1	1	33.33%	1	00:00:59	00:01:34
		2018-09-13	1	1	3	100.00%	0	00:00:53	00:03:29
		2018-09-15	3	0	0	0.00%	0		
		2018-09-17	16	2	2	12.50%	0	00:00:40	00:00:14
	Total		**26**	**6**	**8**	**23.08%**	**2**	**00:00:38**	**00:01:40**
Voice	, A6001_sip (A6001_sip)	2011-04-11	9	0	0	0.00%	0		
		2011-04-13	2	0	0	0.00%	0		
		2011-11-10	3	0	0	0.00%	0		
	, Agent1 (Agent1)	2011-01-14	35	0	0	0.00%	0		
		2011-01-24	44	0	0	0.00%	0		
		2011-04-13	1	0	0	0.00%	0		
		2011-04-14	2	0	0	0.00%	0		
		2011-04-25	4	0	0	0.00%	0		
		2011-11-10	1	0	0	0.00%	0		
		2017-12-04	6	0	0	0.00%	0		
		2017-12-05	1	0	0	0.00%	0		
		2017-12-06	3	0	0	0.00%	0		
		2017-12-15	17	0			0		

This report provides a summary view of Co-browse session volumes, by agent, including interaction volumes, the number and percentage of interactions that included Co-browse sessions, handle times, and other key metrics.

To get a better idea of what this report looks like, view sample output from the report: Sample Co-browse Summary Report.pdf

The following tables explain the prompts you can select when you generate the report, and the attributes and metrics represented in the report:

Prompts for the Co-browse Summary Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the

Prompt	Description
	time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Agent	Optionally, select an agent on which to focus the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE or CHAT.

Attributes used in the Co-browse Summary Report

Attribute	Description
Media Type	This attribute enables data within the reporting interval to be organized by the media type where Co-browse was provided (voice or chat).
Agent Name	This attribute enables data within the reporting interval to be organized by the name of the agent who assisted the customer in the Co-browse session.
Day	This attribute enables data within the reporting interval to be organized by the day on which the Co-browse session was initiated. You can drill on this attribute to Hour, 30 Min, or 15 Min.

Metrics used in the Co-browse Summary Report

Metric	Description	Metric source
Interaction Count	The total number of voice or chat interactions that were accepted by the agent (regardless of whether Co-browse sessions were part of the interaction).	AG2_COBROWSE_AGENT.ENTERED
Interactions with Co-browse	The total number of voice or chat interactions that were accepted by the agent, and which included one or more Co-browse sessions.	AG2_COBROWSE_AGENT.INTERACTIONS
Co-browse Sessions	The total number of Co-browse sessions. One interaction with Co-browse can be counted as many Co-browse sessions.	AG2_COBROWSE_AGENT.SESSIONS
% Rate of Co-browse	The percentage of interactions	Calculated as the total number of

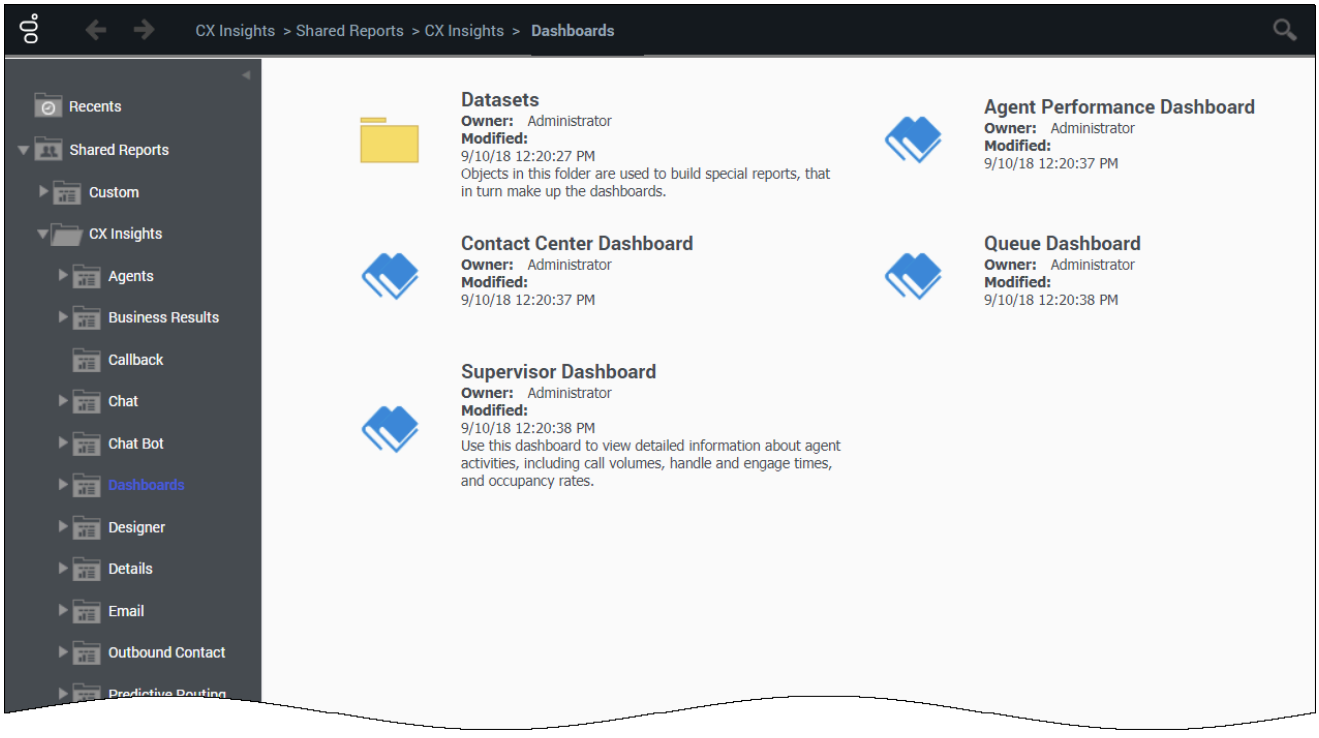
Metric	Description	Metric source
	with Co-browse , compared to the total number of interactions. Note that the total number of Co-browse interactions is a count of interactions, not sessions.	Co-browse interactions divided by the total number of accepted interactions (INTERACTIONS / ENTERED).
Co-browse Write Sessions	The total number of Co-browse sessions with WRITE mode. Sessions are in either POINTER or WRITE mode. In POINTER sessions, the agent observes while the caller browses the web page, whereas in WRITE sessions, the agent can actively click the web page or enter data.	AG2_COBROWSE_AGENT.RW_SESSIONS
Avg Before Co-browse Started Time (Fmt)	The average amount of time between the beginning of an interaction, and the initiation of the first Co-browse session.	Calculated as the Co-browse first wait time (first Co-browse session start time minus the interaction start time), divided by the number of Co-browse sessions (FIRST_WAIT_TIME / SESSIONS).
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling Co-browse sessions..	Calculated as the handle time divided by the number of Co-browse sessions (HANDLE_TIME / SESSIONS).

Dashboards

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Dashboards.

This page describes dashboards, which provide visual summaries of activity in your contact center, and are organized to suit your role in the organization. Dashboards (stored in the **Dashboards** folder) are ready-to-use, but as always, can be modified to suit your specific business needs.

About the Dashboards



The following dashboards are available in the **CX Insights** > **Dashboards** folder:

- Supervisor Dashboard
- Agent Performance Dashboard

- Contact Center Dashboard
- Queue Dashboard

Additional dashboards are found in other folders, for example:

- Predictive Routing - AHT & Queue Dashboard
- Predictive Routing Agent Occupancy Dashboard
- Predictive Routing - Model Efficiency Dashboard

Related Topics:

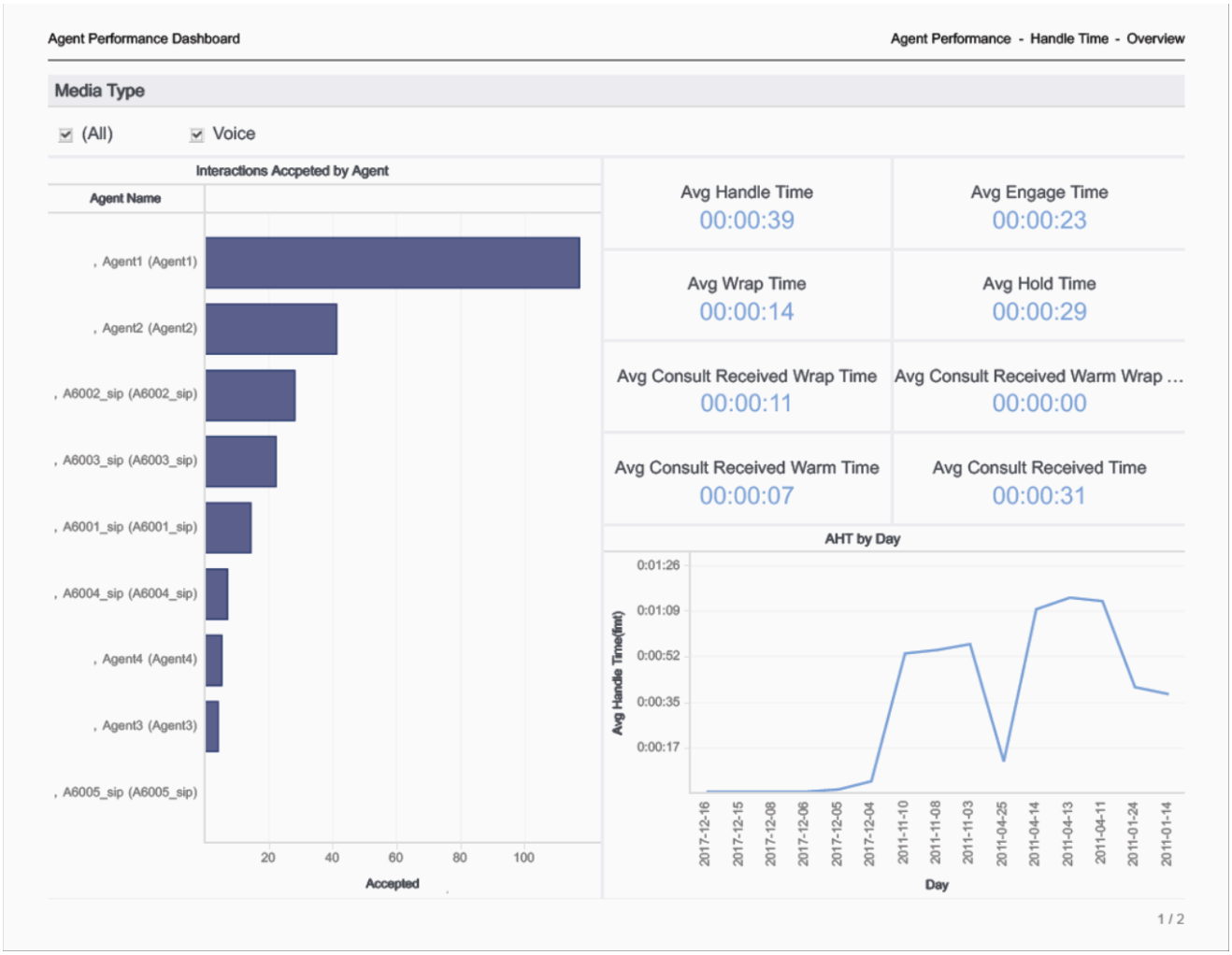
- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

Agent Performance Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Performance Dashboard.

This page describes how you can use the Agent Performance Dashboard to see detailed information about agent activity in the contact center, including information about handle time, interaction volume, and relative ranking compared to other agents.

Understanding the Agent Performance Dashboard



Specially designed for contact center supervisors, this dashboard provides at-a-glance key information about agents, focusing on metrics related to handle time and agent conduct. The dashboard is divided into two tabs, both of which illustrate the percentage of interactions accepted by each agent:

- Handle Time — Charts the average call handling statistics of each agent. In the Interactions Accepted by Agent section of the dashboard, click the bar next to an agent's name to see detailed bar charts of that agent's average handle time, average engage time, and various other related metrics, as well as a line graph that illustrates the number of interactions offered to and accepted by that agent over time (by day). You can:
  - From the **Media Type** list, select a media type to narrow the focus of the dashboard.
  - In the **Interactions Accepted by Agent** bar graph, click any agent to focus the dashboard on that agent.
- Conduct — Charts the total volumes of calls handing by each agent, and illustrates how the agent handled interactions. In the Agents Rank by Interactions section of the dashboard, you can make a

selection in the drop-down list to filter the list of agents (to show, for example, agents with fewer than five interactions during the reporting period). Click the bar next to an agent's name to see detailed bar charts of that agent's total interactions offered and accepted, and various other related metrics, as well as a line graph that illustrates the number of interactions offered to and accepted by that agent over time (by day). You can:

- From the **Media Type** list, select a media type to narrow the focus of the dashboard.
- In the **Agents Rank by Interactions** bar graph, click any agent to focus the dashboard on that agent.

Use this dashboard to evaluate agent performance and conduct, both individually and in contrast to other agents.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: HRCXIAgentPerformanceDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Agent Performance Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.

Attributes used in the Agent Performance Dashboard

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, Voice, Email, and Chat.
Interaction Type	This attribute enables data within the reporting interval to be organized by the type of interaction.

Metrics used in the Agent Performance Dashboard

The Agent Performance Dashboard is divided into two tabs:

- Handle Time
- Conduct

Metric	Description
Handle Time	
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that the agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that the agent was engaged with customers.
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that the agent spent on customer interactions while in ACW (Wrap) state.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that the agent had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Consult Received Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that the agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.
Avg Consult Received Warm Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that the agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.
Avg Consult Received Warm Time (Fmt)	The average amount of time (HH:MM:SS) that the agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
Avg Consult Received Time (Fmt)	The average amount of time (HH:MM:SS) that the agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.
Accepted	The total number of customer interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.

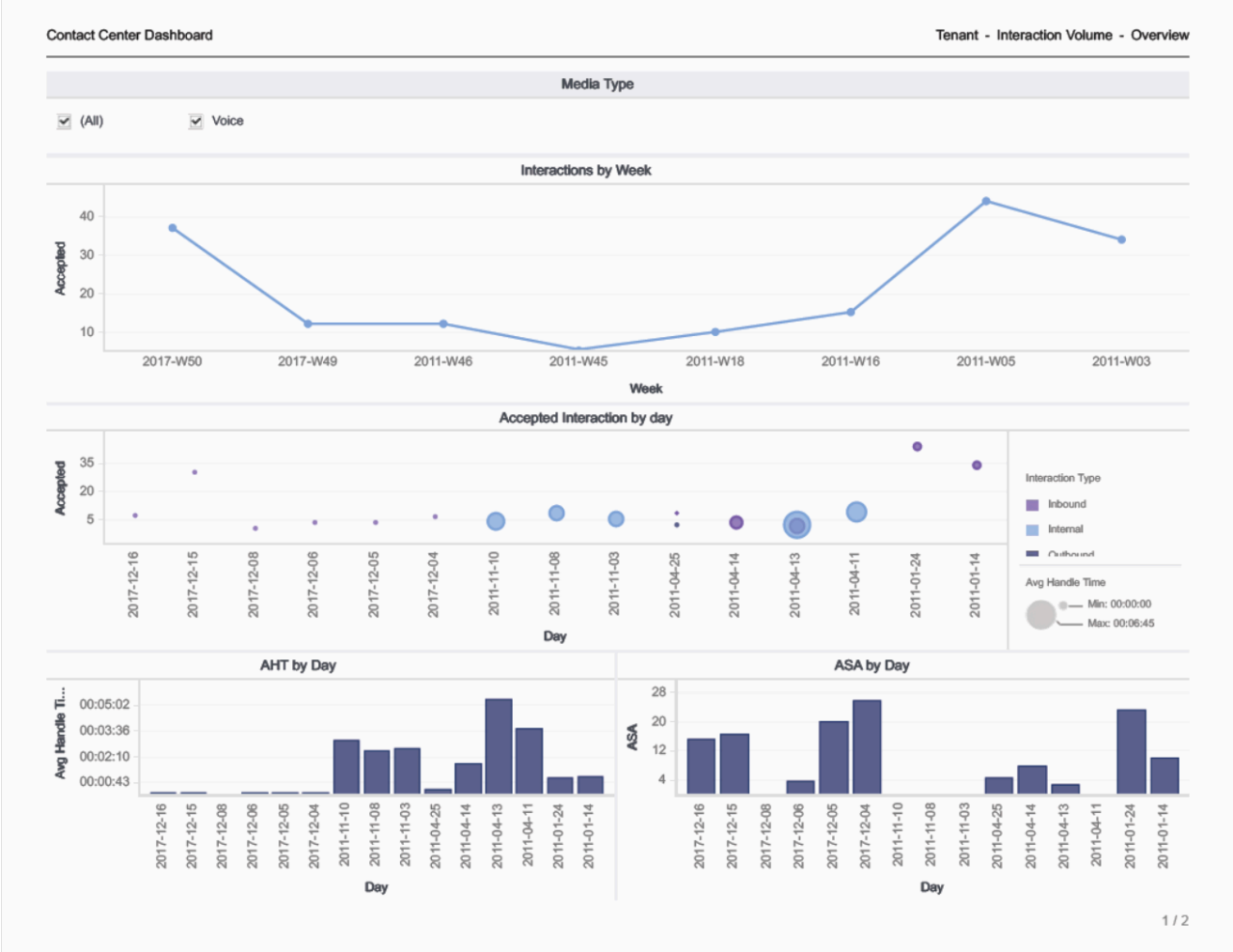
Metric	Description
Conduct	
Offered	The total number of interactions that were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
Accepted	The total number of customer interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.
Not Accepted	The total number of customer interactions that were redirected to another resource upon no answer by the agent or were otherwise not accepted by the agent.
Rejected	The total number of customer interactions that alerted at the agent and were not accepted.
Hold	The total number of customer interactions that the agent had on hold.
Abandon Inviting	The total number of customer interactions that were abandoned or dropped for any reason while the interactions were alerting or ringing at the agent.
Avg Handle Time	The average amount of time (HH:MM:SS) that the agent spent handling interactions that the agent received.
Agent Disconnect First	The total number of times during the reporting interval that the agent released customer interactions before the other party did.
Transfer Initiated Agent	The total number of times that the agent transferred customer interactions.
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by the agent.

Contact Center Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Contact Center Dashboard.

This page describes how you can use the Contact Center Dashboard to see detailed information about interaction volumes and KPIs for the whole contact center.

Understanding the Contact Center Dashboard



This dashboard is designed to provide an overview of the entire contact center by conveniently displaying key information about the volume of calls, interaction times, and handle times. The dashboard is divided into two tabs:

- Interaction Volume — This tab provides several views that illustrate the volume of interactions over time (by week), the volume of Accepted interactions each day, the Average Handle Time, and the Average Speed of Answer.
- Tenant KPIs — This tab provides a bar chart that contrasts the Interaction Time against the Average Handle Time, and displays various rates and averages, such as Speed of Answer, Engage Time, Response Time, Hold Time, Wrap Time, and Invite Time.

Use this dashboard to evaluate the overall performance and loading of the contact center.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: HRCXIContactCenterDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Contact Center Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.

Attributes used in the Contact Center Dashboard

Attribute	Description
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Interaction Subtype	This attribute enables data to be organized by the interaction's subtype.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, or Internal.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Service Subtype	This attribute enables data to be organized by the detailed type of service that the customer requested.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Week	This attribute enables data within the reporting interval to be organized by week

Metrics used in the Contact Center Dashboard

The Contact Center Dashboard is divided into two tabs:

- Interaction Volume
- Tenant KPIs

Metric	Description
Handle Time	
Accepted	The number of customer interactions that were successfully transferred (warm or blind) to an agent.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling each interaction.
Avg Speed of Answer	The average amount of time (HH:MM:SS) that customer interactions were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.
Conduct	
Interaction Time	The total portion of agent active time that the agents were busy processing interactions.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Accepted	The number of customer interactions that were successfully transferred (warm or blind) to this agent.
% Abandoned Waiting	The percentage of customer interactions that were abandoned by the caller during the reporting interval.
% Transfer Initiated Agent	The percentage of accepted customer interactions that were transferred (warm or blind) by the agent.
Avg Speed of Answer	The average amount of time (HH:MM:SS) that customer interactions were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.
Avg Finish Response Time (Fmt)	The average duration of completed customer interactions that both had a response by a handling resource. This duration includes the entire lifespan of the interaction, including processing, queueing, and handling.
Avg Hold Time (Fmt)	The average amount of time (HH:MM:SS) that this agent had customer interactions on hold.

Metric	Description
	This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent on customer interactions while in ACW (Wrap) state.
Avg Invite Time	The average amount of time (HH:MM:SS) that customer interactions alerted or rang at agent resources before the interactions were accepted, plus the average duration of dialing that agents performed, where the calls were successfully established. This metric is attributed to the interval in which the interactions began.

Supervisor Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Supervisor Dashboard.

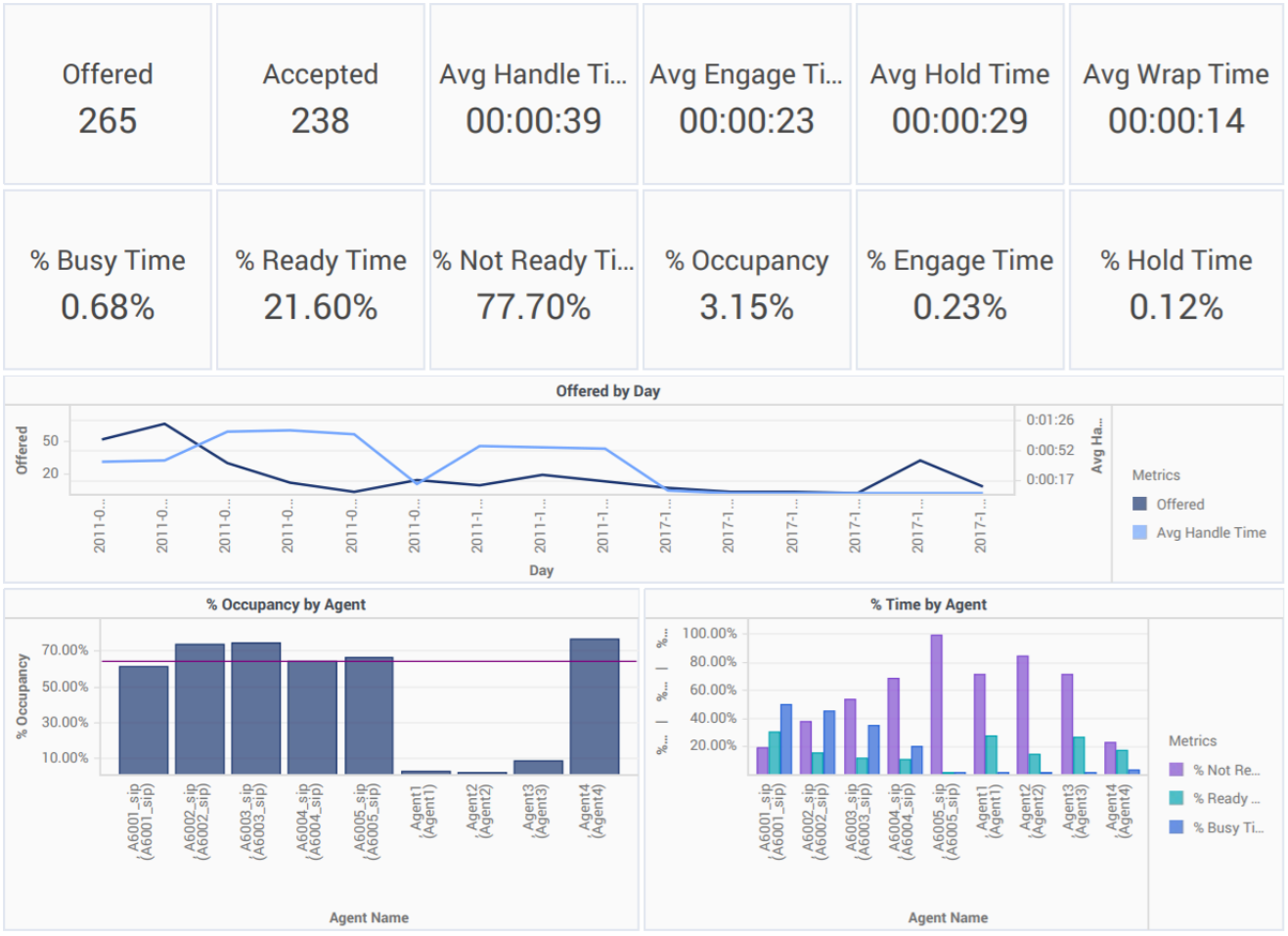
This page describes how you can use the Supervisor Dashboard to see detailed information about agent activities, interactions, and states.

Video: Introducing the Supervisor Dashboard

Link to video

This video describes how to use the Supervisor Dashboard.

Understanding the Supervisor Dashboard



Specially designed for contact center supervisors, this dashboard conveniently displays key information about interactions and agents, including the number of interactions offered and accepted, various durations, such as the average handle time and average engage time, and the percentage of the time agents collectively spent on various activities.

In addition, the dashboard provides a graph of the number of calls offered over time, and bar charts illustrating occupancy for each agent, with a corresponding chart for each agent illustrating the percentage of the agent's time spent in each state (Ready, Not Ready,Busy).

Use this dashboard to evaluate interaction handling and agent performance at a glance. It includes both key information about interaction volume and customer experience, and charts to illustrate each agent's activity during the reporting period.

To get a better idea of what this report looks like, view sample output from the report: HRCXISupervisorDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Supervisor Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent	Optionally, select one or more agents to include in the report.
Agent Group	Optionally, select one or more agent groups to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Interaction Type	This attribute enables data to be organized by the interaction’s type—for example, Inbound, Outbound, and Internal.
Media Type	This attribute enables data to be organized by the interaction’s media type—for example, Voice, Email, and Chat.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.

Metrics used in the Supervisor Dashboard

The Supervisor Dashboard is composed of three report-style components, so the following table is divided accordingly:

- Agent Interaction State
- Agent Summarized State
- Agent Activity

Metric	Description
Agent Interaction State	
% Engage Time	The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Hold Time	The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.
% Invite Time	The percentage of time that customer interactions spent in Invite Time, relative to the total duration of the agent's active session within the interval.
% Ixn Wrap Time	The percentage of time within the interval that this agent spent in ACW (Wrap) state related to customer calls, relative to the total duration of the agent's active session within the interval.
Engage Time (Fmt)	The total amount of time that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This metric might include engagement time for interactions that the agent made or received while in the Not Ready or ACW (Wrap) states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This metric excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.
Hold Time (Fmt)	The total amount of time within the interval that this agent had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Metric	Description
Invite Time (Fmt)	The total amount of time attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is metricd for established calls only.
Ixn Busy Time (Fmt)	The total amount of time within the interval that this agent was busy processing interactions. The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.
Ixn Wrap Time (Fmt)	The total amount of time within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.
Agent Summarized State	
% Busy Time	The percentage of time of all interaction-processing activities.
% Not Ready Time	The percentage of time within the interval that this agent’s state was NotReady, relative to the total duration within the interval of the agent’s active session on a particular media channel.
% Occupancy	The percentage of time that this agent’s state was Busy within the interval, relative to the total duration within the interval of the agent’s active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
% Other State Time	The percentage of time within the interval that this agent’s state was neither Ready nor NotReady after login, relative to the total duration within the interval of the agent’s active session on a particular media channel. The situation in which an agent’s state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents’ DNs into the Ready state upon login.
% Ready Time	The percentage of time within the interval that this

Metric	Description
	agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Wrap Time	The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.
Active Time (Fmt)	The total amount of time attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval). If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Busy Time (Fmt)	The total duration of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
Not Ready Time (Fmt)	The total amount of time within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Other State Time (Fmt)	The total amount of time that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.
Ready Time (Fmt)	The total amount of time that this agent was in the Ready state for a particular media type.
Wrap Time (Fmt)	The total amount of time within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction.
Agent Activity	
Accepted	The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.
Avg Engage Time (Fmt)	The average amount of time that this agent was engaged with customers.
Avg Handle Time (Fmt)	The average amount of time that this agent spent

Metric	Description
	handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Avg Hold Time (Fmt)	The average amount of time that this agent had customer interactions on hold. This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
Avg Revenue	The average amount of revenue that is generated for interactions handled by this agent. The average considers only those interactions for which revenue was generated.
Avg Satisfaction	The average customer-satisfaction score of interactions handled by this agent. The tally considers only those interactions for which customer satisfaction was recorded.
Avg Wrap Time (Fmt)	The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state.
Offered	The total number of times that interactions were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

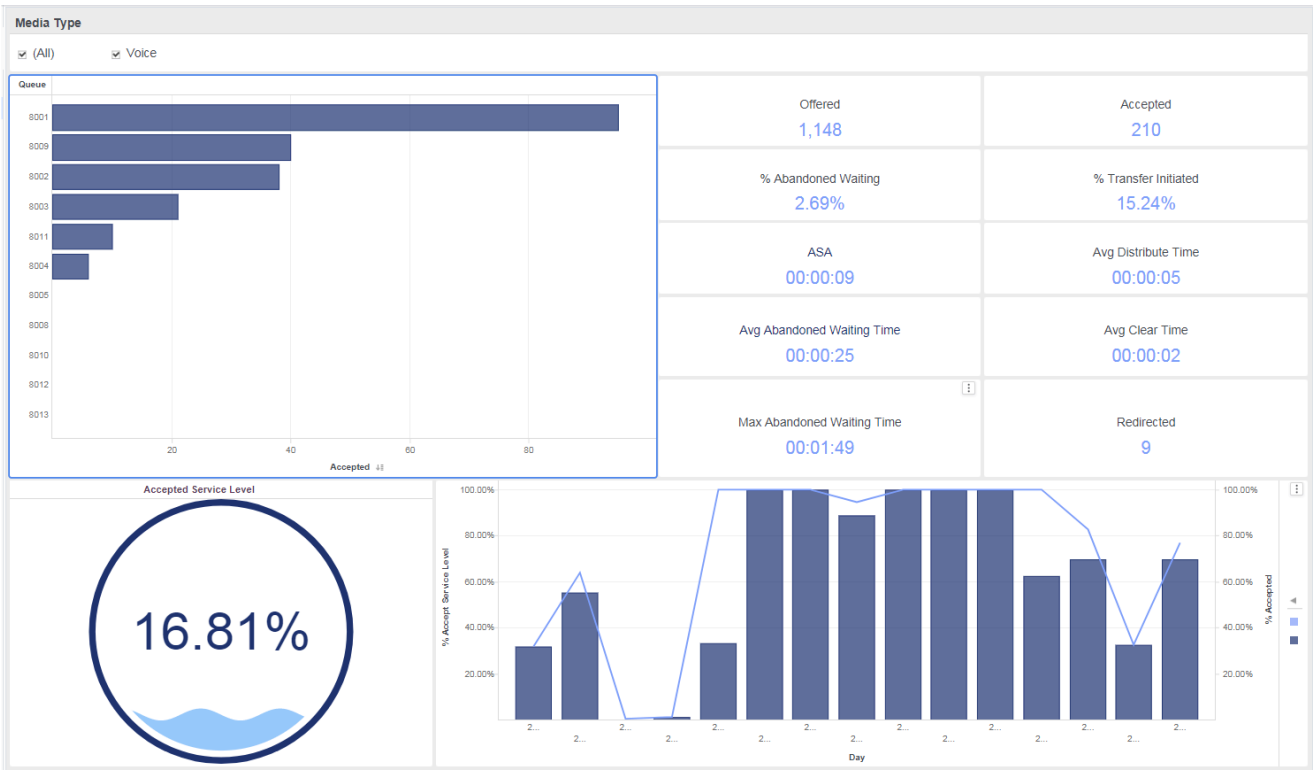
Queue Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Queue Dashboard.

This page describes how you can use the Queue Dashboard to compare the performance of queues by viewing detailed information about agent performance on a queue-by-queue basis.

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

Understanding the Queue Dashboard



The dashboard is divided into two tabs:

- KPIs — The KPIs tab provides an overview of Queue performance by illustrating several Key Performance Indicators (KPI), notably Accepted Service Level (by queue) and % Accepted Service Level. It also provides at-a-glance summary information about distribution rates and times, and other metrics such as abandoned, clear, transfer and redirection. You can:
  - From the **Media Type** list, select a media type to narrow the focus of the dashboard.
  - In the **Queue** bar graph, click any queue to focus the dashboard on that queue.
- Daily Summary — Provides daily and hourly charts of interaction volume, contrasting the number entering each queue against the number accepted from each queue.You can:
  - From the **Queue** list, select a queue to narrow the focus of the dashboard.
  - From the **Media Type** list, select a media type to narrow the focus of the dashboard.
  - In the **Interactions Entered by queue** or **Interactions Entered vs Accepted** bar graph, click any day to focus the dashboard on that day.

Use this dashboard to evaluate the overall performance of queues in your contact center, and compare the performance of each one against similar queues. Select an individual queue to focus on the performance of that queue.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: HRCXIQueueDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Queue Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.

Attributes used in the Queue Dashboard

Attribute	Description
Day	This attribute enables the organization of data based on the hour at which the interaction occurred.
Hour	This attribute enables data within the reporting interval to be organized by a particular hour.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, or Internal.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Queue	This attribute enables data to be organized by

Metrics used in the Queue Dashboard

The Queue Dashboard is divided into two tabs:

- Handle Time
- Conduct

Metric	Description
KPIs	
Offered	The total number of customer interactions that entered the queue and were received or initiated by an agent.

Metric	Description
	The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
Accepted	The total number of customer interactions or warm consultations that entered the queue and were accepted, answered, pulled, or initiated by an agent.
% Abandoned Waiting	The percentage of customer interactions that entered this queue and later were abandoned, relative to the total number of customer interactions that entered entered this queue during the reporting interval.
% Transfer Initiated	The percentage of accepted customer interactions that were transferred (warm or blind) by an agent.
ASA	Avg Speed of Answer — The average amount of time (HH:MM:SS) that customer interactions were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.
Avg Distribute Time	The average amount of time (HH:MM:SS) that customer interactions or established warm consultations spent in this queue before they were distributed.
Avg Abandoned Waiting Time	The average amount of time (HH:MM:SS) that interactions that entered this queue waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent’s desktop.
Avg Clear Time	The average amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from this virtual queue.
Max Abandoned Waiting Time	The longest amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.
Redirected	The total number of customer interactions that entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
Accepted Service Level	The service level of this queue measured as the total number of interactions that entered this queue during the reporting period, and were accepted within the acceptance threshold.

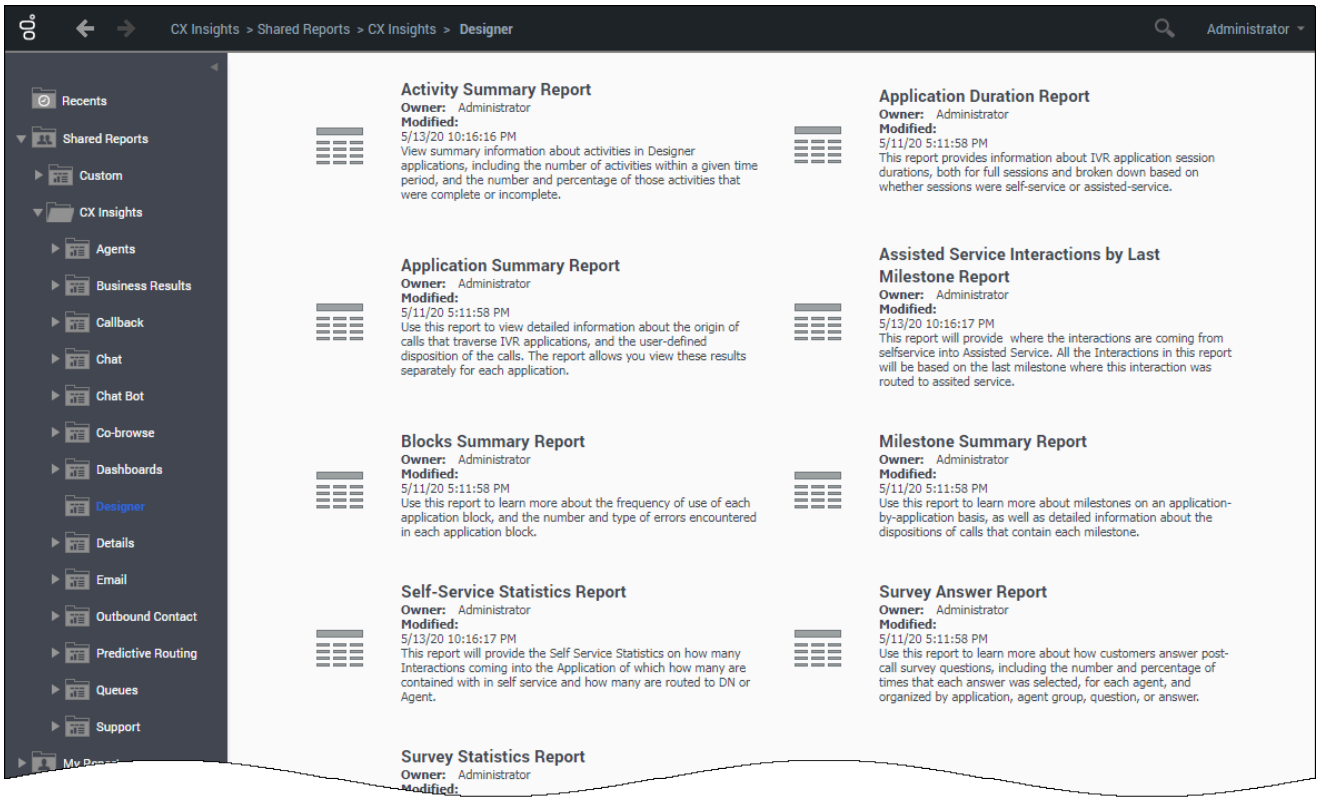
Metric	Description
% Accepted	The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted to the total number of interactions that entered this queue.
Daily Summary	
Entered	The total number of customer interactions or established warm consultations that entered this queue.
Accepted	The total number of customer interactions or warm consultations that entered the queue and were accepted, answered, pulled, or initiated by an agent.

Designer reports

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Designer reports.

This page describes reports you can use to view information about Interactive-Voice-Response (IVR) usage in your contact center. IVR Reports are created using Genesys Designer. Reports in the **Designer** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Designer reports



The following reports are available in the **CX Insights** > **Designer** folder:

- Activity Summary Report
- Application Duration Report
- Application Summary Report
- Assisted Service Interactions by Last Milestone Report
- Blocks Summary Report
- Milestone Summary Report
- Self-Service Statistics Report
- Survey Answer Report
- Survey Statistics Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

Activity Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Activity Summary Report.

Use the (**Designer** folder) Activity Summary Report to view summary information about activities in Designer applications, including the number of activities within a given time period, and the number and percentage of those activities that were complete or incomplete.

Understanding the Activity Summary Report

Activity Summary Report

Activity	Day	Avg Activity Duration (Fmt)	Activities	Completed	Incomplete	% Completed	% Incomplete
	2017-09-11	00:00:00	5	0	5	0.00%	100.00%
act4_NoStop	2017-09-13	00:00:00	6	0	6	0.00%	100.00%
	2017-09-18	00:00:00	2	0	2	0.00%	100.00%
	2017-09-11	00:00:00	20	0	20	0.00%	100.00%
act5_falseParent	2017-09-13	00:00:00	18	0	18	0.00%	100.00%
	2017-09-18	00:00:00	6	0	6	0.00%	100.00%
	2017-09-11	00:00:00	10	0	10	0.00%	100.00%
actAS_seg1	2017-09-13	00:00:00	6	0	6	0.00%	100.00%
	2017-09-18	00:00:00	2	0	2	0.00%	100.00%
	2017-09-11	00:00:01	10	10	0	100.00%	0.00%
actAS1	2017-09-13	00:00:02	9	9	0	100.00%	0.00%
	2017-09-18	00:00:02	3	3	0	100.00%	0.00%
	2017-09-11	00:00:00	5	5	0	100.00%	0.00%
activityTwist1	2017-09-13	00:00:00	6	6	0	100.00%	0.00%
	2017-09-18	00:00:00	2	2	0	100.00%	0.00%
	2017-09-11	00:00:00	5	5	0	100.00%	0.00%
ActivityTwist2	2017-09-13	00:00:00	6	6	0	100.00%	0.00%
	2017-09-18	00:00:00	2	2	0	100.00%	0.00%
	2017-09-11	00:00:02	5	5	0	100.00%	0.00%
actMenuOpt1	2017-09-13	00:00:02	3	3	0	100.00%	0.00%
	2017-09-18	00:00:02	1	1	0	100.00%	0.00%
	2017-09-11	00:00:03	5	5	0	100.00%	0.00%
actMenuOpt2	2017-09-13	00:00:03	3	3	0	100.00%	0.00%
	2017-09-18	00:00:03	1	1	0	100.00%	0.00%
	2017-09-11	00:00:02	5	5	0	100.00%	0.00%
ActMod	2017-09-13	00:00:03	6	6	0	100.00%	0.00%
	2017-09-18	00:00:03	2	2	0	100.00%	0.00%
	2017-09-11	00:00:02	10	10	0	100.00%	0.00%
actSegMenu	2017-09-13	00:00:02	6	6	0	100.00%	0.00%
	2017-09-18	00:00:02	2	2	0	100.00%	0.00%
	2017-09-11				10	66.67%	33.33%

This report provides information about Designer activities.

An activity is a task that you've defined in an application as a series of steps with a starting point and stopping point. For example, you might set up an activity for making a payment that starts with the caller being asked for their credit card details and then ends with the system sending those details to a payment processor and receiving the approval.

Each activity has a start and end point, and can be complete or incomplete, with success or failure.

To get a better idea of what this report looks like, view sample output from the report: SampleActivitySummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Activity Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the **Selected** list, then only those applications are included.
Activity	Choose the activities on which to report. By default, the report includes all activities.

Attributes used in the Activity Summary Report

Attribute	Description
Activity	This attribute enables data within the reporting interval to be organized by the name of the activity.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Activity Summary Report

Metric	Description	Source Table.Column or Calculation
Avg Activity Duration (Fmt)	The average amount of time attributed to each activity.	Calculated based on the values of the Designer > Session > Session Duration and Activities metrics.
Activities	The total number of activities that began during the reporting interval.	AGT_SDR_ACTIVITY_*.ACTIVITIES
Completed	The total number of activities that were completed during the reporting interval.	AGT_SDR_ACTIVITY_*.COMPLETED
Incomplete	The total number of activities that started during the reporting interval, but were not completed.	Calculated as the difference between the value of the Activities metric, and the Completed metric.
% Completed	The percentage of activities that	Calculated based on the values

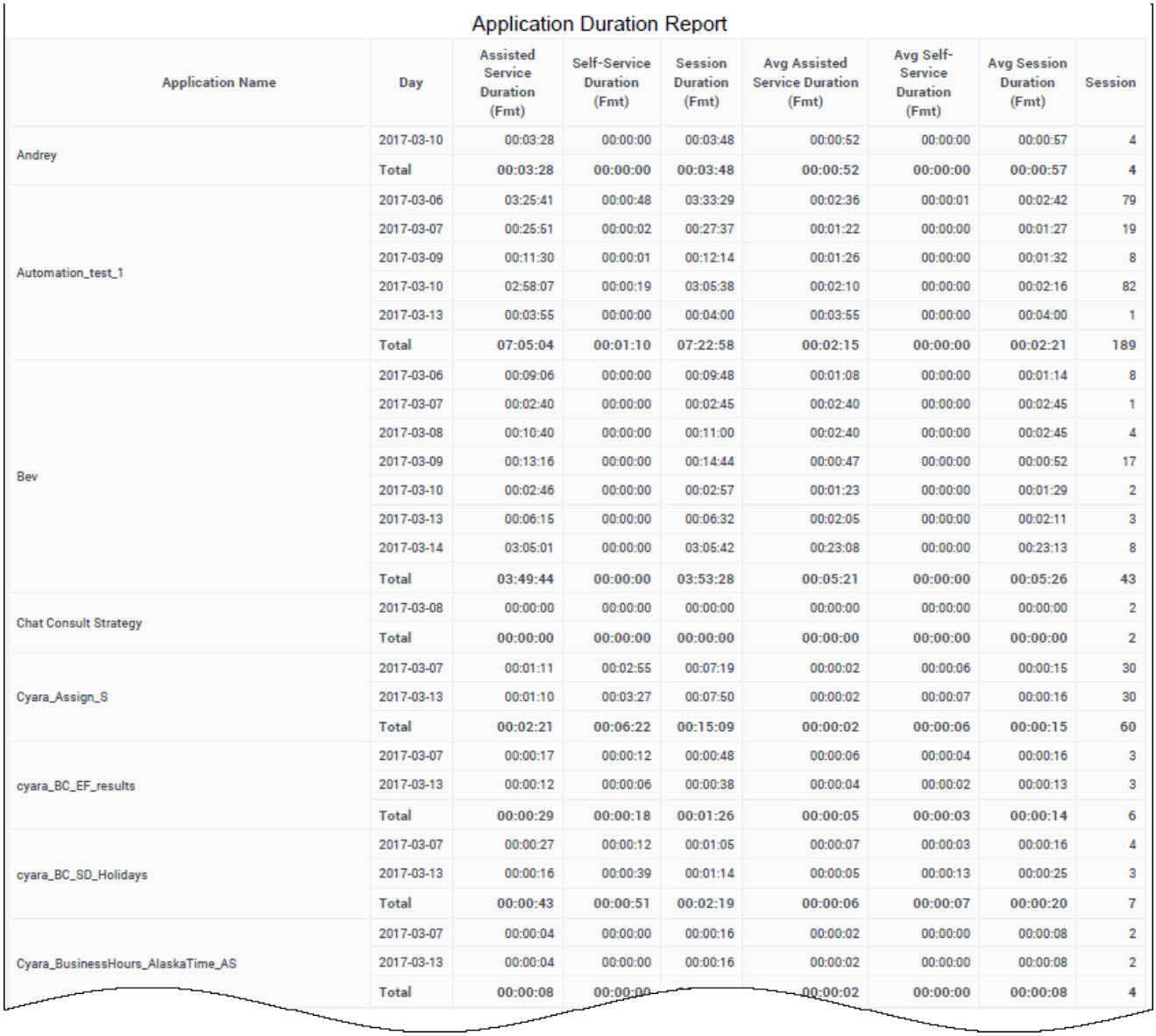
Metric	Description	Source Table.Column or Calculation
	were completed during the reporting interval.	of the Activities metric, and the Completed metric.
% Incomplete	The percentage of activities that were incomplete at the end of the reporting interval.	Calculated based on the values of the Activities metric, and the Incomplete metric.

Application Duration Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Application Duration Report.

This page describes how you can use the (**Designer** folder) Application Duration Report to learn more about Interactive Voice Response (IVR) service time durations.

Understanding the Application Duration Report



Application Duration Report

Application Name	Day	Assisted Service Duration (Fmt)	Self-Service Duration (Fmt)	Session Duration (Fmt)	Avg Assisted Service Duration (Fmt)	Avg Self-Service Duration (Fmt)	Avg Session Duration (Fmt)	Session
Andrey	2017-03-10	00:03:28	00:00:00	00:03:48	00:00:52	00:00:00	00:00:57	4
	Total	00:03:28	00:00:00	00:03:48	00:00:52	00:00:00	00:00:57	4
Automation_test_1	2017-03-06	03:25:41	00:00:48	03:33:29	00:02:36	00:00:01	00:02:42	79
	2017-03-07	00:25:51	00:00:02	00:27:37	00:01:22	00:00:00	00:01:27	19
	2017-03-09	00:11:30	00:00:01	00:12:14	00:01:26	00:00:00	00:01:32	8
	2017-03-10	02:58:07	00:00:19	03:05:38	00:02:10	00:00:00	00:02:16	82
	2017-03-13	00:03:55	00:00:00	00:04:00	00:03:55	00:00:00	00:04:00	1
	Total	07:05:04	00:01:10	07:22:58	00:02:15	00:00:00	00:02:21	189
Bev	2017-03-06	00:09:06	00:00:00	00:09:48	00:01:08	00:00:00	00:01:14	8
	2017-03-07	00:02:40	00:00:00	00:02:45	00:02:40	00:00:00	00:02:45	1
	2017-03-08	00:10:40	00:00:00	00:11:00	00:02:40	00:00:00	00:02:45	4
	2017-03-09	00:13:16	00:00:00	00:14:44	00:00:47	00:00:00	00:00:52	17
	2017-03-10	00:02:46	00:00:00	00:02:57	00:01:23	00:00:00	00:01:29	2
	2017-03-13	00:06:15	00:00:00	00:06:32	00:02:05	00:00:00	00:02:11	3
	2017-03-14	03:05:01	00:00:00	03:05:42	00:23:08	00:00:00	00:23:13	8
	Total	03:49:44	00:00:00	03:53:28	00:05:21	00:00:00	00:05:26	43
Chat Consult Strategy	2017-03-08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2
	Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	2
Cyara_Assign_S	2017-03-07	00:01:11	00:02:55	00:07:19	00:00:02	00:00:06	00:00:15	30
	2017-03-13	00:01:10	00:03:27	00:07:50	00:00:02	00:00:07	00:00:16	30
	Total	00:02:21	00:06:22	00:15:09	00:00:02	00:00:06	00:00:15	60
cyara_BC_EF_results	2017-03-07	00:00:17	00:00:12	00:00:48	00:00:06	00:00:04	00:00:16	3
	2017-03-13	00:00:12	00:00:06	00:00:38	00:00:04	00:00:02	00:00:13	3
	Total	00:00:29	00:00:18	00:01:26	00:00:05	00:00:03	00:00:14	6
cyara_BC_SD_Holidays	2017-03-07	00:00:27	00:00:12	00:01:05	00:00:07	00:00:03	00:00:16	4
	2017-03-13	00:00:16	00:00:39	00:01:14	00:00:05	00:00:13	00:00:25	3
	Total	00:00:43	00:00:51	00:02:19	00:00:06	00:00:07	00:00:20	7
Cyara_BusinessHours_AlaskaTime_AS	2017-03-07	00:00:04	00:00:00	00:00:16	00:00:02	00:00:00	00:00:08	2
	2017-03-13	00:00:04	00:00:00	00:00:16	00:00:02	00:00:00	00:00:08	2
	Total	00:00:08	00:00:00		00:00:02	00:00:00	00:00:08	4

This report provides information about Designer application session durations, either for full sessions, or broken down based on whether sessions were self-service or assisted-service.

To get a better idea of what this report looks like, view sample output from the report: SampleApplicationDurationReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Application Duration Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Application Duration Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Country	This attribute enables data within the reporting interval to be organized by the name of the country in which the caller is located.
DNIS	This attribute enables data within the reporting interval to be organized by the Dialed Number Identification Service (DNIS).
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Language	This attribute enables data within the reporting interval to be organized by language.
Region	This attribute enables data within the reporting interval to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APC, or EMEA) defined in Designer.

Metrics used in the Application Duration Report

Metric	Description
Assisted Service Duration (Fmt)	The total amount of time attributed to the Assisted-Service phase of the Designer application.
Self-Service Duration (Fmt)	The total amount of time attributed to the Self-

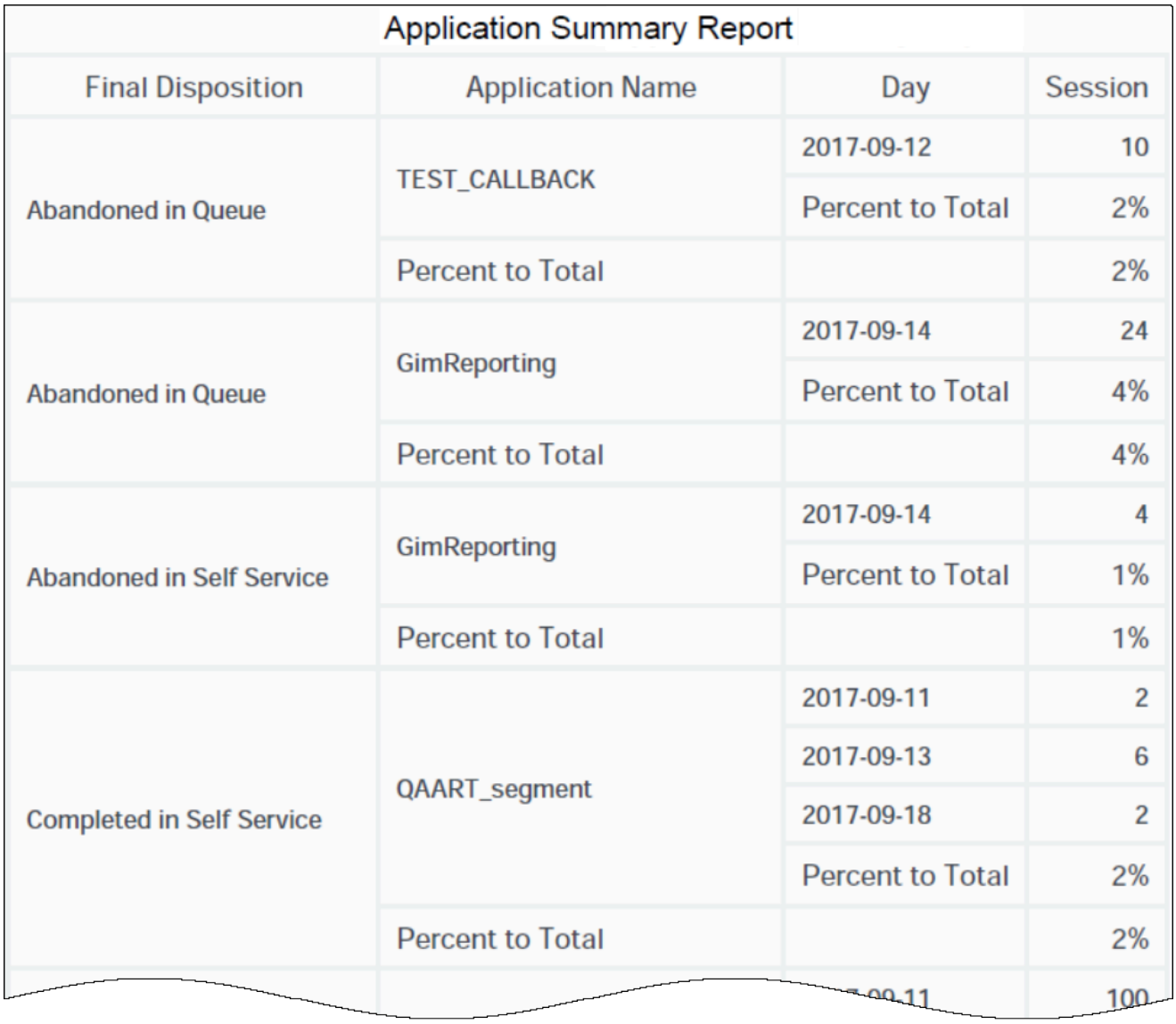
Metric	Description
	Service phase of the Designer application.
Session Duration (Fmt)	The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.
Avg Assisted Service Duration (Fmt)	The average amount of time that callers spent in the Assisted-Service phase of the Designer application.
Avg Self-Service Duration (Fmt)	The average amount of time that callers spent in the Self-Service phase of the Designer application.
Avg Session Duration (Fmt)	The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.
Session	The total number of times that a caller interacted with the application.

Application Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Application Summary Report.

This page describes how you can use the (**Designer** folder) Application Summary Report to learn more about the disposition of Interactive Voice Response (IVR) sessions.

Understanding the Application Summary Report



Application Summary Report

Final Disposition	Application Name	Day	Session
Abandoned in Queue	TEST_CALLBACK	2017-09-12	10
		Percent to Total	2%
	Percent to Total		2%
Abandoned in Queue	GimReporting	2017-09-14	24
		Percent to Total	4%
	Percent to Total		4%
Abandoned in Self Service	GimReporting	2017-09-14	4
		Percent to Total	1%
	Percent to Total		1%
Completed in Self Service	QAART_segment	2017-09-11	2
		2017-09-13	6
		2017-09-18	2
		Percent to Total	2%
	Percent to Total		2%
		2017-09-11	100

This report provides detailed information about the origin of calls that traverse Designer applications, and the user-defined disposition of the calls. The report allows you view these results separately for each application, for time ranges that you specify.

To get a better idea of what this report looks like, view sample output from the report: SampleApplicationSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Application Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
User Disposition	Filter the interactions included in the report based on whether the status when the caller exited the call flow was set by the agent (User Disposition) or by the system (Final Disposition).
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Application Summary Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Country	This attribute enables data within the reporting interval to be organized by the name of the country in which the caller is located.
DNIS	This attribute enables data within the reporting interval to be organized by the Dialed Number Identification Service (DNIS).
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Final Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow (such as Abandoned in Self-service, Abandoned in Queue, Routed to Agent, System Error, Terminated, or Other). This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.
User Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow. This status is set by the agent. The report includes either Final Disposition or User Disposition, or neither, but not both.

Attribute	Description
Language	This attribute enables data within the reporting interval to be organized by language.
Region	This attribute enables data within the reporting interval to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APC, or EMEA) defined in Designer.

Metrics used in the Application Summary Report

Metric	Description
Session	The total number of sessions attributed to User Disposition or Final Disposition.

{AnchorDiv|RestoringDispositionPrompt}}

Special Note about User/Final Disposition

When you run this report, the selection you make at the User Disposition prompt determines which attribute (User Disposition or Final Disposition) is included in the report. If you save the report after running it, the selection you made at the User Disposition prompt is remembered by CX Insights, and the corresponding attribute always appears in the report when you run it on all future occasions, and the other attribute is excluded from the report. However, if you run the report and save it, the 'missing' attribute is not gone forever, and you can easily restore it as follows:

1. Open and run the report, and click **Report Home** > **Design**, to access Design Mode
2. Whichever attribute (User Disposition or Final Disposition) is present in the report grid, drag it out of the report grid into the **Report Objects** list.
3. From the **All Objects** list, open the **Public Objects\Prompts\Designer** folder, and drag the User Disposition prompt to the report grid.
4. Save the report. The next time you run the report, the original report behavior is restored.

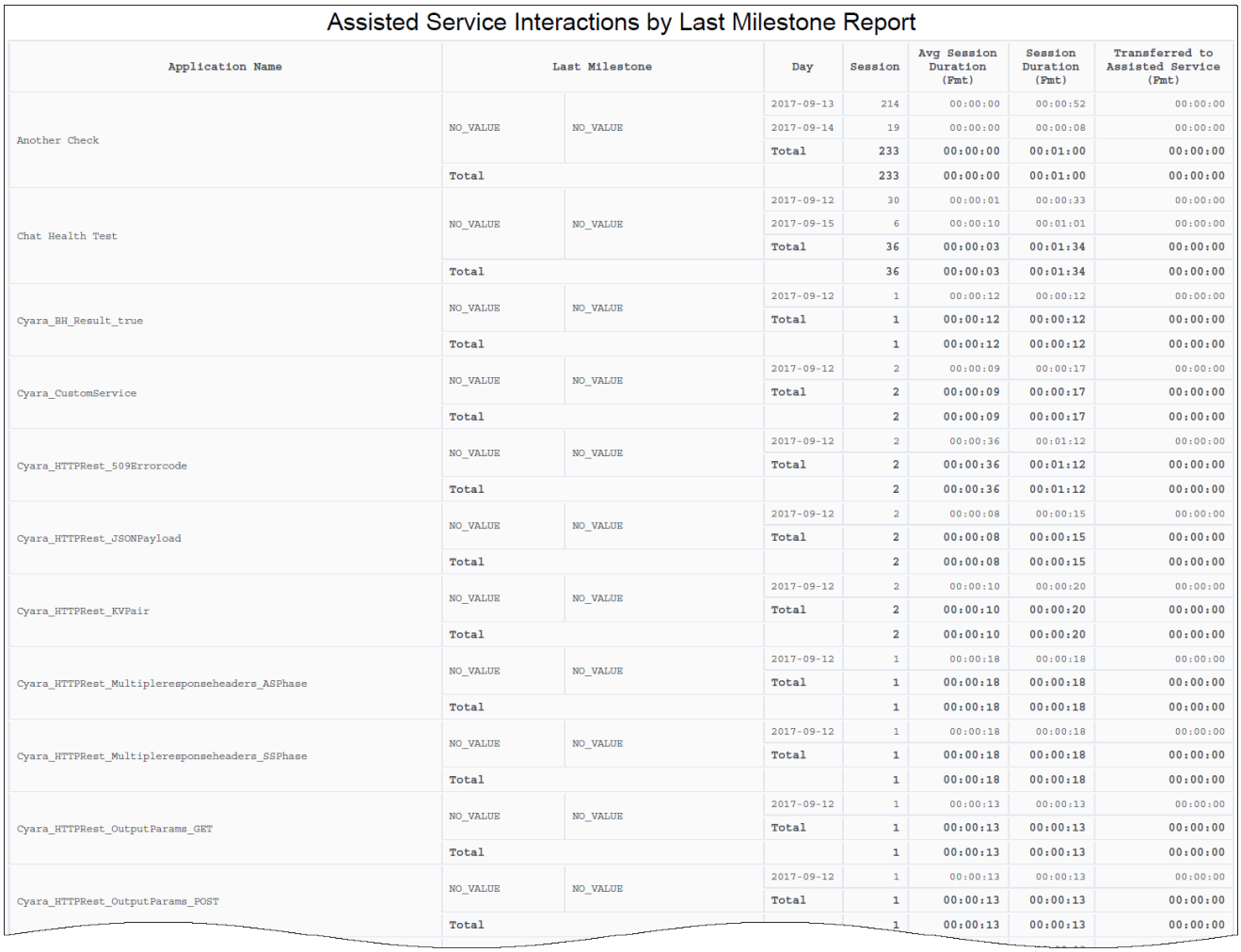
To avoid this situation, Genesys recommends that, when saving any report, you save it with a new name in either the Custom or My Reports folder, as discussed in Customizing Reports.

Assisted Service Interactions by Last Milestone Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Assisted Service Interactions by Last Milestone Report.

Use the (**Designer** folder >) Assisted Service Interactions by Last Milestone Report to learn more about calls that move from Self Service into Assisted Service. Interactions are included in this report based on the last milestone where the interaction was routed to assisted service.

Understanding the Assisted Service Interactions by Last Milestone Report



Assisted Service Interactions by Last Milestone Report

Application Name	Last Milestone		Day	Session	Avg Session Duration (Fmt)	Session Duration (Fmt)	Transferred to Assisted Service (Fmt)
Another Check	NO_VALUE	NO_VALUE	2017-09-13	214	00:00:00	00:00:52	00:00:00
			2017-09-14	19	00:00:00	00:00:08	00:00:00
			Total	233	00:00:00	00:01:00	00:00:00
	Total			233	00:00:00	00:01:00	00:00:00
Chat Health Test	NO_VALUE	NO_VALUE	2017-09-12	30	00:00:01	00:00:33	00:00:00
			2017-09-15	6	00:00:10	00:01:01	00:00:00
			Total	36	00:00:03	00:01:34	00:00:00
	Total			36	00:00:03	00:01:34	00:00:00
Cyara_BH_Result_true	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:12	00:00:12	00:00:00
			Total	1	00:00:12	00:00:12	00:00:00
	Total			1	00:00:12	00:00:12	00:00:00
Cyara_CustomService	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:09	00:00:17	00:00:00
			Total	2	00:00:09	00:00:17	00:00:00
	Total			2	00:00:09	00:00:17	00:00:00
Cyara_HTTPRest_509Errorcode	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:36	00:01:12	00:00:00
			Total	2	00:00:36	00:01:12	00:00:00
	Total			2	00:00:36	00:01:12	00:00:00
Cyara_HTTPRest_JSONPayload	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:08	00:00:15	00:00:00
			Total	2	00:00:08	00:00:15	00:00:00
	Total			2	00:00:08	00:00:15	00:00:00
Cyara_HTTPRest_KVPair	NO_VALUE	NO_VALUE	2017-09-12	2	00:00:10	00:00:20	00:00:00
			Total	2	00:00:10	00:00:20	00:00:00
	Total			2	00:00:10	00:00:20	00:00:00
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:18	00:00:18	00:00:00
			Total	1	00:00:18	00:00:18	00:00:00
	Total			1	00:00:18	00:00:18	00:00:00
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:18	00:00:18	00:00:00
			Total	1	00:00:18	00:00:18	00:00:00
	Total			1	00:00:18	00:00:18	00:00:00
Cyara_HTTPRest_OutputParams_GET	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:13	00:00:13	00:00:00
			Total	1	00:00:13	00:00:13	00:00:00
	Total			1	00:00:13	00:00:13	00:00:00
Cyara_HTTPRest_OutputParams_POST	NO_VALUE	NO_VALUE	2017-09-12	1	00:00:13	00:00:13	00:00:00
			Total	1	00:00:13	00:00:13	00:00:00
	Total			1	00:00:13	00:00:13	00:00:00

This report provides information what milestone interactions passed through before entering Assisted Service.

A milestone is a custom benchmark (or checkpoint) that you've defined in an application to indicate that a significant point in the application flow was reached. For example, you might set up a milestone to mark when callers have made a successful payment, and another for when they've agreed to certain terms and conditions.

To get a better idea of what this report looks like, view sample output from the report: SampleAssistedServiceInteractionsbyLastMilestoneReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Assisted Service Interactions by Last Milestone Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Assisted Service Interactions by Last Milestone Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the Self-Service and/or Assisted-Service Designer application.
Last Milestone	This attribute enables data within the reporting interval to be organized by the name of the last milestone the call passed before enter Assisted Service.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Assisted Service Interactions by Last Milestone Report

Metric	Description	Source Table.Column or Calculation
Session	The total number of interactions that entered the Designer application during the reporting interval.	AGT_SDR_SESSION_*.CALLS
Avg Session Duration (Fmt)	The average amount of time that callers spent in the Assisted-	Calculated based on the value of the Session Duration metric and

Metric	Description	Source Table.Column or Calculation
	Service phase of the Designer application.	the Session metric.
Session Duration (Fmt)	The total amount of time that all callers spent in the Assisted-Service phase of the Designer application.	AGT_SDR_SESSION_*.AS_DURATION
Transferred to Assisted Service (Fmt)	The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application during the reporting interval.	AGT_SDR_SESSION_*.AS_TRANSFERRED

Blocks Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Blocks Summary Report.

This page describes how you can use the (**Designer** folder) Blocks Summary Report to learn more about traffic and errors in each application block.

Understanding the Blocks Summary Report

Blocks Summary Report

Day	Block	Strikeout	Blocks	No Input Error	No Match Error	Avg No Input Error	Avg No Match Error	Avg Block Duration (Fmt)
	AM PM Menu	0	6	6	6	1.00	1.00	00:00:06
	Ask Retry or Return	0	1	1	1	1.00	1.00	00:00:08
	Child Menu	4	9	9	9	1.00	1.00	00:00:15
	Collect Phone Number	28	53	53	53	1.00	1.00	00:00:10
	Confirm Number Menu	2	7	7	7	1.00	1.00	00:00:11
	Confirm Phone Number	2	108	108	108	1.00	1.00	00:00:10
	Confirm Time Slot Selected	0	10	10	10	1.00	1.00	00:00:09
	Description of callback	1	1	1	1	1.00	1.00	00:00:17
	Existing Callback Menu	2	12	12	12	1.00	1.00	00:00:12
	Get Day of Week	0	18	18	18	1.00	1.00	00:00:14
	Get Time	1	17	17	17	1.00	1.00	00:00:09
	Hail Caller Menu	18	71	71	71	1.00	1.00	00:00:36
	main Menu	3	9	9	9	1.00	1.00	00:00:10

This report provides information about the frequency of use of each application block, and the number and type of errors encountered in each application block.

To get a better idea of what this report looks like, view sample output from the report:

SampleBlocksSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Blocks Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Blocks Summary Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Block	This attribute enables data to be organized by application block.
Country	This attribute enables data within the reporting interval to be organized by the name of the country in which the caller is located.
DNIS	This attribute enables data within the reporting interval to be organized by the Dialed Number Identification Service (DNIS).
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Language	This attribute enables data within the reporting interval to be organized by language.
Region	This attribute enables data within the reporting interval to be organized by the geographic classification of the call. The value is derived from the Region (such as North America LTAM, North America APC, or EMEA) defined in Designer.

Metrics used in the Blocks Summary Report

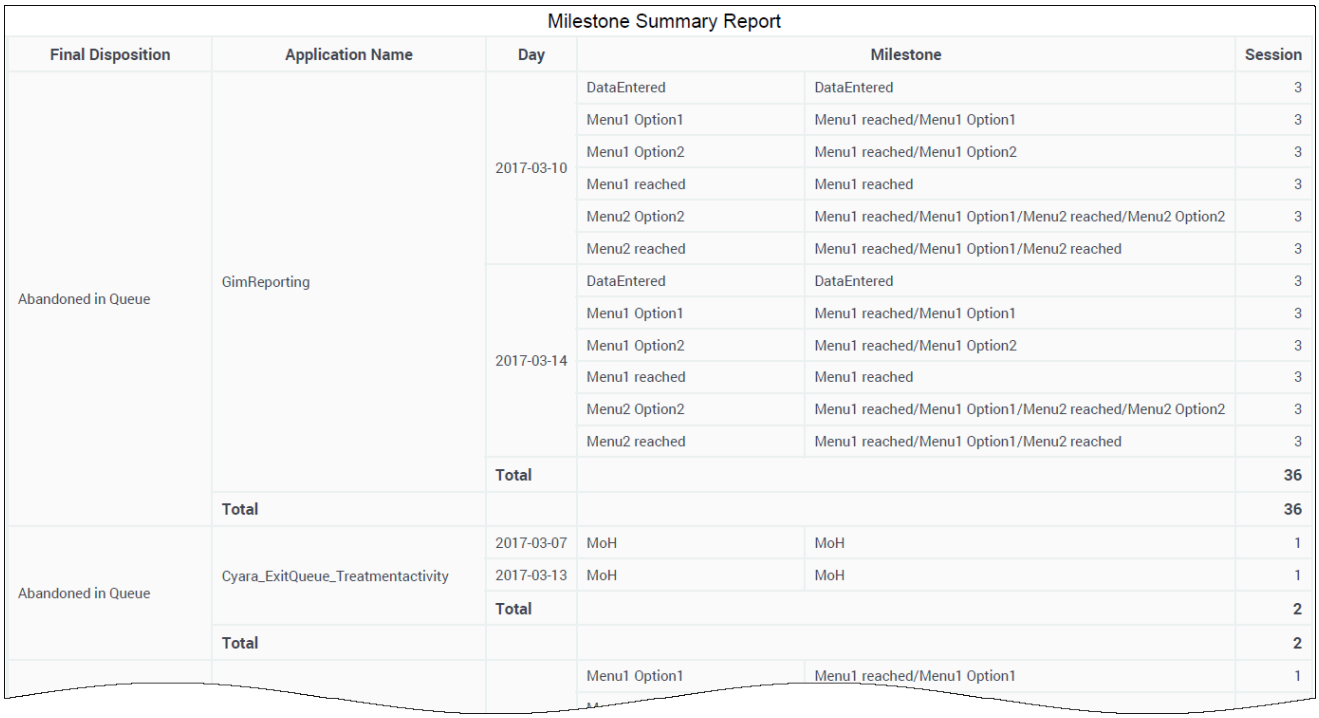
Metric	Description
Strikeout	The total number of times that the maximum number of retries was reached.
Blocks	The total number of hits to a given block. A session can hit a block more than once.
No Input Error	The total number of times that a No Input error was encountered in each block.
No Match Error	The total number of times that a No Match error was encountered in each block.
Avg No Input Error	The average number of No Input errors encountered in each block.
Avg No Match Error	The average number of No Match errors encountered in each block.
Avg Block Duration (Fmt)	The average amount of time spent in each block (HH:MM:SS).

Milestone Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Milestone Summary Report.

This page describes how you can use the (**Designer** folder) Milestone Summary Report to learn more about the dispositions of calls at each milestone.

Understanding the Milestone Summary Report



Milestone Summary Report

Final Disposition	Application Name	Day	Milestone		Session
Abandoned in Queue	GimReporting	2017-03-10	DataEntered	DataEntered	3
			Menu1 Option1	Menu1 reached/Menu1 Option1	3
			Menu1 Option2	Menu1 reached/Menu1 Option2	3
			Menu1 reached	Menu1 reached	3
			Menu2 Option2	Menu1 reached/Menu1 Option1/Menu2 reached/Menu2 Option2	3
			Menu2 reached	Menu1 reached/Menu1 Option1/Menu2 reached	3
		2017-03-14	DataEntered	DataEntered	3
			Menu1 Option1	Menu1 reached/Menu1 Option1	3
			Menu1 Option2	Menu1 reached/Menu1 Option2	3
			Menu1 reached	Menu1 reached	3
			Menu2 Option2	Menu1 reached/Menu1 Option1/Menu2 reached/Menu2 Option2	3
			Menu2 reached	Menu1 reached/Menu1 Option1/Menu2 reached	3
		Total			**36**
	Total				**36**
Abandoned in Queue	Cyara_ExitQueue_Treatmentactivity	2017-03-07	MoH	MoH	1
		2017-03-13	MoH	MoH	1
		Total			**2**
	Total				**2**
			Menu1 Option1	Menu1 reached/Menu1 Option1	1

This report provides milestone information on an application-by-application basis, as well as detailed information about the dispositions of calls that contain each milestone.

To get a better idea of what this report looks like, view sample output from the report: SampleMilestoneSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Milestone Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
User Disposition	Filter the interactions included in the report based on whether the status when the caller exited the call flow was set by the agent (User Disposition) or by the system (Final Disposition).
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Milestone Summary Report

Attribute	Description
Final Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow (such as Abandoned in Self-service, Abandoned in Queue, Routed to Agent, System Error, Terminated, or Other). This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Milestone	This attribute enables data to be organized by user-defined milestones and milestone paths: • The first column lists the milestones that the caller passed, including the last milestone. • The second column shows the full path of each

Attribute	Description
	milestone passed.

Metrics used in the Milestone Summary Report

Metric	Description
Session	The total number of sessions that encountered each milestone or milestone path.

Special Note about User/Final Disposition

When you run this report, the selection you make at the User Disposition prompt determines which attribute (User Disposition or Final Disposition) is included in the report. If you save the report after running it, the selection you made at the User Disposition prompt is remembered by CX Insights, and the corresponding attribute always appears in the report when you run it on all future occasions, and the other attribute is excluded from the report. However, if you run the report and save it, the 'missing' attribute is not gone forever, and you can easily restore it as follows:

1. Open and run the report, and click **Report Home** > **Design**, to access Design Mode
2. Whichever attribute (User Disposition or Final Disposition) is present in the report grid, drag it out of the report grid into the **Report Objects** list.
3. From the **All Objects** list, open the **Public Objects\Prompts\Designer** folder, and drag the User Disposition prompt to the report grid.
4. Save the report. The next time you run the report, the original report behavior is restored.

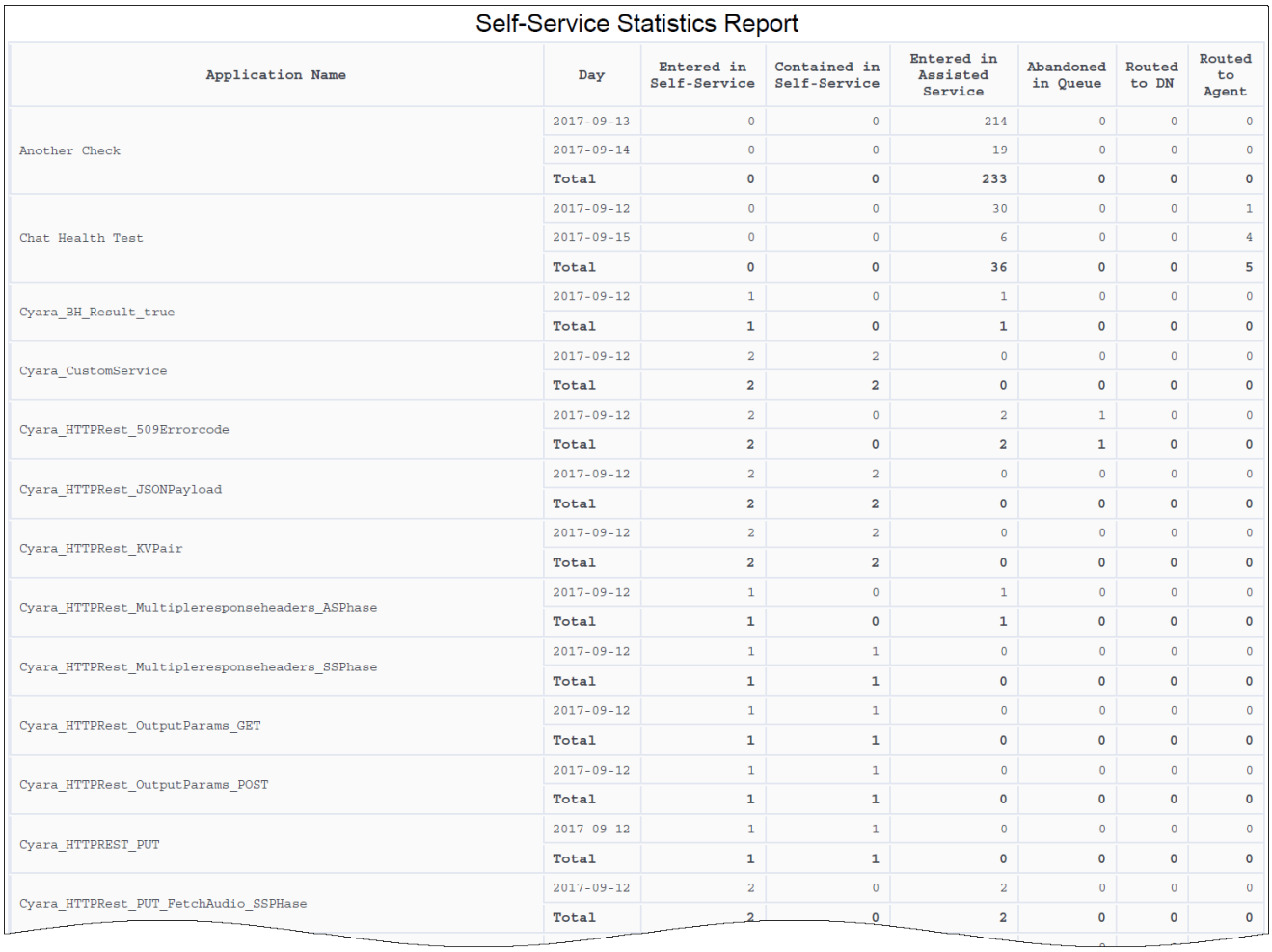
To avoid this situation, Genesys recommends that, when saving any report, you save it with a new name in either the Custom or My Reports folder, as discussed in Customizing Reports.

Self-Service Statistics Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Self-Service Statistics Report.

Use the (**Designer** folder >) Self-Service Statistics Report to learn about the number and percentage of interactions that enter the Designer Application and and concluded in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.

Understanding the Self-Service Statistics Report



Self-Service Statistics Report

Application Name	Day	Entered in Self-Service	Contained in Self-Service	Entered in Assisted Service	Abandoned in Queue	Routed to DN	Routed to Agent
Another Check	2017-09-13	0	0	214	0	0	0
	2017-09-14	0	0	19	0	0	0
	Total	**0**	**0**	**233**	**0**	**0**	**0**
Chat Health Test	2017-09-12	0	0	30	0	0	1
	2017-09-15	0	0	6	0	0	4
	Total	**0**	**0**	**36**	**0**	**0**	**5**
Cyara_BH_Result_true	2017-09-12	1	0	1	0	0	0
	Total	**1**	**0**	**1**	**0**	**0**	**0**
Cyara_CustomService	2017-09-12	2	2	0	0	0	0
	Total	**2**	**2**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_509Errorcode	2017-09-12	2	0	2	1	0	0
	Total	**2**	**0**	**2**	**1**	**0**	**0**
Cyara_HTTPRest_JSONPayload	2017-09-12	2	2	0	0	0	0
	Total	**2**	**2**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_KVPair	2017-09-12	2	2	0	0	0	0
	Total	**2**	**2**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_Multipleresponseheaders_ASPhase	2017-09-12	1	0	1	0	0	0
	Total	**1**	**0**	**1**	**0**	**0**	**0**
Cyara_HTTPRest_Multipleresponseheaders_SSPhase	2017-09-12	1	1	0	0	0	0
	Total	**1**	**1**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_OutputParams_GET	2017-09-12	1	1	0	0	0	0
	Total	**1**	**1**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_OutputParams_POST	2017-09-12	1	1	0	0	0	0
	Total	**1**	**1**	**0**	**0**	**0**	**0**
Cyara_HTTPREST_PUT	2017-09-12	1	1	0	0	0	0
	Total	**1**	**1**	**0**	**0**	**0**	**0**
Cyara_HTTPRest_PUT_FetchAudio_SSPHase	2017-09-12	2	0	2	0	0	0
	Total	**2**	**0**	**2**	**0**	**0**	**0**

This report provides detailed information about the disposition of interactions that enter the Designer application, including detailed information about the number and percentage of interactions that are completed in each phase (Self-Service and Assisted Service).

To get a better idea of what this report looks like, view sample output from the report: SampleSelfServiceStatisticsReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Self-Service Statistics Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.
Application	Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Self-Service Statistics Report

Attribute	Description
Application Name	This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application.
Day	This attribute enables data within the reporting interval to be organized by a particular day.

Metrics used in the Self-Service Statistics Report

Metric	Description	Source Table.Column or Calculation
Entered in Self- Service	The total number of interactions that entered the Designer application in Self-Service.	AGT_SDR_SESSION_HOUR_*.SS_ENTERED
Contained in Self- Service	The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.	AGT_SDR_SESSION_HOUR_*.AS_CONTAINED
Entered in Assisted Service	The total number of interactions that entered the Designer application in Assisted-Service.	AGT_SDR_SESSION_HOUR_*.AS_ENTERED
Abandoned in Queue	The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently	AGT_SDR_SESSION_HOUR_*.QUEUE_ABANDONED

Metric	Description	Source Table.Column or Calculation
	abandoned while waiting in queue.	
Routed to DN	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.	AGT_SDR_SESSION_HOUR_*.DN_ROUTED
Routed to Agent	The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.	AGT_SDR_SESSION_HOUR_*.AGENT_ROUTED

Survey Answer Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Survey Answer Report.

This page describes how you can use the (**Designer** folder) Survey Answer Report to learn more about how customers answer post-call survey questions. The report allows you to see the number and percentage of times that each answer was selected by customers, for each agent, and allows you to further organize the results by application, agent group, question, or answer, over various time-periods.

Understanding the Survey Answer Report

Survey Answer Report

Day	Agent Name	Survey Question	Survey Answer	Multi - Agent	Responses	Avg Response Ratio
2017-09-11	, Agent1 (Agent1)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	5	12.82%
		Total			5	12.82%
	Total				5	12.82%
2017-09-13	, Agent1 (Agent1)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	4	10.26%
		Total			4	10.26%
	, Agent3 (Agent3)	Which language" is best?	English Java "Python C++ Swift JavaScript SQL	N	2	5.13%
		Total			2	5.13%
	Total				6	15.38%
		How likely you would recommend your new phone to friends in a scale of 1 to 5?	1	N	4	10.26%
		How would you like to rate the agent in a scale of 1 to	3	N	4	10.26%

This report displays detailed information about the number and percentage of customers that selected each response while completing post-call surveys.

This report helps supervisors understand agent performance, as rated by customers who respond to post-call surveys.

It is important to note that some calls involve more than one agent; in these cases, the responses shown in the report pertain to the first agent who interacted with the customer, and only if that agent was the first handling resource. If the first handling resource was not an agent (for instance, if it was an IVR), the Agent Name column contains no value. Customer responses might also reflect their experience in interacting with other agents who were involved in the call. If the **Multi-Agent** attribute contains a value of **Y** / **yes**, you can click the value to view information about all of the agents involved in the call.

To get a better idea of what this report looks like, view sample output from the report: SampleSurveyAnswerReport.pdf

> ### Tip
> **Customization tips**:
>
> - To make reports easier to read, not all attributes that could usefully be applied appear in the report when you run it. Several additional attributes are listed in the table below; you can easily add these attributes to the report by dragging them from the Report Objects list into the Report view. For example, drag the **Application** attribute into position to the left of the first column in the table; the report automatically updates.
> - You can simplify reports by removing objects. For example, drag the **Agents** attribute from the Report view to the Report Objects list — the report automatically updates to display all relevant survey responses, irrespective of which agents were involved.
> - Customizing reports requires specific permissions. For more information, see Can I customize CX Insights reports?

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report.

Prompts for the Survey Answer Report

Prompt	Description
Application	Select an application on which to report.
Pre-set Date Filter	From the list, choose a time period on which to report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent	Optionally, select one or more agents for which to gather data for the report.

Attributes used in Survey Answer Report

Attribute	Description
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Application Name	This attribute enables data to be organized by the application associated with the interaction.
Day	This attribute enables data to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.
Multi-Agent	This attribute enables data to be organized by whether more than one agent interacted with the customer. If this value is **Y** (Yes), the responses shown in the report pertain to the first agent who interacted with the customer. However, customer responses in such scenarios might also reflect the customer interaction with other agents who were involved in the call.
Survey Answer	This attribute enables data to be organized by survey answer.
Survey Question	This attribute enables data to be organized by survey question.

Metrics used in the Survey Answer Report

Metric	Description
Responses	The number of times that customers chose the indicated response for the indicated question. Click any value in the Responses column to open the Interaction Handling Attempt Report and view detailed information about the associated interactions.
Avg Response Ratio	Calculated as the total number of times that customers chose the indicated response when answering the question after interacting with the indicated agent, divided by the total number of responses received.

Survey Statistics Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Survey Statistics Report.

This page describes how you can use the (**Designer** folder) Survey Statistics Report to learn more about how customers interact with post-call surveys. The report provides a quick summary of how many surveys were offered, accepted, or not accepted, and displays No Input and No Match errors.

Surveys are offered to customers early in the call in either the Self Service phase, or before routing begins in the Assisted Service phase, and customers can choose to complete the survey either after the self-service portion of the call, or after the interaction with the agent ends.

Understanding the Survey Statistics Report

Survey Statistics Report

Day	Offered	Accepted	Not Accepted	No Input Error	No Match Error	% Accepted
2017-09-11	23	23	0	58	17	100.00%
2017-09-12	23	23	0	62	21	100.00%
2017-09-13	28	28	0	21	9	100.00%
2017-09-14	47	44	3	17	23	93.62%
2017-09-15	42	42	0	26	62	100.00%
2017-09-18	0	0	0	3	0	0.00%
Total	163	160	3	187	132	98.16%

This report displays statistical information about post-call surveys, including how often surveys were offered, accepted, or not accepted (and the relative percentage that were accepted), and No Match and No Input errors.

To get a better idea of what this report looks like, view sample output from the report: SampleSurveyStatisticsReport.pdf

> **Tip**
>
> **Customization tips**:
>
> - To make reports easier to read, not all attributes that could usefully be applied appear in the report when you run it. Several additional attributes are listed in the table below; you can easily add these attributes to the report by dragging them from the Report Objects list into the Report view. For example, drag the **Application** attribute into position to the left of the first column in the table; the report automatically updates.
> - You can simplify reports by removing objects. For example, remove an attribute such as **Day** by dragging it out of the Report view into the Report Objects list.
> - Customizing reports requires specific permissions. For more information, see Can I customize CX Insights reports?

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report.

Prompts for the Survey Statistics Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Application	This attribute enables data to be organized by the application associated with the interaction.

Attributes used in Survey Statistics Report

Attribute	Description
Application Name	This attribute enables data to be organized by the

Attribute	Description
	name of the application associated with the interaction.
Day	This attribute enables data to be organized by the day, displayed in the format YYYY-MM-DD.

Metrics used in the Survey Statistics Report

Metric	Description
Offered	The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey.
Accepted	The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently accepted the offer.
Not Accepted	The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently declined the offer. Calculated as Survey Offered minus Survey Accepted.
No Input Error	No Input (NI). The total number of times that the application expected a response from a customer, but did not receive one within the configured timeout period (if a timeout period is configured).
No Match Error	No Match (NM). The total number of times that the customer entered an unexpected response to a survey. For example, if the application expects an answers in the range of 1 to 4, and the customer selects 6, the event is recorded as an NM error.
% Acceptance	The percentage of times that customers accepted the offer to complete a survey. Calculated as Survey Accepted divided by Survey Offered.

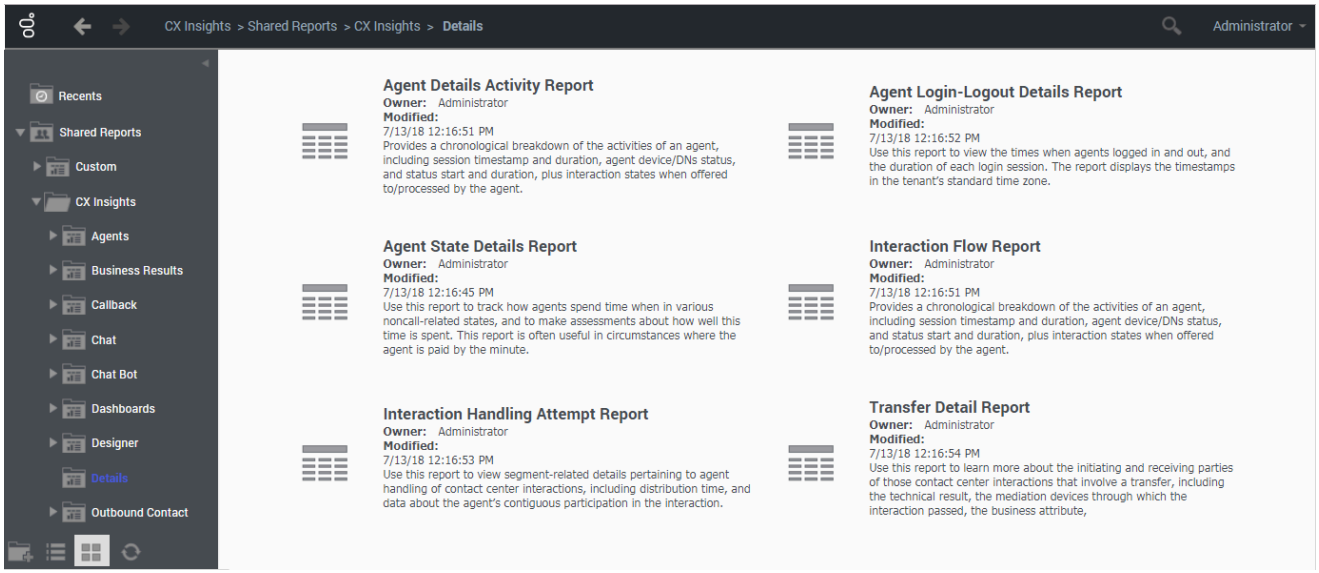
Details reports

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Details reports.

This page describes reports that contain detailed information about activity in your contact center. Reports in the **Details** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Important**
>
> Reports in the Details folder are designed for troubleshooting purposes, and are not intended to be run on a daily basis in most scenarios, as these reports can take a long time to run and can impact performance. When you do run them, it is best to focus them on a specific area, or period of time (usually a single day or less).

About Details reports



The following reports are available in the **CX Insights** > **Details** folder:

- Agent Details Activity Report
- Agent Group Membership Details Report
- Agent Login-Logout Details Report
- Agent State Details Report
- Interaction Handling Attempt Report
- Interaction Flow Report
- Transfer Detail Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

Agent Details Activity Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Details Activity Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent Details Activity Report to learn more about specific agents.

Understanding the Agent Details Activity Report

Agent Details Activity Report

Tenant	Media Type	Session Key	Active Flag	Start Timestamp Sess	End Timestamp Sess	Start Timestamp State	End Timestamp State	Interaction Type	State Name	Active Time (Fmt)	Duration	Additional Info
Environment	Voice	3	0	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM	1/14/2011 12:30:45 PM	1/14/2011 12:30:48 PM		NotReady	00:00:03	3	Reason Code: NO REASON
		5	0	1/14/2011 12:36:51 PM	1/14/2011 12:47:36 PM	1/14/2011 12:36:51 PM	1/14/2011 12:37:17 PM		NotReady	00:10:45	26	Reason Code: NO REASON
						1/14/2011 12:37:17 PM	1/14/2011 12:37:18 PM		Ready	00:10:45	1	Reason Code: RC_soft=89
						1/14/2011 12:37:18 PM	1/14/2011 12:37:21 PM	Inbound	INBOUND Receiver Alert	00:10:45	3	Ixn ID: 1
							1/14/2011 12:37:36 PM		Busy	00:10:45	18	Reason Code: NO REASON
						1/14/2011 12:37:21 PM	1/14/2011 12:37:25 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:25 PM	1/14/2011 12:37:28 PM	Inbound	INBOUND Receiver Hold	00:10:45	3	Ixn ID: 1
						1/14/2011 12:37:28 PM	1/14/2011 12:37:32 PM	Inbound	INBOUND Receiver Connect	00:10:45	4	Ixn ID: 1
						1/14/2011 12:37:32 PM	1/14/2011 12:37:34 PM	Inbound	INBOUND Receiver Hold	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:34 PM	1/14/2011 12:37:36 PM	Inbound	INBOUND Receiver Connect	00:10:45	2	Ixn ID: 1
						1/14/2011 12:37:36 PM	1/14/2011 12:37:41 PM		Ready	00:10:45	5	Reason Code: RC_soft=89
						1/14/2011 12:37:41 PM	1/14/2011 12:39:24 PM		NotReady	00:10:45	103	Reason Code: RC_soft=89
						1/14/2011 12:39:24 PM	1/14/2011 12:39:24 PM		Ready	00:10:45	0	Reason Code: RC_soft=89
						1/14/2011 12:39:24 PM	1/14/2011 12:39:28 PM	Inbound	INBOUND Receiver Alert	00:10:45	4	Ixn ID: 3
									Busy	00:10:45	4	Reason Code: NO REASON
						1/14/2011 12:39:28 PM	1/14/2011 12:39:36 PM		Ready	00:10:45	8	Reason Code: RC_soft=89
										00:10:45	45	Ixn ID: 2

This report provides a chronological breakdown of the activities of one agent over a period of time that you specify including:

- The timestamp and duration of the agent's active (login) session.
- The collective status of the agent's devices or DNs (for example, Ready, NotReady, or Busy), when each status began for that DN, and its duration.
- The interaction state when it was offered to or being processed by the agent.

The Agent Summary Activity Reports complement this report by summarizing the durations of agent sessions, agent states, and interaction states over one day.

For those rows related to agent status, the Additional Information column provides the reason code selected for why the agent was in a particular state—if software and/or hardware reason codes are configured within your environment.

To get a better idea of what this report looks like, view sample output from the report:

SampleAgentDetailsActivityReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Details Activity Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Single Agent (Required)	Select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Session Key	Optionally, restrict the report to the active session of a particular agent, for a particular media type.

Attributes used in the Agent Details Activity Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.

Attribute	Description
Session Key	This attribute enables data to be organized by the agent's active session for a particular media type. Click the value in the Session Key column to view the Agent Login-Logout Details Report.
Start Timestamp Sess	This attribute enables data to be organized by the calendar date and time when the agent session began.
End Timestamp Sess	This attribute enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.
Start Timestamp State	This attribute enables data to be organized by the calendar date and time when the agent entered a specific state.
End Timestamp State	This attribute enables data to be organized by the calendar date and time when the agent state ended.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
State Name	This attribute enables data to be organized by the state, such as UNKNOWN, NOTREADY, READY, BUSY, or INBOUND.

Metrics used in the Agent Details Activity Report

Metric	Description
Active Time (Fmt)	The total amount of time, in seconds, between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports. If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.
Duration	The difference, in seconds, between the beginning and end of the agent's interaction-related state.
Additional Info	This attribute enables data to be organized by the primary key of the INTERACTION_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as

Metric	Description
	the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfies your report criteria. The default date selections span one day, and the Single Agent prompt is required.

Because this report weaves in the results from several Info Mart FACT tables to recount the story of the agent's activities, some of the report's records hold null values for columns that do not apply. For example, interaction types do not apply to agent status; therefore, no values will appear under the Interaction Type column for agent-state (or agent-session) records.

Many column headers in this report are generated from variables.

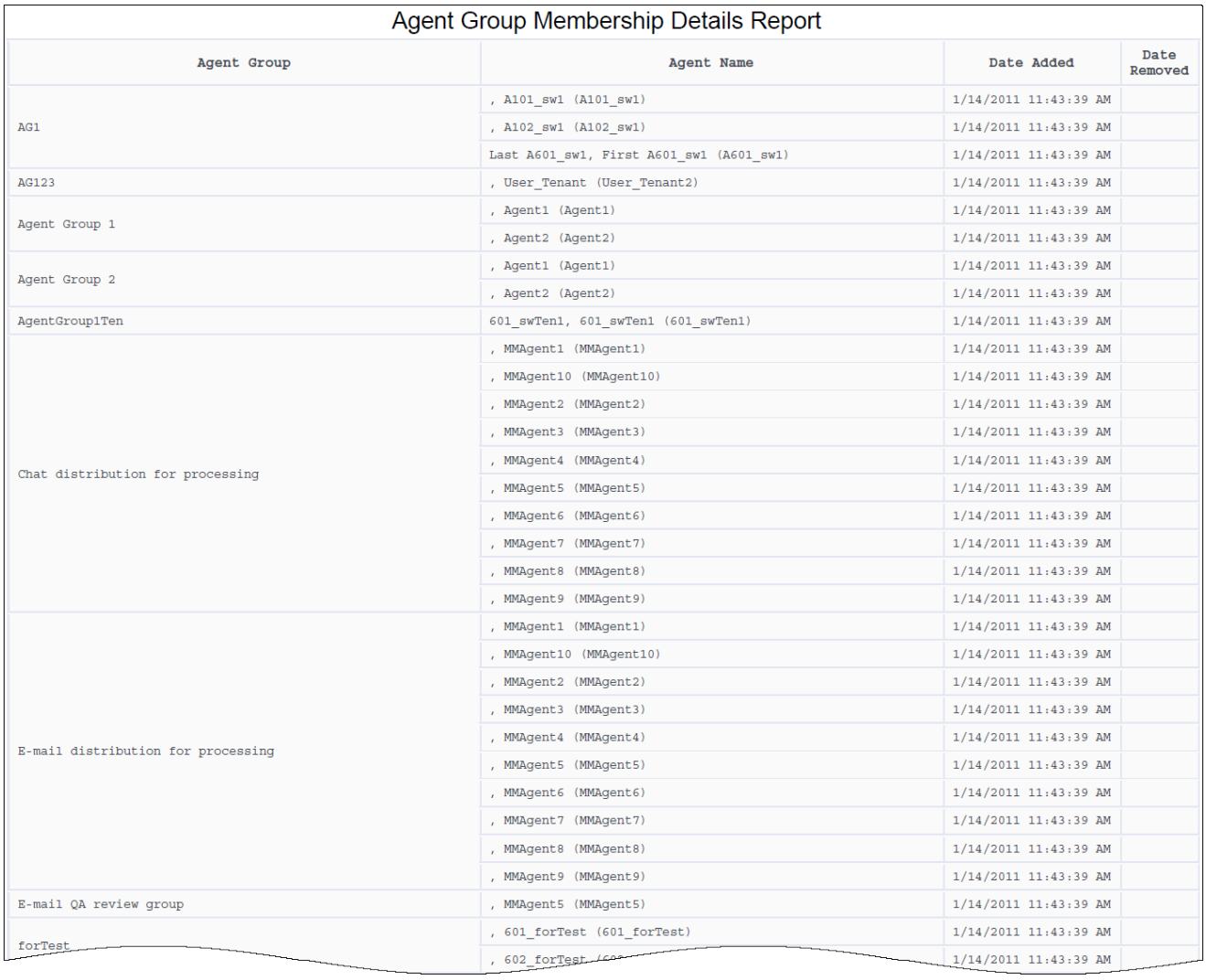
Data pertaining to interaction states is pulled directly from the Info Mart database. Refer to **The SM_RES_STATE_FACT Table** section in the *Genesys Info Mart User's Guide* for special considerations regarding very short duration (>0 and <1 sec) states.

Agent Group Membership Details Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Group Membership Details Report.

This page describes how you can use the (**Agents** and **Details** folders) **Agent Group Membership Details Report** to understand how agents are distributed among Agent Groups.

Understanding the Agent Group Membership Details Report



Agent Group Membership Details Report

Agent Group	Agent Name	Date Added	Date Removed
AG1	, A101_sw1 (A101_sw1)	1/14/2011 11:43:39 AM	
	, A102_sw1 (A102_sw1)	1/14/2011 11:43:39 AM	
	Last A601_sw1, First A601_sw1 (A601_sw1)	1/14/2011 11:43:39 AM	
AG123	, User_Tenant (User_Tenant2)	1/14/2011 11:43:39 AM	
Agent Group 1	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
Agent Group 2	, Agent1 (Agent1)	1/14/2011 11:43:39 AM	
	, Agent2 (Agent2)	1/14/2011 11:43:39 AM	
AgentGroup1Ten	601_swTen1, 601_swTen1 (601_swTen1)	1/14/2011 11:43:39 AM	
Chat distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail distribution for processing	, MMAgent1 (MMAgent1)	1/14/2011 11:43:39 AM	
	, MMAgent10 (MMAgent10)	1/14/2011 11:43:39 AM	
	, MMAgent2 (MMAgent2)	1/14/2011 11:43:39 AM	
	, MMAgent3 (MMAgent3)	1/14/2011 11:43:39 AM	
	, MMAgent4 (MMAgent4)	1/14/2011 11:43:39 AM	
	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
	, MMAgent6 (MMAgent6)	1/14/2011 11:43:39 AM	
	, MMAgent7 (MMAgent7)	1/14/2011 11:43:39 AM	
	, MMAgent8 (MMAgent8)	1/14/2011 11:43:39 AM	
	, MMAgent9 (MMAgent9)	1/14/2011 11:43:39 AM	
E-mail QA review group	, MMAgent5 (MMAgent5)	1/14/2011 11:43:39 AM	
forTest	, 601_forTest (601_forTest)	1/14/2011 11:43:39 AM	
	, 602_forTest (602	1/14/2011 11:43:39 AM	

Use the Agent Group Membership Details report to generate a detailed view of how agents are distributed among Agent Groups, including information about when each Agent entered and exited each group.

You can specify the Date, Agent Group, and Agent.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentGroupMembershipDetails.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Group Membership Details Report

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This prompt overrides the Report Date value.
Report Date	Choose the date for which to collect data into the report.
Agent Group	Select one or more Agent Groups from which to gather data into the report.
Agent	Select one or more Agents from which to gather data into the report.

Attributes used in the Agent Group Membership Details Report

Attribute	Description
Agent Group	This attribute enables data to be organized by Agent Group.
Agent Name	This attribute enables data to be organized by Agent Name.

Metrics used in the Agent Group Membership Details Report

Metric	Description
Group Membership \ Date Added	The date and time when the agent joined the group.
Group Membership \ Date Removed	The date and time when the agent left the group.

Agent Login-Logout Details Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Login-Logout Details Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent Login-Logout Details Report to learn more about agent login sessions.

Understanding the Agent Login-Logout Details Report

Agent Login-Logout Details Report

Tenant	Media Type	Agent Name	Start Timestamp	End Timestamp	Active Time (Fmt)
Environment	Voice	, A6001_sip (A6001_sip)	4/11/2011 12:30:34 PM	4/11/2011 12:40:38 PM	00:10:04
			4/11/2011 12:40:44 PM	4/11/2011 12:44:49 PM	00:04:05
			4/11/2011 12:48:30 PM	4/11/2011 12:51:48 PM	00:03:18
			4/11/2011 1:03:16 PM	4/11/2011 1:15:54 PM	00:12:38
		, A6002_sip (A6002_sip)	4/11/2011 12:31:08 PM	4/11/2011 12:38:02 PM	00:06:54
			4/11/2011 12:41:01 PM	4/11/2011 12:44:47 PM	00:03:46
			4/11/2011 12:48:44 PM	4/11/2011 12:51:46 PM	00:03:02
			4/11/2011 1:03:28 PM	4/11/2011 1:08:23 PM	00:04:55
			4/11/2011 1:08:44 PM	4/11/2011 1:15:52 PM	00:07:08
		, A6003_sip (A6003_sip)	4/11/2011 12:31:38 PM	4/11/2011 12:38:04 PM	00:06:26
			4/11/2011 12:41:40 PM	4/11/2011 12:44:45 PM	00:03:05
			4/11/2011 12:49:19 PM	4/11/2011 12:50:50 PM	00:01:31
			4/11/2011 1:03:51 PM	4/11/2011 1:15:50 PM	00:11:59
		, A6004_sip (A6004_sip)	4/11/2011 12:32:09 PM	4/11/2011 12:38:06 PM	00:05:57
			4/11/2011 12:42:28 PM	4/11/2011 12:44:44 PM	00:02:16
			4/11/2011 12:51:08 PM	4/11/2011 12:51:44 PM	00:00:36

This report shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the

tenant's standard time zone.

If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the Active Time metric, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

To get a better idea of what this report looks like, view sample output from the report: SampleHRCXIAgntLogInOutReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Login-Logout Details Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined days for which to run the report. The default selection for this report is Today.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Media Type	Optionally, select the type of media to include in the report; for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Session Key	Optionally, restrict the report to the active session of a particular agent, for a particular media type.

Attributes used in the Agent Login-Logout Details Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.

Attribute	Description
Start Timestamp	This attribute enables data to be organized by the calendar date and time when the agent session began.
End Timestamp	This attribute enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.

Metrics used in the Agent Login-Logout Details Report

Metric	Description
Active Time (Fmt)	The total amount of time (HH:MM:SS) between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports. If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days. Click the values in the Active Time (Fmt) column to open the Agent Details Activity Report.

Agent State Details Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent State Details Report.

This page describes how you can use the (**Agents** folder and **Details** folder) Agent State Details Report to learn more about how agents use their time when not in a call.

Understanding the Agent State Details Report

Agent State Details Report

Tenant	Media Type	Agent Name	Start Timestamp	State	Reason Timestamp	Reason Code	Duration (Fmt)	Reason Time (Fmt)	Active
Environment	Voice	, A6001_sip (A6001_sip)	4/11/2011 12:30:34 PM	Ready			00:00:20	00:00:00	
			4/11/2011 12:30:54 PM	Busy			00:03:35	00:00:00	
			4/11/2011 12:34:29 PM	Ready			00:06:09	00:00:00	
			4/11/2011 12:40:44 PM	Ready			00:00:11	00:00:00	
			4/11/2011 12:40:55 PM	Busy			00:03:45	00:00:00	
			4/11/2011 12:44:40 PM	Ready			00:00:09	00:00:00	
			4/11/2011 12:48:30 PM	Ready			00:00:10	00:00:00	
			4/11/2011 12:48:40 PM	Busy			00:03:01	00:00:00	
			4/11/2011 12:51:41 PM	Ready			00:00:07	00:00:00	
			4/11/2011 1:03:16 PM	Ready			00:00:06	00:00:00	
			4/11/2011 1:03:22 PM	Busy			00:01:02	00:00:00	
			4/11/2011 1:04:24 PM	Ready			00:01:34	00:00:00	
			4/11/2011 1:05:58 PM	Busy			00:01:16	00:00:00	
			4/11/2011 1:07:14 PM	Ready			00:01:16	00:00:00	
			4/11/2011 1:08:30 PM	Busy			00:00:56	00:00:00	
			4/11/2011 1:09:26 PM	Ready			00:00:09	00:00:00	
			4/11/2011 1:09:35 PM	NotReady			00:06:19	00:00:00	
			4/11/2011 12:31:08 PM	Ready			00:00:00	00:00:00	

This report displays the timestamps and durations of the various agent-state changes during a range of hours that you specify within a given day. This information enables supervisors to track how an agent spent his or her time in various non call-related states and to make assessments about how well this time was spent. If a hardware- or software-related reason was logged for any state, this reason also appears in the report.

Use this report for monitoring an agent's noncall-related activities, especially

under those circumstances in which the agent is paid by the minute.

If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, state duration is split over each calendar day.

To get a better idea of what this report looks like, view sample output from the report:

SampleAgntStatReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent State Details Report

Prompt	Description
Pre-set Day Filter	From the convenient list of predefined days, choose a day for which to run the report.
Report Date	Choose a day for which to run the report.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Reason Code Type	Optionally, select the reason code to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent State Details Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Start Timestamp	This attribute enables data to be organized by the moment that the agent entered a specific state.
State	This attribute enables data within the reporting

Attribute	Description
	interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).
Reason Timestamp	This attribute enables data to be organized by the moment when the agent entered a specific state-reason combination.
Reason Code	This attribute enables data within the reporting interval to be organized by the reason that the agent selected.

Metrics used in the Agent State Details Report

Metric	Description
Duration (Fmt)	The difference (HH:MM:SS) between the beginning and end of the agent's state.
Reason Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.
Active	The Active column is a report variable based on the values of the Active Reason and Active State attributes.

For this report to provide reason codes that might be associated with an agent's state, your environment must configure hardware and/or software reason codes. When configured, one report instance will provide either hardware- or software-related reasons, but not both in the same report.

For this report to provide uninterrupted ACW and NotReady state details, you must appropriately configure the underlying ICON application supplying data to Genesys Info Mart (**gls-enable-acw-busy**). Refer to **The SM_RES_STATE_FACT Table** section in the *Genesys Info Mart User's Guide* for special considerations regarding very short duration (>0 and <1 sec) states.

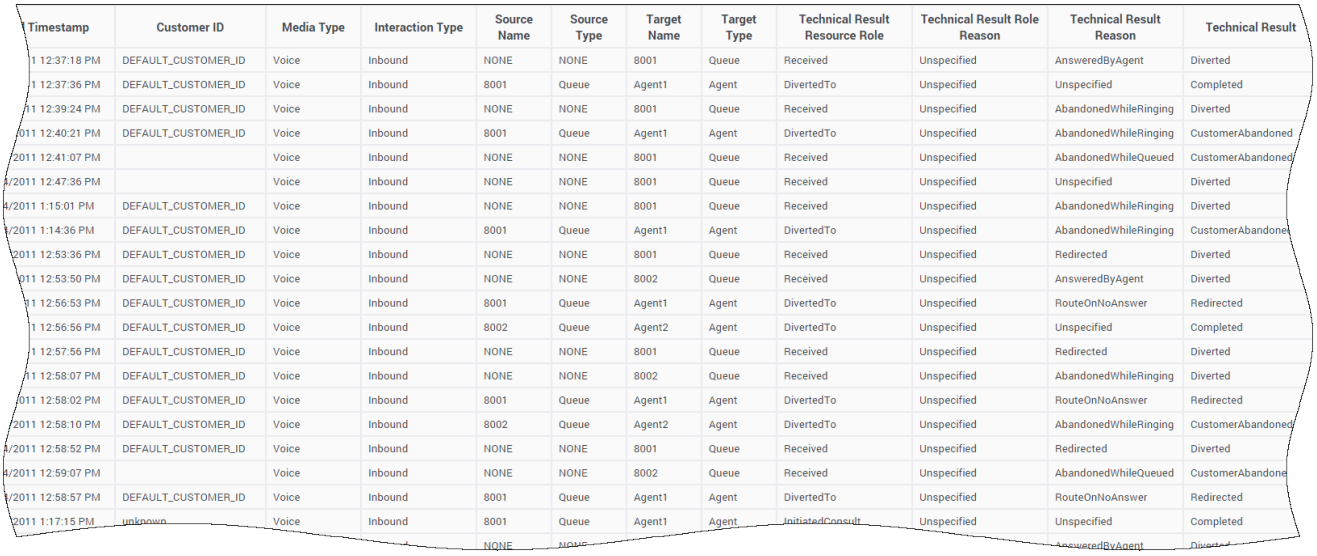
The Active column is a report variable based on the values of the Active Reason and Active State attributes.

Interaction Flow Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Flow Report.

This page describes how you can use the **Details** folder > **Interaction Flow Report** to better manage customer relationships by analyzing and understanding how interactions proceed from the customer's perspective.

Understanding the Interaction Flow Report



Timestamp	Customer ID	Media Type	Interaction Type	Source Name	Source Type	Target Name	Target Type	Technical Result Resource Role	Technical Result Role Reason	Technical Result Reason	Technical Result
1 12:37:18 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AnsweredByAgent	Diverted
1 12:37:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	Unspecified	Completed
11 12:39:24 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileRinging	Diverted
011 12:40:21 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedWhileRinging	CustomerAbandoned
2011 12:41:07 PM		Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileQueued	CustomerAbandoned
4/2011 12:47:36 PM		Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Unspecified	Diverted
4/2011 1:15:01 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	AbandonedWhileRinging	Diverted
4/2011 1:14:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	AbandonedWhileRinging	CustomerAbandoned
2011 12:53:36 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted
011 12:53:50 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AnsweredByAgent	Diverted
11 12:56:53 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected
1 12:56:56 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	DivertedTo	Unspecified	Unspecified	Completed
1 12:57:56 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted
11 12:58:07 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AbandonedWhileRinging	Diverted
011 12:58:02 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected
2011 12:58:10 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8002	Queue	Agent2	Agent	DivertedTo	Unspecified	AbandonedWhileRinging	CustomerAbandoned
4/2011 12:58:52 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	NONE	NONE	8001	Queue	Received	Unspecified	Redirected	Diverted
4/2011 12:59:07 PM		Voice	Inbound	NONE	NONE	8002	Queue	Received	Unspecified	AbandonedWhileQueued	CustomerAbandoned
4/2011 12:58:57 PM	DEFAULT_CUSTOMER_ID	Voice	Inbound	8001	Queue	Agent1	Agent	DivertedTo	Unspecified	RouteOnNoAnswer	Redirected
2011 1:17:15 PM	unknown	Voice	Inbound	8001	Queue	Agent1	Agent	InitiatedConsult	Unspecified	Unspecified	Completed
				NONE	NONE					AnsweredByAgent	Diverted

This report traces an interaction as it passes through various contact center resources—showing each target that the interaction reached, how the interaction was processed at that target (for example, Abandoned, Completed, Diverted, or Transferred), and how long the processing took there, as well as general details about the interaction.

The targets are handling and mediation resources including contact center agents, self-service IVR ports, ACD queues, virtual queues, interaction queues, and workbins. This report does not expose whether extended facts were used while the interaction was being processed, such as whether treatments were applied or speech recognition was used; nor does this report capture changes in user data or agent states.

This report can be useful for validating the results of some of the aggregated reports.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfies your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is returned.

The Interaction Handling Attempt Report opens this report when you select an ID from the Interaction ID column in that report. To run this report as stand-alone, either provide a valid Interaction ID in the user prompt area or use the default value, 0, which returns all interactions that satisfy the report's other conditions.

To get a better idea of what this report looks like, view sample output from the report: SampleInteractionFlowReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Interaction Flow Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Target Agent	Optionally, select an agent on which to focus the report. The selections that you make at the Target Agent and Target Queue prompts are interdependent.
Target Queue	Optionally, select an ACD queue on which to focus the report. The selections that you make at the Target Agent and Target Queue prompts are interdependent.
Customer ID	From the list, optionally choose a customer ID on which to focus the report.
From	From the list, optionally choose a source address on which to focus the report.
To	From the list, optionally choose a target address on which to focus the report.
Media Type	Optionally, select a media type on which to focus the report.

Prompt	Description
Interaction Type	Optionally, select an interaction type on which to focus the report..
Tenant	Optionally, select a tenant on which to focus the report.
Interaction ID	Optionally, select an interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table on which to focus.

Attributes used in the Interaction Flow Report

Attribute	Description
Tenant	Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the universe connection that you define points to only one tenant schema in Info Mart. New connections are required for access to other tenant schemas.
Start Time	Enables data to be organized by the time at which the interaction began.
Interaction ID	Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.
From	Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For email, the source address is the customer's email address. For chat, the source address is empty.
To	Enables data to be organized by the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For email, the target address is a contact center email address. For chat, the target address is empty.
Connection ID	Enables data to be organized by attributes of the interaction's connection ID.
GUID	Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may

Attribute	Description
	not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.
Start Timestamp	Enables data to be organized by the moment when the interaction began.
End Timestamp	Enables data to be organized by the moment when the interaction ended.
Customer ID	The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the Genesys Info Mart Deployment Guide for information about Genesys Info Mart attached data key assignments. Note: The Customer ID attribute references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.
Media Type	Enables data to be organized by the media type of the interaction—for example, Voice, Email, and Chat.
Interaction Type	Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Source Name	Enables data to be organized by the name of the originating resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.
Source Type	Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.
Target Name	Enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.
Target Type	Enables data to be organized by the resource type—for example, Agent, Queue, and IVRPort.
Technical Result Resource Role	Enables data to be organized by the role that is associated with the resource—for example, Puller, Received, and RoutedTo.
Technical Result Role Reason	Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, and PulledBackTimeout.
Technical Result Reason	Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Technical Result	Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed,

Attribute	Description
	Diverted, Pulled, and Transferred.
Active	Enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.

Metrics used in the Interaction Flow Report

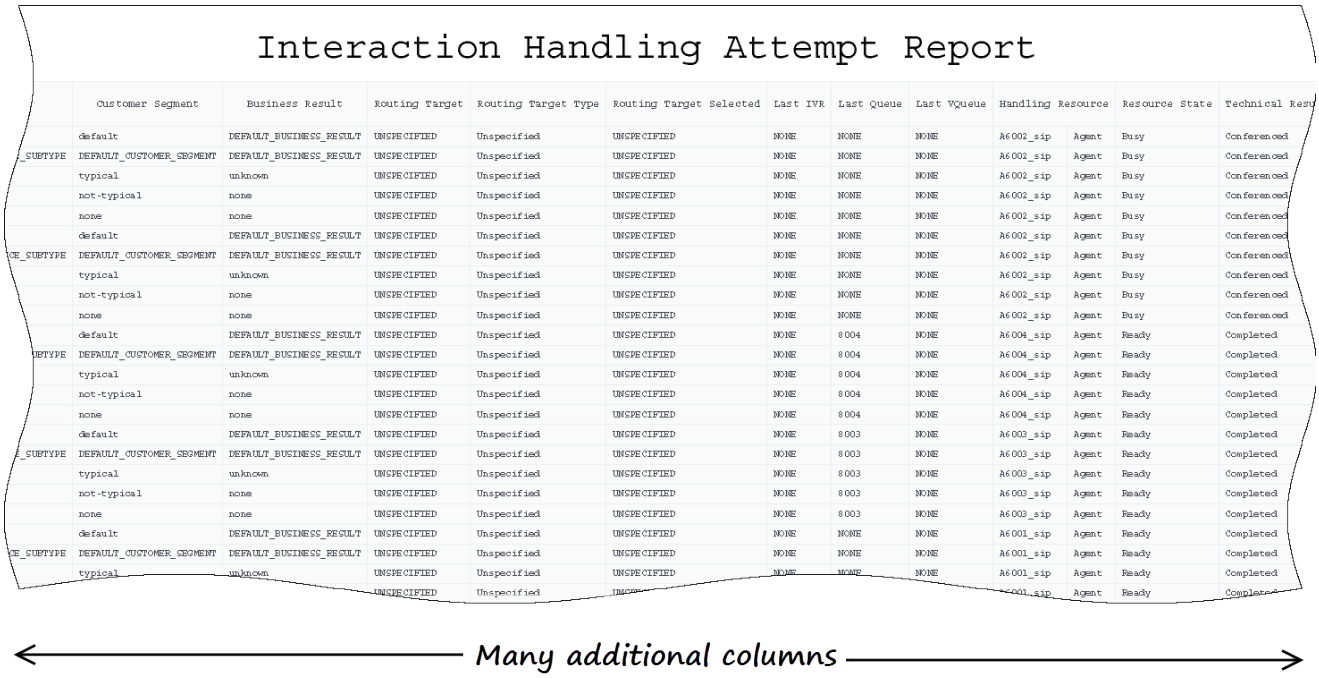
Metric	Description
Duration	This metric gathers durations from two tables: • MEDIATION_SEGMENT_FACT (MSF), measuring mediation segments • INTERACTION_RESOURCE_FACT (IRF), measuring interaction handling attempts From MSF, this duration represents the time, in seconds, from when the interaction entered the queue until the interaction reached the handling resource after distribution from the queue. If the interaction is abandoned or cleared, total duration equals queue duration, which ends when the interaction left the queue. From IRF, this duration represents the time, in seconds from the moment at which the interaction reaches the handling resource's DN (including ring time) to the moment at which the handling resource disconnects or when ACW for the interaction ends.

Interaction Handling Attempt Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Handling Attempt Report.

This page describes how you can use the (**Detail** folder) Interaction Handling Attempt Report to learn more about interaction handling in the contact center.

Understanding the Interaction Handling Attempt Report



This report summarizes segment-related details with regard to an agent's handling of contact center interactions that are stored in the Info Mart INTERACTION_RESOURCE_FACT table, providing both the time that was required to distribute the interaction to the agent and data about the agent's contiguous participation in the interaction.

This report provides data for all interaction types, but excludes extended facts that might be associated with the interaction, such as whether treatments were applied while the customer was waiting to be connected to the agent.

The “customer” in the CUSTOMER measures is the initiator of the interaction, and might not explicitly be a customer who is external to the contact center. For example, the customer of an internal interaction is the initiating agent.

To get a better idea of what this report looks like, view sample output from the report: SampleIxnHndlngAttmptReportReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Interaction Handling Attempt Report

Prompt	Description
Pre-set Day Filter	From the list, choose a day for which to gather data into the report.
Start Time	Choose beginning time for which to gather report data.
End Time	Choose end time for which to gather report data.
Target Agent Group	From the list, choose an agent group on which to focus the report.
Target Agent	From the list, choose an agent on which to focus the report.
Last Queue	From the list, choose a queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Customer ID	From the list, choose a customer ID on which to focus the report.
From	From the list, choose a source address on which to focus the report.
To	From the list, choose a target address on which to focus the report.
Business Result	From the list, choose a business result on which to focus the report.
Customer Segment	From the list, choose a customer segment on which to focus the report.
Service Type	From the list, choose a service type on which to focus the report.
Service Subtype	From the list, choose a service subtype on which to focus the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.

Prompt	Description
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.
Interaction ID	This attribute enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

Attributes used in the Interaction Handling Attempt Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	Enables data to be organized by the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Interaction ID	This attribute enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.
Start Timestamp	Enables data to be organized by the moment when the interaction began.
End Timestamp	Enables data to be organized by the moment when the interaction ended.
From	Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For email, the source address is the customer's email address. For chat, the source address is empty.
To	Enables data to be organized by the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For email, the target address is a contact center email address. For chat, the target address is empty.

Attribute	Description
GUID	Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.
Interaction Handling Attempt ID	Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Customer ID	The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the *Genesys Info Mart Deployment Guide* for information about Genesys Info Mart attached data key assignments. The Customer ID attribute in the Flow class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.
Handling Attempt Start	Enables data to be organized by the moment when the resource's participation in the interaction started.
Handling Attempt End	Enables data to be organized by the moment when the resource's participation in the interaction ended.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Service Subtype	This attribute enables data to be organized by the detailed type of service that the customer requested.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Business Result	This attribute enables data to be organized by the configured business result.
Routing Target	This attribute enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.
Routing Target Type	This attribute enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.
Routing Target Selected	This attribute enables data to be organized by the name of the DN group that is the target of the routing strategy.

Attribute	Description
Last IVR	This attribute enables data to be organized by the name of the IVR in which the interaction traveled.
Last Queue	This attribute enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin. Adding this attribute to a report can have a significant impact on performance.
Last VQueue	This attribute enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.
Handling Resource	This attribute enables data to be organized by the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.
Resource State	The media-neutral state of the resource—for example, Ready, WorkingReady, and WorkingNotReady.
Technical Result	This attribute enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Technical Result Reason	Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, and RoutedTo.
Technical Result Role Reason	Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, and PulledBackTimeout.

Stop Action	The meaning of this attribute varies for voice and multimedia interactions:
	
	• For voice, this attribute enables data to be organized by whether the handing resource released the call.
	  • `0`–Indicates that the handing resource did not release the call.
	  • `1`–Indicates that the handing resource did release the call.
	  • `null`–Indicates that this information is not available.
	
	• For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact

Attribute	Description
	(IRF) that is associated with the interaction: • `0`–Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server. • `1`–Indicates that the interaction was stopped by the associated IRF resource. • `null`–Indicates that the interaction was not stopped at the associated IRF resource. Refer to the Genesys Info Mart documentation relevant to your RDBMS (Microsft SQL Server, PostgreSQL, or Oracle) for information about IRFs and parties.

Metrics used in the Interaction Handling Attempt Report

Metric	Description
Interaction Duration (Fmt)	This metric gathers durations (HH:MM:SS) from the INTERACTION_RESOURCE_FACT (IRF), measuring interaction handling attempts. This duration represents the time, in seconds from the moment at which the interaction reaches the handling resource's DN (including ring time) to the moment at which the handling resource disconnects or when ACW for the interaction ends.
Response Time (Fmt)	The time that elapsed (HH:MM:SS) before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted. Additionally, this measure includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of `RoutedOnNoAnswer` or `Unspecified`, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.
Queue Time (Fmt)	The sum of the durations (HH:MM:SS) that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Metric	Description
Routing Point Time (Fmt)	The sum of the durations (HH:MM:SS) that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.
Total Duration (Fmt)	The total duration (HH:MM:SS) of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This measure excludes alert duration, received consultations, and received collaborations.
Customer Engage Time (Fmt)	The amount of time (HH:MM:SS) that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions. • For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. • For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.
Customer Hold Time (Fmt)	The amount of time (HH:MM:SS) that the agent had the customer on hold. This measure excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.
Customer Handle Time (Fmt)	The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.
Customer Alert Time (Fmt)	For voice interactions, the amount of time (HH:MM:SS) that the interaction was ringing at the resource during a voice handling attempt while a customer was present. For multimedia interactions, the amount of time (HH:MM:SS) that the customer-related interaction was alerting at the resource during an interaction handling attempt. For email interactions, this measure includes agent's handling of an inbound email from a customer or an internal email from another agent, or handling a reply email back to the customer. This measure excludes handling a collaboration, whether on the initiating or receiving side.
Customer Dial Time (Fmt)	The amount of time (HH:MM:SS) that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time

Metric	Description
	that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.
Customer Wrap Time (Fmt)	The amount of time (HH:MM:SS) that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.
Conference Initiated Time (Fmt)	The amount of time (HH:MM:SS) that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.
Conference Received Time (Fmt)	The amount of time (HH:MM:SS) that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is retrieved.

Unlike the prompt behavior in all other reports, the time component of the Start and End Time prompts is active. For multiple-switch environments that share the same queue names across switches, you can customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

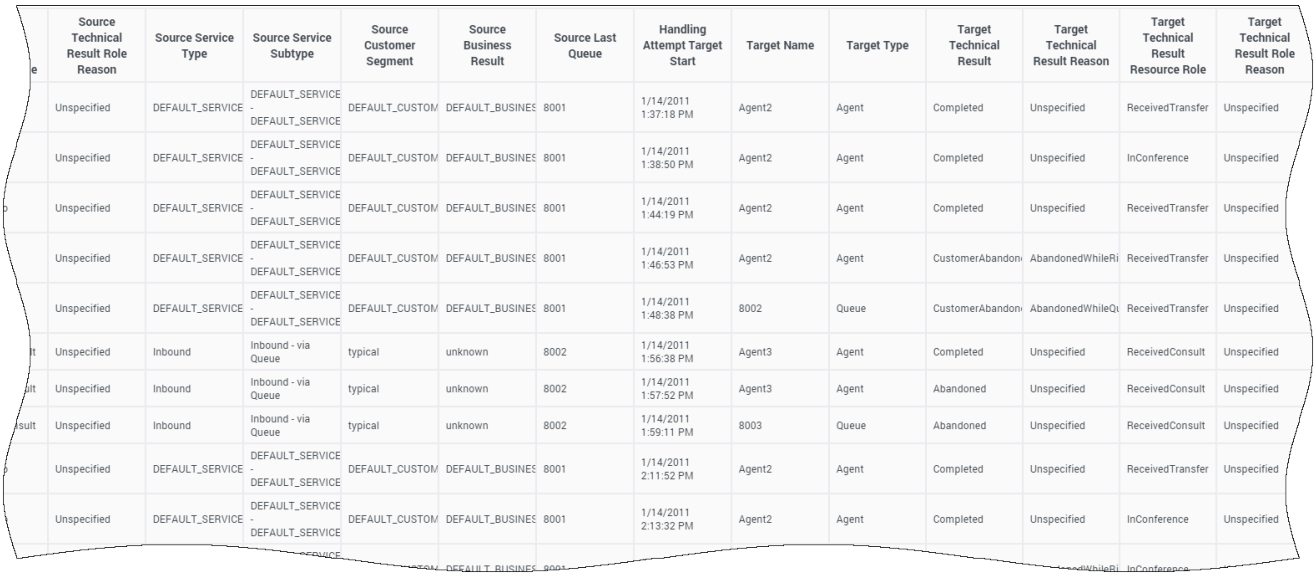
For Oracle RDBMSs, the Handling Attempt Hint attribute must be listed first on the query panel in order for the instructions of optimization to be processed.

Transfer Detail Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Transfer Detail Report.

This page describes how you can use the *Details*' folder > **Transfer Detail Report** to learn more about the initiating and receiving parties of those contact center interactions that involve a transfer including the technical result, the mediation devices through which the interaction passed, the business attribute, and the entire duration of the interaction.

Understanding the Transfer Detail Report



Source Technical Result Role Reason	Source Service Type	Source Service Subtype	Source Customer Segment	Source Business Result	Source Last Queue	Handling Attempt Target Start	Target Name	Target Type	Target Technical Result	Target Technical Result Reason	Target Technical Result Resource Role	Target Technical Result Role Reason
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 1:37:18 PM	Agent2	Agent	Completed	Unspecified	ReceivedTransfer	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 1:38:50 PM	Agent2	Agent	Completed	Unspecified	InConference	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 1:44:19 PM	Agent2	Agent	Completed	Unspecified	ReceivedTransfer	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 1:46:53 PM	Agent2	Agent	CustomerAbandon	AbandonedWhileRi	ReceivedTransfer	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 1:48:38 PM	8002	Queue	CustomerAbandon	AbandonedWhileQ	ReceivedTransfer	Unspecified
Unspecified	Inbound	Inbound - via Queue	typical	unknown	8002	1/14/2011 1:56:38 PM	Agent3	Agent	Completed	Unspecified	ReceivedConsult	Unspecified
Unspecified	Inbound	Inbound - via Queue	typical	unknown	8002	1/14/2011 1:57:52 PM	Agent3	Agent	Abandoned	Unspecified	ReceivedConsult	Unspecified
Unspecified	Inbound	Inbound - via Queue	typical	unknown	8002	1/14/2011 1:59:11 PM	8003	Queue	Abandoned	Unspecified	ReceivedConsult	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 2:11:52 PM	Agent2	Agent	Completed	Unspecified	ReceivedTransfer	Unspecified
Unspecified	DEFAULT_SERVICE	DEFAULT_SERVICE - DEFAULT_SERVICE	DEFAULT_CUSTOM	DEFAULT_BUSINES	8001	1/14/2011 2:13:32 PM	Agent2	Agent	Completed	Unspecified	InConference	Unspecified

You can obtain additional information about a particular interaction by clicking its ID within the generated report. This action passes the value that you click and opens the Interaction Handling Attempt Report in a new browser window where you can view (among other information) data about the agent's contiguous participation in the interaction.

For Oracle RDBMSs, the Transfer Hint attribute must be listed first in order for the optimization instructions to be processed.

To get a better idea of what this report looks like, view sample output from the report:

SampleTransferDetailReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Transfer Detail Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Source Handling Resource Name	From the list of active resources configured in your contact center resources, optionally choose the name of a resource on which to report. The *source* is the resource that initiated a transfer.
Source Handling Resource Type	From the list of active resources configured in your contact center resources, optionally choose the resource type on which to report. The *source* is the resource that initiated a transfer.
Target Handling Resource Name	From the list of active resources configured in your contact center resources, optionally choose the name of a resource on which to report. The *target* is the resource that received a transfer.
Target Handling Resource Type	From the list of active resources configured in your contact center resources, optionally choose the resource type on which to report. The *target* is the resource that received a transfer.
From	From the list, optionally choose a source address on which to focus the report.
To	From the list, optionally choose a target address on which to focus the report.
Media Type	Optionally, select a media type on which to focus the report.
Interaction Type	Optionally, select an interaction type on which to focus the report..
Tenant	Optionally, select a tenant on which to focus the report.
Interaction ID	Optionally, select an interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table on which to focus.

Attributes used in the Transfer Detail Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	Enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Interaction ID	This attribute enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID. **Note**: You can click values in the Interaction ID column to automatically open the **Interaction Handling Attempt Report** to see more detailed information about the handling of that interaction.
Start Timestamp	Enables data to be organized by the moment when the interaction began.
End Timestamp	Enables data to be organized by the moment when the interaction ended.
From	Enables data to be organized by the source address of the interaction.
To	Enables data to be organized by the target address of the interaction.
GUID	Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.
Interaction Handling Attempt ID	Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.
Interaction Type	Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Handling Attempt Start	Enables data to be organized by the moment when the resource began to participate in the interaction.
Handling Attempt End	Enables data to be organized by the moment when the resource's participation in the interaction ended.
Source Name	Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last,

Attribute	Description
	and user name of the agent.
Source Type	Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.
Source Technical Result	Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Source Technical Result Reason	Enables data to be organized by the reason for the technical result—for example, AbandonedWhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Source Technical Result Resource Role	Enables data to be organized by the role that is associated with the resource.
Source Technical Result Role Reason	Enables data to be organized by the reason of the resource role.
Source Service Type	Enables data to be organized by the type of service that was assigned to the interaction.
Source Service Subtype	Enables data to be organized by the detailed type of service that the customer requested.
Source Customer Segment	Enables data to be organized by the configured customer segment.
Source Business Result	Enables data to be organized by the configured business result.
Source Last Queue	Enables data to be organized by the name of the last queue in which the initiated transfer or conference traveled before it was handled. This attribute excludes virtual queues.
Handling Attempt Target Start	Enables data to be organized by the moment when the resource receiving the transfer began to participate in the interaction.
Target Name	Enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.
Target Type	Enables data to be organized by the resource type—for example, Agent, Queue, and IVRPort.
Target Technical Result	Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Target Technical Result Reason	Enables data to be organized by the reason for the technical result—for example, AbandonedWhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Target Technical Result Resource Role	Enables data to be organized by the role that is associated with the resource—for example, Puller, Received, and RoutedTo.
Target Technical Result Role Reason	Enables data to be organized by the reason of the

Attribute	Description
	resource role—for example, ConferenceInitiator, ConferenceJoined, and PulledBackTimeout.
Target Service Type	Enables data to be organized by the type of service that was assigned to the interaction.
Target Service Subtype	Enables data to be organized by the detailed type of service that the customer requested.
Target Customer Segment	Enables data to be organized by the configured customer segment.
Target Business Result	Enables data to be organized by the configured business result.
Target Last Queue	Enables data to be organized by the name of the last queue in which the initiated transfer or conference traveled before it was handled. This attribute excludes virtual queues.

Metrics used in the Transfer Detail Report

Metric	Description
Interaction Duration	The difference between the start and end timestamps of the interaction.
Source Queue Time (Fmt)	The sum of the durations (HH:MM:SS) that initiated transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. This duration includes interactions that were queued for consultation and excludes abandoned-while-queued interactions.
Source Customer Engage Time (Fmt)	The amount of time (HH:MM:SS) that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.
Source Customer Hold Time (Fmt)	The amount of time (HH:MM:SS) that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent initiated and excludes hold durations that are associated with consultations.
Source Customer Wrap Time (Fmt)	The amount of time (HH:MM:SS) that the resource

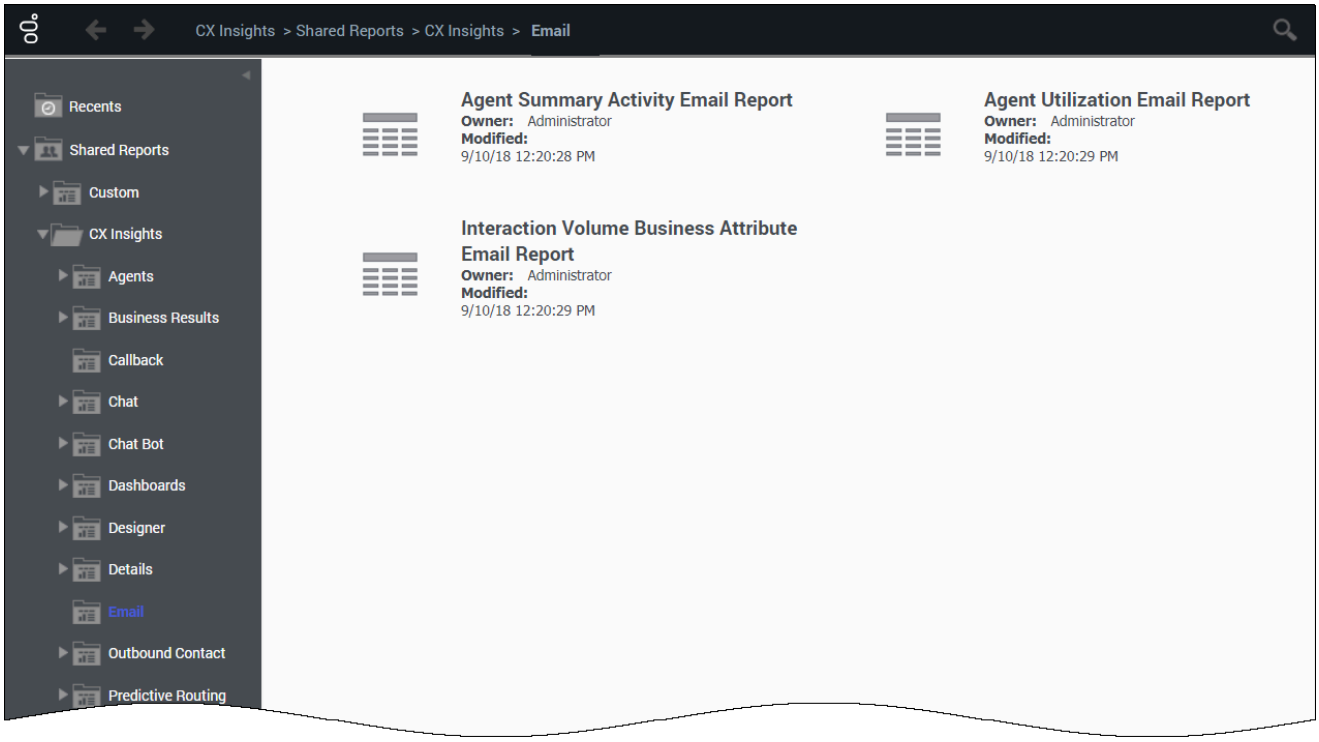
Metric	Description
	was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent initiated. The duration excludes ACW duration that is associated with received consultations.
Target Queue Time (Fmt)	The sum of the durations (HH:MM:SS) that received transfers or conferences spent at ACD queue AVAILABLE MEDIA TYPES resources prior to arrival at the IRF resource.
Target Customer Engage Time (Fmt)	The amount of time (HH:MM:SS) that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.
Target Customer Hold Time (Fmt)	The amount of time (HH:MM:SS) that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent received and excludes hold durations that are associated with consultations.
Target Customer Wrap Time (Fmt)	The amount of time (HH:MM:SS) that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.

Email reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Email reports.

This page describes reports you can use to learn more about email interaction volumes, statistics, and outcomes in your contact center. Reports in the **Email** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Email reports



The following reports / dashboards are available in the **CX Insights** > **Email** folder:

- Agent Summary Activity Email Report
- Agent Utilization Email Report

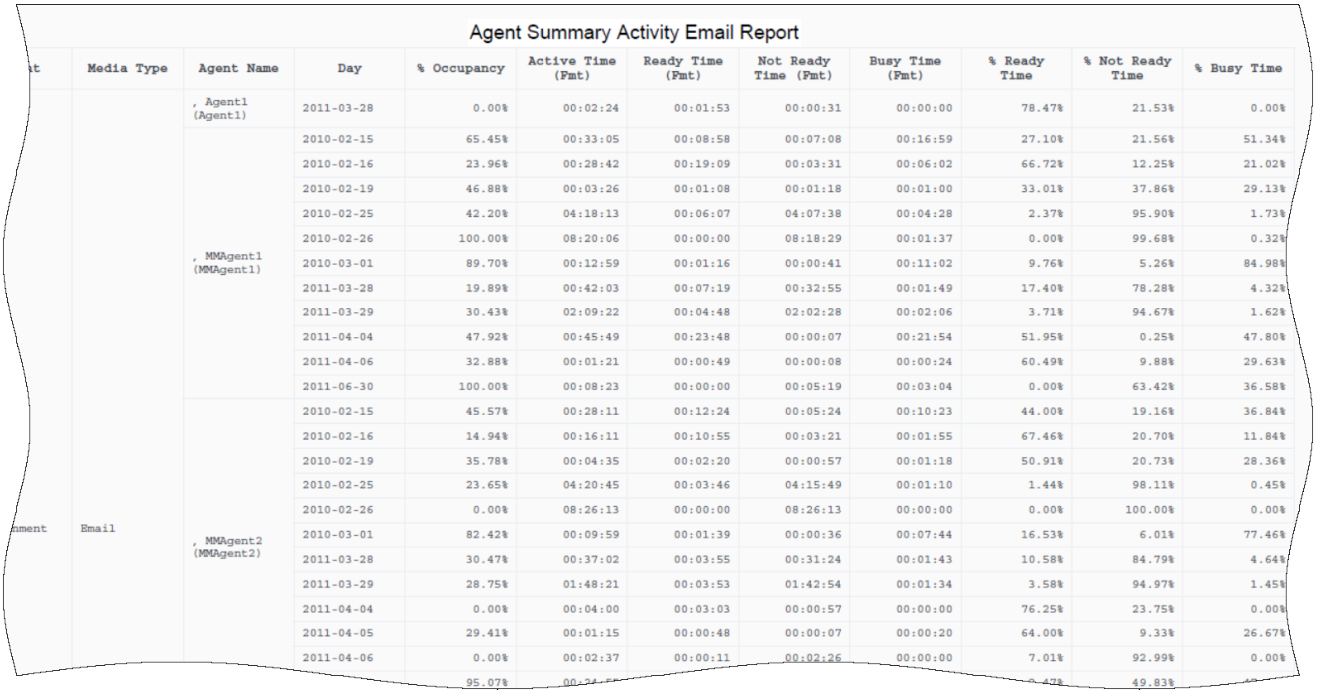
- Interaction Volume Business Attribute Email Report

Agent Summary Activity Email Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Summary Activity Email Report.

This page describes how you can use the (**Email** folder >) Agent Summary Activity Email Report to view detailed information about how each agent's active time was used when handling email interactions.

Understanding the Agent Summary Activity Email Report



Agent Summary Activity Email Report

...t	Media Type	Agent Name	Day	% Occupancy	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time
		, Agent1 (Agent1)	2011-03-28	0.00%	00:02:24	00:01:53	00:00:31	00:00:00	78.47%	21.53%	0.00%
		, MMAgent1 (MMAgent1)	2010-02-15	65.45%	00:33:05	00:08:58	00:07:08	00:16:59	27.10%	21.56%	51.34%
			2010-02-16	23.96%	00:28:42	00:19:09	00:03:31	00:06:02	66.72%	12.25%	21.02%
			2010-02-19	46.88%	00:03:26	00:01:08	00:01:18	00:01:00	33.01%	37.86%	29.13%
			2010-02-25	42.20%	04:18:13	00:06:07	04:07:38	00:04:28	2.37%	95.90%	1.73%
			2010-02-26	100.00%	08:20:06	00:00:00	08:18:29	00:01:37	0.00%	99.68%	0.32%
			2010-03-01	89.70%	00:12:59	00:01:16	00:00:41	00:11:02	9.76%	5.26%	84.98%
			2011-03-28	19.89%	00:42:03	00:07:19	00:32:55	00:01:49	17.40%	78.28%	4.32%
			2011-03-29	30.43%	02:09:22	00:04:48	02:02:28	00:02:06	3.71%	94.67%	1.62%
			2011-04-04	47.92%	00:45:49	00:23:48	00:00:07	00:21:54	51.95%	0.25%	47.80%
			2011-04-06	32.88%	00:01:21	00:00:49	00:00:08	00:00:24	60.49%	9.88%	29.63%
			2011-06-30	100.00%	00:08:23	00:00:00	00:05:19	00:03:04	0.00%	63.42%	36.58%
...ment	Email	, MMAgent2 (MMAgent2)	2010-02-15	45.57%	00:28:11	00:12:24	00:05:24	00:10:23	44.00%	19.16%	36.84%
			2010-02-16	14.94%	00:16:11	00:10:55	00:03:21	00:01:55	67.46%	20.70%	11.84%
			2010-02-19	35.78%	00:04:35	00:02:20	00:00:57	00:01:18	50.91%	20.73%	28.36%
			2010-02-25	23.65%	04:20:45	00:03:46	04:15:49	00:01:10	1.44%	98.11%	0.45%
			2010-02-26	0.00%	08:26:13	00:00:00	08:26:13	00:00:00	0.00%	100.00%	0.00%
			2010-03-01	82.42%	00:09:59	00:01:39	00:00:36	00:07:44	16.53%	6.01%	77.46%
			2011-03-28	30.47%	00:37:02	00:03:55	00:31:24	00:01:43	10.58%	84.79%	4.64%
			2011-03-29	28.75%	01:48:21	00:03:53	01:42:54	00:01:34	3.58%	94.97%	1.45%
			2011-04-04	0.00%	00:04:00	00:03:03	00:00:57	00:00:00	76.25%	23.75%	0.00%
			2011-04-05	29.41%	00:01:15	00:00:48	00:00:07	00:00:20	64.00%	9.33%	26.67%
			2011-04-06	0.00%	00:02:37	00:00:11	00:02:26	00:00:00	7.01%	92.99%	0.00%
				95.07%	00:24:55				9.47%	49.83%	

This report provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a specific media type, fully accounting for the agent's interaction time (time spent handling interactions).

Use this report to understand how much of agent total active time was spent in each state. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of active time spent in each state.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentSummaryActivityEmailReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Summary Activity Email Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Summary Activity Email Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Summary Activity Email Report

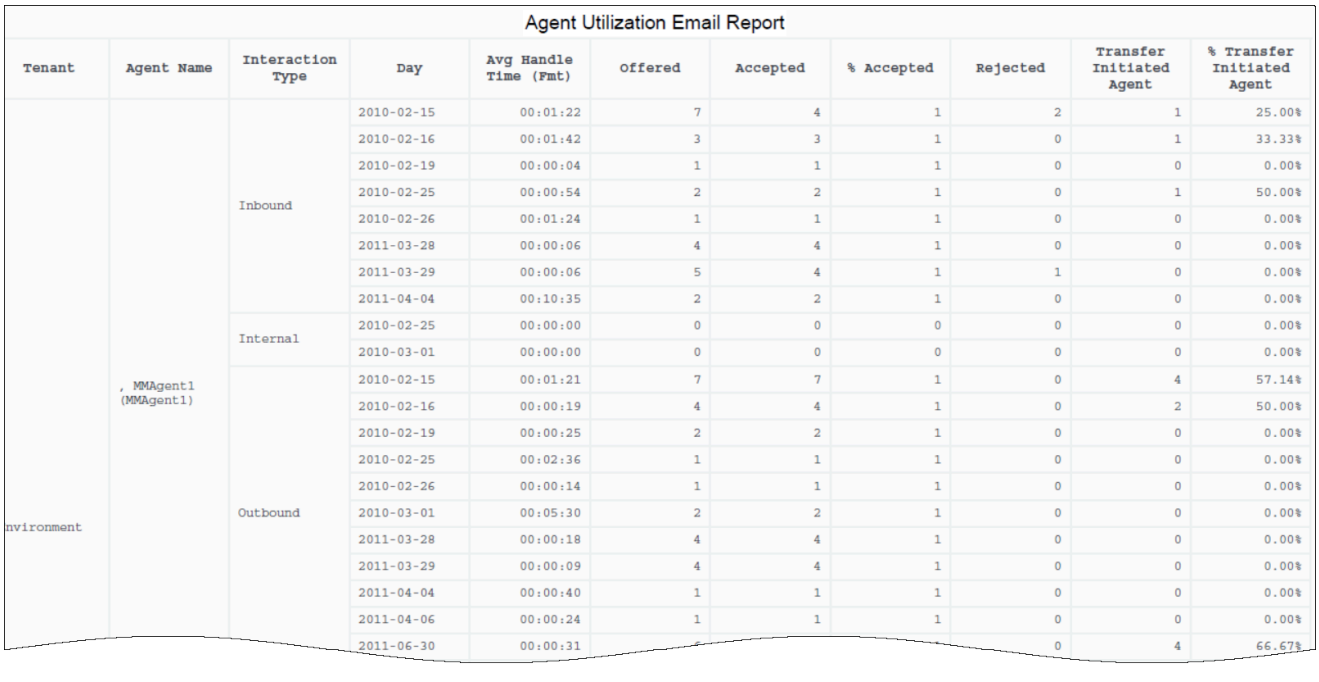
Metric	Description
% Occupancy	The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts at the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/ queue (if logout falls within the interval). Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media type.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.
% Ready Time	The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.
% Busy Time	The percentage of time of all interaction-processing activities.

Agent Utilization Email Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Utilization Email Report.

This page describes how you can use the (**Email** folder >) Agent Utilization Email Report to view detailed information about how each agent's active time was used when handling email interactions.

Understanding the Agent Utilization Email Report



Agent Utilization Email Report

Tenant	Agent Name	Interaction Type	Day	Avg Handle Time (Fmt)	Offered	Accepted	% Accepted	Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
		Inbound	2010-02-15	00:01:22	7	4	1	2	1	25.00%
			2010-02-16	00:01:42	3	3	1	0	1	33.33%
			2010-02-19	00:00:04	1	1	1	0	0	0.00%
			2010-02-25	00:00:54	2	2	1	0	1	50.00%
			2010-02-26	00:01:24	1	1	1	0	0	0.00%
			2011-03-28	00:00:06	4	4	1	0	0	0.00%
			2011-03-29	00:00:06	5	4	1	1	0	0.00%
			2011-04-04	00:10:35	2	2	1	0	0	0.00%
		Internal	2010-02-25	00:00:00	0	0	0	0	0	0.00%
			2010-03-01	00:00:00	0	0	0	0	0	0.00%
	, MMAgent1 (MMAgent1)	Outbound	2010-02-15	00:01:21	7	7	1	0	4	57.14%
			2010-02-16	00:00:19	4	4	1	0	2	50.00%
			2010-02-19	00:00:25	2	2	1	0	0	0.00%
			2010-02-25	00:02:36	1	1	1	0	0	0.00%
			2010-02-26	00:00:14	1	1	1	0	0	0.00%
nvironment			2010-03-01	00:05:30	2	2	1	0	0	0.00%
			2011-03-28	00:00:18	4	4	1	0	0	0.00%
			2011-03-29	00:00:09	4	4	1	0	0	0.00%
			2011-04-04	00:00:40	1	1	1	0	0	0.00%
			2011-04-06	00:00:24	1	1	1	0	0	0.00%
			2011-06-30	00:00:31	[illegible]	[illegible]	[illegible]	0	4	66.67%

This report provides details about agent activity when handling email, including, for each agent, the average time to handle an interaction, the number of offered email interactions, the number rejected, and the number and percentage of accepted and transferred interactions.

Use this report to understand each agent's efficiency in handling interactions, and to compare various related metrics for different agents.

To get a better idea of what this report looks like, view sample output from the report: HRCXIAgentUtilizationEmailReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Agent Utilization Email Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more groups from which to gather data for the report.
Agent	Optionally, select one or more agents from which to gather data for the report.
Interaction Type	Optionally, select the type of interaction to include in the report — for example, Inbound, Internal, or Outbound.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Agent Utilization Email Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Agent Name	This attribute enables data to be organized by certain attributes of the agent who is associated with the interaction.
Interaction Type	This attribute enables data to be organized by the interaction type—for example, Inbound, Internal, or Outbound.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Utilization Email Report

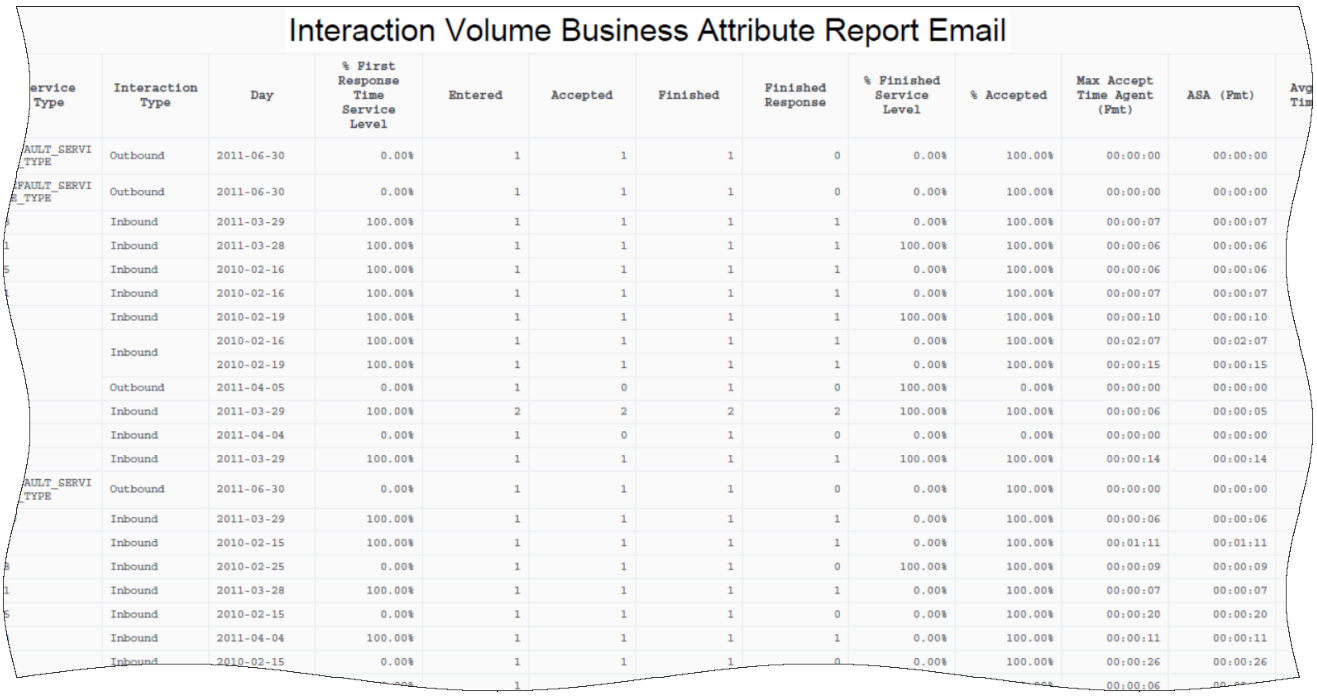
Metric	Description
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.
Offered	The total number of email interactions that were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-IDIXN] section.
Accepted	The total number of email interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.
% Accepted	Of the email interactions offered to agents, the percentage that were accepted.
Rejected	The total number of email interactions that alerted at the agent and were not accepted.
Transfer Initiated Agent	The total number of email interactions that agents transferred. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated Agent	The percentage of email interactions that agents transferred. Both warm and blind transfers are reflected in this metric.

Interaction Volume Business Attribute Email Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Volume Business Attribute Email Report.

This page describes how you can use the (**Email** folder >) Interaction Volume Business Attribute Email Report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

Understanding the Interaction Volume Business Attribute Email Report



Interaction Volume Business Attribute Report Email

ervice Type	Interaction Type	Day	% First Response Time Service Level	Entered	Accepted	Finished	Finished Response	% Finished Service Level	% Accepted	Max Accept Time Agent (Pmt)	ASA (Pmt)	Avg Tim
AULT_SERVI TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	
FAULT_SERVI E_TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	
	Inbound	2011-03-29	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	
1	Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	
5	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	
	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	
	Inbound	2010-02-19	100.00%	1	1	1	1	100.00%	100.00%	00:00:10	00:00:10	
	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:02:07	00:02:07	
		2010-02-19	100.00%	1	1	1	1	0.00%	100.00%	00:00:15	00:00:15	
	Outbound	2011-04-05	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	
	Inbound	2011-03-29	100.00%	2	2	2	2	100.00%	100.00%	00:00:06	00:00:05	
	Inbound	2011-04-04	0.00%	1	0	1	0	0.00%	0.00%	00:00:00	00:00:00	
	Inbound	2011-03-29	100.00%	1	1	1	1	100.00%	100.00%	00:00:14	00:00:14	
AULT_SERVI TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	
	Inbound	2011-03-29	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	
	Inbound	2010-02-15	100.00%	1	1	1	1	0.00%	100.00%	00:01:11	00:01:11	
9	Inbound	2010-02-25	0.00%	1	1	1	0	100.00%	100.00%	00:00:09	00:00:09	
1	Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	
5	Inbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:00:20	00:00:20	
	Inbound	2011-04-04	100.00%	1	1	1	1	0.00%	100.00%	00:00:11	00:00:11	
	Inbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:00:26	00:00:26	
				1						00:00:06		

This report provides detailed information about how interactions that enter the contact center are

categorized into the business-result attributes that are configured in your environment, including analysis (based on the Entered with Objective metric) of the service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction.

If the interaction does not reach a handling resource, the last associated business result is attached to the interaction. Percentages that yield zero (0) values indicate either 0 duration or 0 count. So, for example, % Abandoned Waiting could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the metrics in this report are disposition metrics, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete. Genesys supports customization of the % First Response Time Service Level metric to align its definition with your business.

Use this report to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

To get a better idea of what this report looks like, view sample output from the report:

HRCXIInteractionVolumeBusinessAttributeEmail.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Interaction Volume Business Attribute Email Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select a configured Business Result on which to report.
Customer Segment	Optionally, select the customer segment to include in the report.

Prompt	Description
Service Type	Optionally, select the type of service to include in the report.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Volume Business Attribute Email Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Interaction Volume Business Attribute Email Report

Metric	Description
% First Response Time Service Level	The service level delivered, measured as a percentage of email interactions that were accepted within a user-defined threshold, relative to all email interactions that were offered to

Metric	Description
	handling resources.
Entered	The total number of email interactions that entered or began within the contact center. This count includes abandoned interactions.
Accepted	The total number of email interactions that were accepted, answered, pulled, or initiated by a handling resource.
Finished	The total number of completed email interactions.
Finished Response	The total number of completed email interactions for which a response was created.
% Finished Service Level	The percentage of time within the interval that this agent was engaged in email interactions with customers, relative to the total duration within the interval of the agent's active session.
% Accepted	The percentage of email interactions that were accepted, relative to the total number that were offered to a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.
Max Accept Time Agent (Fmt)	The longest amount of time (HH:MM:SS) that email interactions spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.
ASA (Fmt)	The average amount of time (HH:MM:SS) it took agents to accept, answer, or pull email interactions.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling email interactions.
Avg Finish Response Time (Fmt)	The average duration, (HH:MM:SS) of completed email interactions that had a response by a handling resource. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.
Transfer Initiated Agent	The total number of email interactions that agents transferred. Both warm and blind transfers are reflected in this metric.
% Transfer Initiated Agent	The percentage of email interactions that agents transferred. Both warm and blind transfers are reflected in this metric.

CX Insights for iWD reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for CX Insights for iWD reports.

This page describes reports in the **CX Insights for iWD** project, which is separate from the regular **CX Insights** project.

The **CX Insights for iWD** project **Shared Reports** folder contains just two folders: **Custom** and **CX Insights for iWD**, the latter of which contains reports you can use to learn more about contact center interactions involving Genesys Info Mart and intelligent Workload Distribution (iWD).

Reports in the **CX Insights for iWD** folder are ready to use, but as always, can be modified to suit your specific business needs.

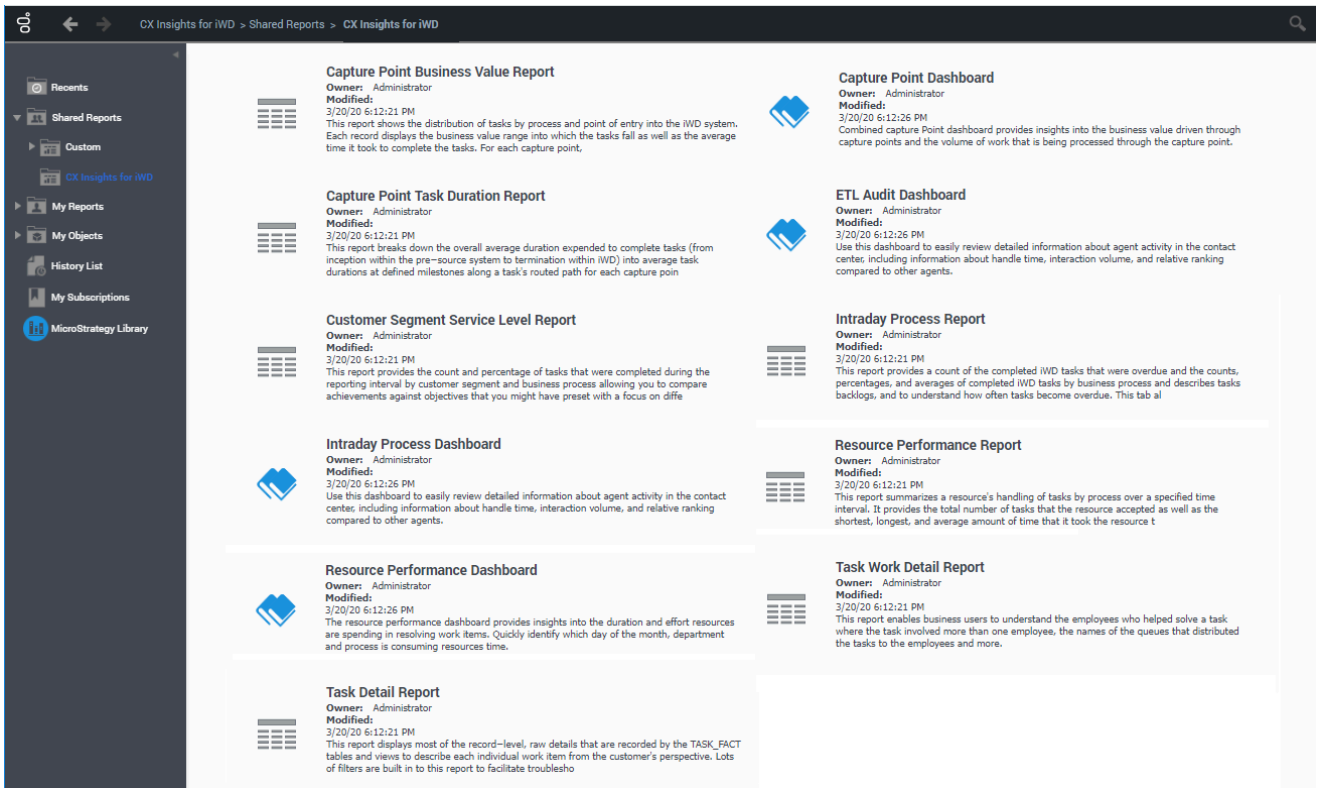
> **Important**
> Historical reporting reports only on the two highest levels of the Cloud iWD Category structure, which correspond to Departments and Processes.These are added to historical reporting as soon as the first interaction arrives. Subsequent Category name changes are not reported. Levels three and below do not appear in historical reports.

> **Important**
> Genesys recommends that when you create or customize reports, observe the following rules, to minimize problems:
>
> - In any report, employ metrics and attributes from a single subfolder. Do not mix data from different subfolders.
> - Select one or more Time attribute in every report.

Access

There is information on how to access historical reports here.

About iWD reports



The following reports are available in the **CX Insights for iWD** folder:

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Dashboard
- Customer Segment Service Level Report
- ETL Audit Dashboard
- Intraday Process Dashboard
- Intraday Process Report
- Resource Performance Dashboard
- Resource Performance Report
- Task Age Dashboard
- Task Age Report
- Task Detail Report
- Task Work Detail Report

General comments about the iWD reports

The information in this section can help you understand the CX Insights for iWD reports.

Averages

Averages in the reports that report `0` (zero) values indicate either `0` duration or `0` count. For example, an average hold time of 0 could signify either that interactions were placed on hold for `0` seconds, or that no interactions were placed on hold at all during the reporting interval. `AverageHoldTime = Activity(HoldTime)/Activity(Hold) = 0`

Comments on queues

> **Important**
>
> The terms **Queue**, **QueueType** and **QueueTargetName** appear in some reports but should be ignored for activity related to iWD in Cloud. Other terms that might appear in reporting but should be ignored are mentioned in the relevant report topic.

Viewing the day's activities

The accuracy of the reports for viewing the current day’s activities depends on when transformation and aggregation completes throughout a day and how soon you run the reports.

Other reports

> **Important**
>
> Genesys Info Mart Queue reports are not supported in Genesys CX Insights for iWD.

Related Topics:

- Go back to the complete list of available reports.
- Learn how to understand and use reports.
- Learn how to create or customize reports.

Further information

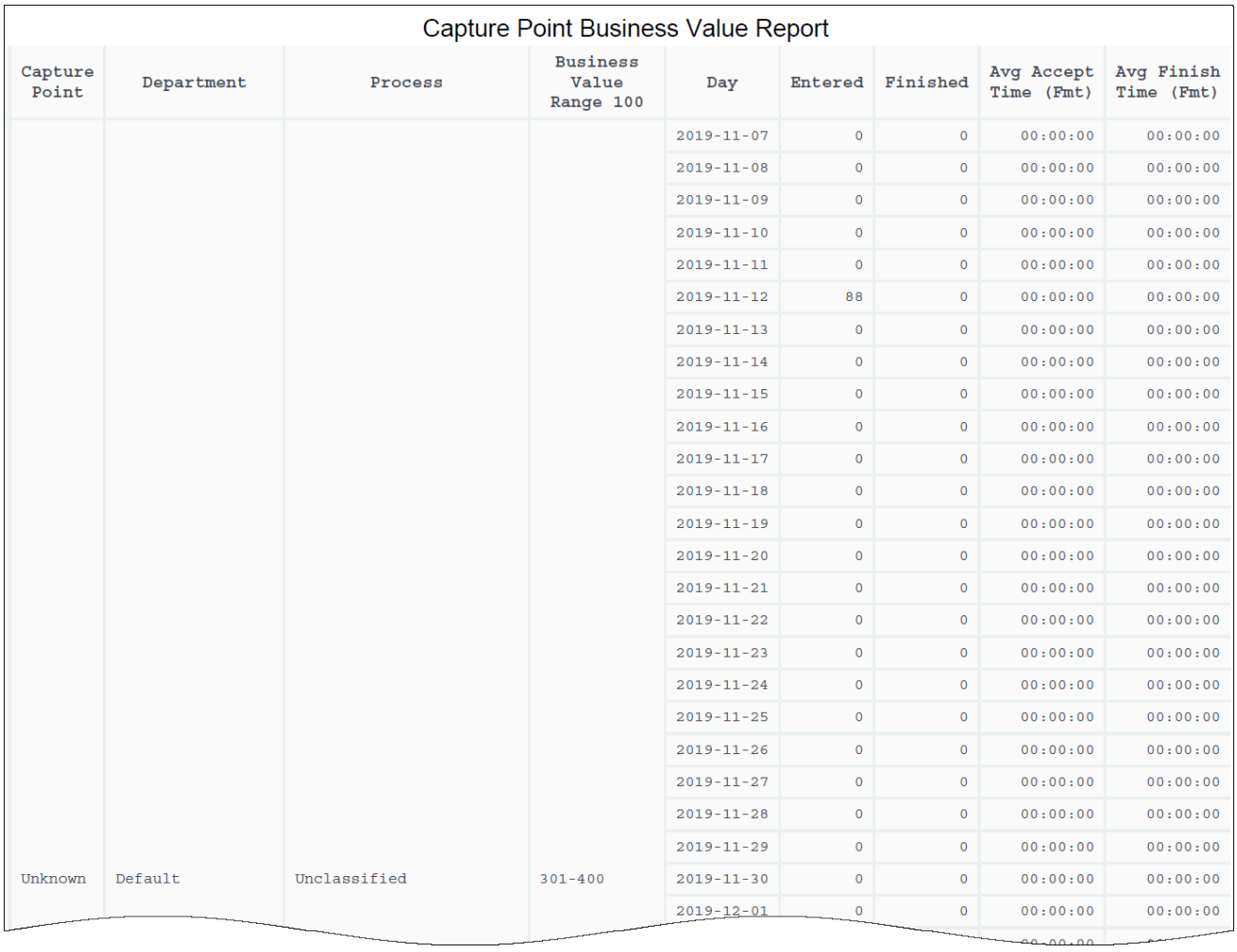
- GCXI reports for iWD in Genesys Engage Premise are here.

Capture Point Business Value Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Capture Point Business Value Report.

This page describes how you (as a business user) can use the (**CX Insights for iWD** folder) **Capture Point Business Value Report** to understand the distribution of tasks by process and point of entry (capture point) into the iWD system. You can use this information to assess whether the time to complete tasks correlates with the desired business value and time to complete for a busy enterprise, which can help you to better tune priority schema and priority levels for processes, capture points and departments.

Understanding the Capture Point Business Value Report



Capture Point Business Value Report

Capture Point	Department	Process	Business Value Range 100	Day	Entered	Finished	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)
				2019-11-07	0	0	00:00:00	00:00:00
				2019-11-08	0	0	00:00:00	00:00:00
				2019-11-09	0	0	00:00:00	00:00:00
				2019-11-10	0	0	00:00:00	00:00:00
				2019-11-11	0	0	00:00:00	00:00:00
				2019-11-12	88	0	00:00:00	00:00:00
				2019-11-13	0	0	00:00:00	00:00:00
				2019-11-14	0	0	00:00:00	00:00:00
				2019-11-15	0	0	00:00:00	00:00:00
				2019-11-16	0	0	00:00:00	00:00:00
				2019-11-17	0	0	00:00:00	00:00:00
				2019-11-18	0	0	00:00:00	00:00:00
				2019-11-19	0	0	00:00:00	00:00:00
				2019-11-20	0	0	00:00:00	00:00:00
				2019-11-21	0	0	00:00:00	00:00:00
				2019-11-22	0	0	00:00:00	00:00:00
				2019-11-23	0	0	00:00:00	00:00:00
				2019-11-24	0	0	00:00:00	00:00:00
				2019-11-25	0	0	00:00:00	00:00:00
				2019-11-26	0	0	00:00:00	00:00:00
				2019-11-27	0	0	00:00:00	00:00:00
				2019-11-28	0	0	00:00:00	00:00:00
				2019-11-29	0	0	00:00:00	00:00:00
Unknown	Default	Unclassified	301-400	2019-11-30	0	0	00:00:00	00:00:00
				2019-12-01	0	0	00:00:00	00:00:00

For each record, the report displays the business value range into which the tasks fall as well as the average time that it took to complete the tasks. For each capture point, the report plots the total number of finished tasks against their assigned business value range.

Although this report is defined using the Business Value Range attribute, you can drill along this attribute to display larger ranges in which business value of the task capture falls.

To get a better idea of what this report looks like, view sample output from the report: SampleCapturePointBusinessValueReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Capture Point Business Value Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Capture Point	Optionally, select a Capture Point on which to focus the report.

Attributes in the Capture Point Business Value Report

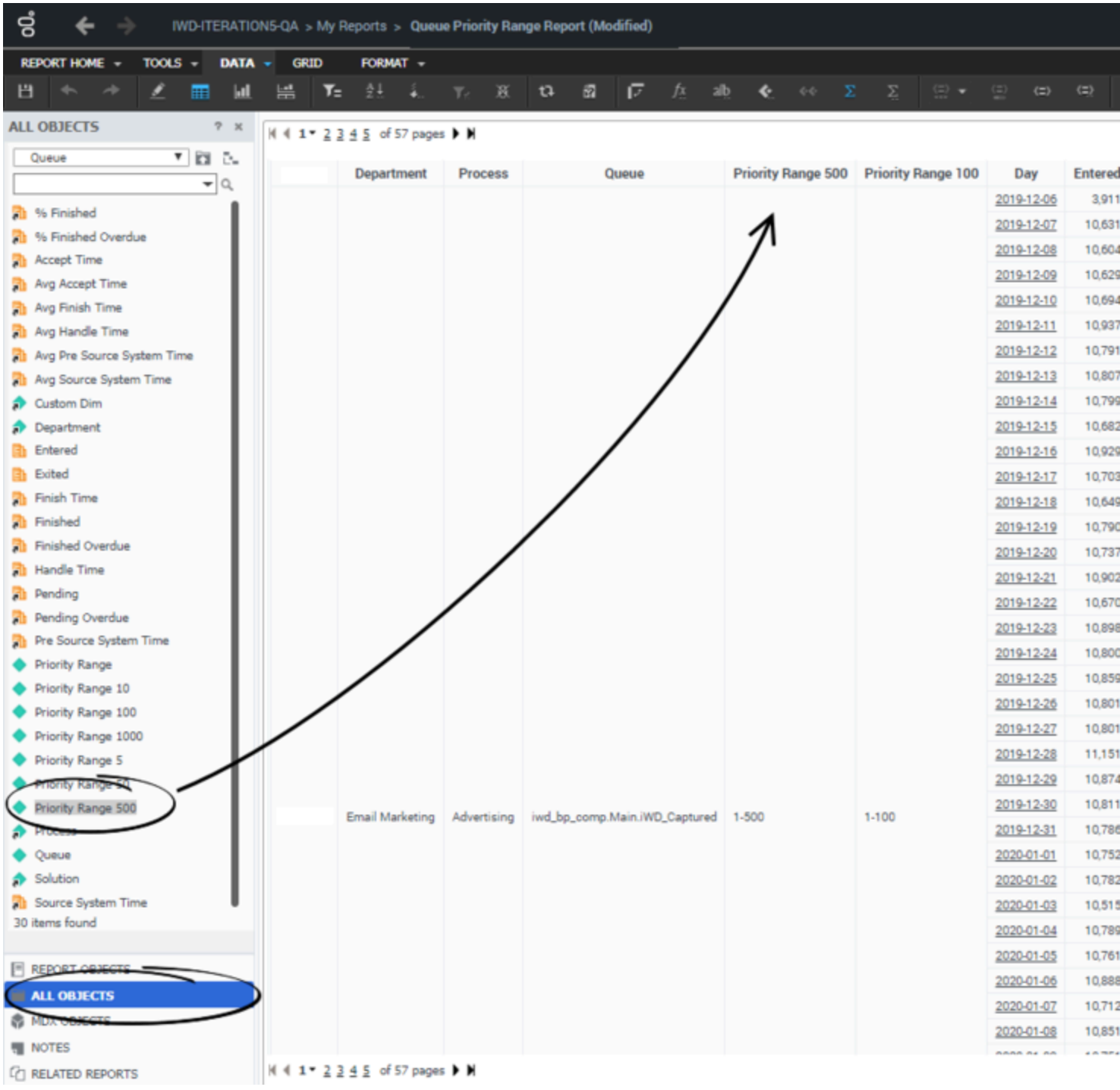
Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Capture Point	Enables data to be organized by the name of the capture point that acquired tasks from the source system.	CAPTURE_POINT.CAPTURE_POINT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Business Value Range 100	Enables data to be organized by the range in which the business value of the task capture falls. Ranges are character values that have a granularity of 100—for example: 1–100, 101–200, 201–300.	BUSINESS_VALUE.BUSINESS_VALUE_RANGE_100
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Capture Point Business Value Report

Metric	Description	Source or Calculation
Entered	The total number of new tasks that entered the iWD system through this capture point during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].NEW_TA
Finished	The total number of tasks that entered the iWD system through this capture point and were completed during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMPL_T
Avg Finish Time (Fmt)	The average amount of time that elapsed before tasks that entered the iWD system through this capture point were completed. This measure includes the time that tasks were backlogged as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed before tasks that entered the iWD system through this capture point were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Customizing the report

Some dashboards contain attributes representing different granularity of an attribute, such as Priority Range, or Business Value. You can change the granularity of the data shown in the report by replacing this attribute with another; this procedure uses Business Value Range in the Capture Point Business Value Report as an example.



Changing the granularity of the report data

Procedure: Changing the granularity of the report data

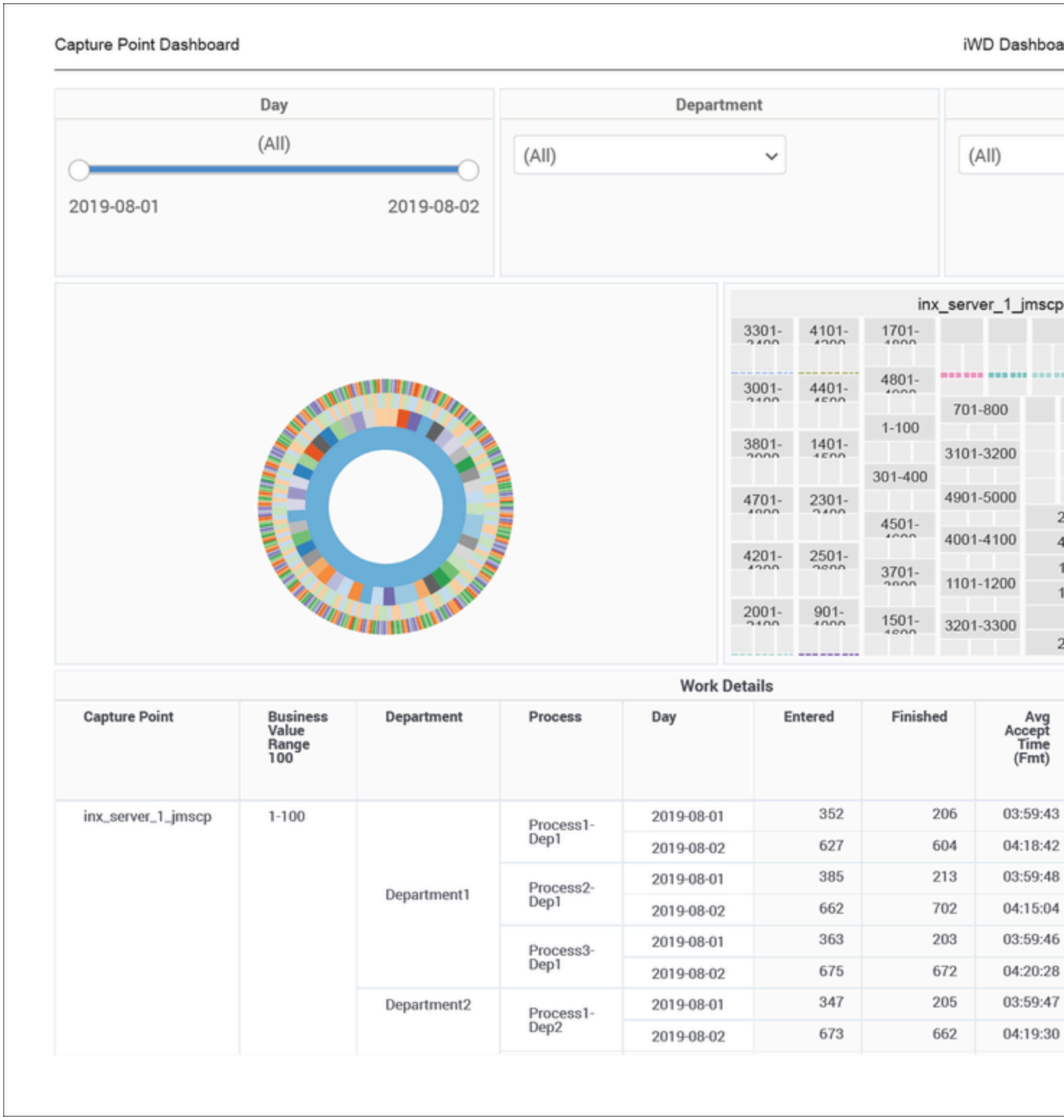
Purpose: Change the granularity range of an attribute. In this example, we change the Capture Point Business Value Report, which by default is configured to use the "Business Value Range 100" attribute.

Steps

1. Log in with an account having Administrator privileges.
2. Open and run the report. It's best to modify a copy of the report, rather than the original:
    1. Click **Report Home** > **Save As**.
    2. In the **Save As** editor:
        1. In the **Save in** list, choose one of the following paths:
            - **Shared Reports** > **Custom** — to make the modified report accessible to other users.
            - **My Reports** — to make the modified report accessible only to you.
        2. Enter a **Name** for the report, and optionally modify the **Description**.
        3. Click **OK**.
    3. In the **Report Saved** editor, click **Run newly saved report**, and answer the prompts to generate the report.
3. You can now modify the report:
    1. From the **Report Objects** menu, click **All Objects**.
       In the **All Objects** hierarchy, drag the new attribute (for example **Business Value Range 1000**) into the report,releasing the left mouse button when over the appropriate location in the report.
    2. Drag the unwanted attribute (for example **Business Value Range 100**) out of the report grid.
4. Click **Report Home** > **Save**. Rerun the report to verify the results.

Capture Point Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Capture Point Dashboard .



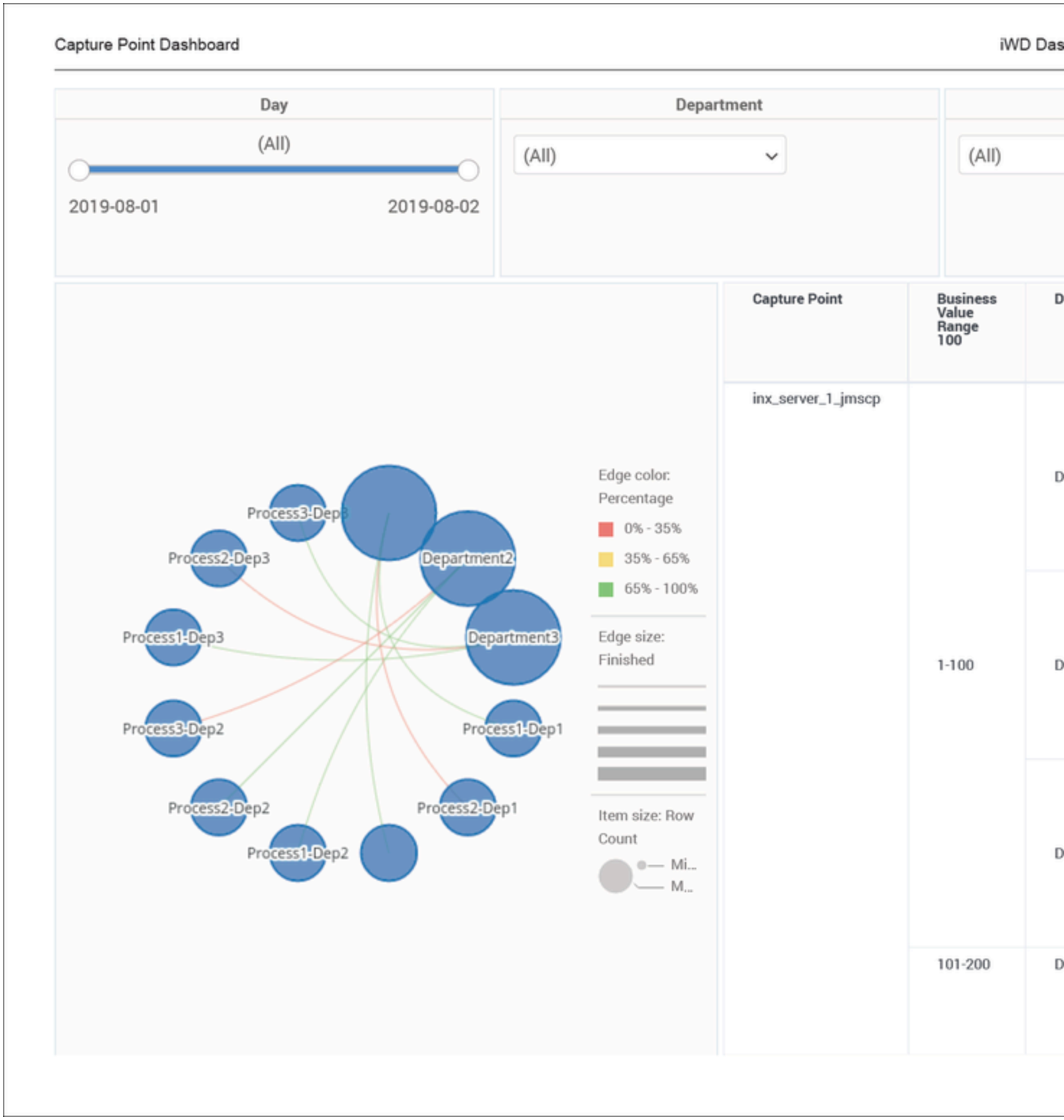
Capture Point	Business Value Range 100	Department	Process	Day	Entered	Finished	Avg Accept Time (Fmt)
inx_server_1_jmscp	1-100	Department1	Process1-Dep1	2019-08-01	352	206	03:59:43
				2019-08-02	627	604	04:18:42
			Process2-Dep1	2019-08-01	385	213	03:59:48
				2019-08-02	662	702	04:15:04
			Process3-Dep1	2019-08-01	363	203	03:59:46
				2019-08-02	675	672	04:20:28
		Department2	Process1-Dep2	2019-08-01	347	205	03:59:47
				2019-08-02	673	662	04:19:30

Work Arrival Business Value tab

The Capture Point Dashboard provides insights into the business value driven through capture points, and the volume of work processed through each capture point.

The dashboard report organizes data on the following tabs:

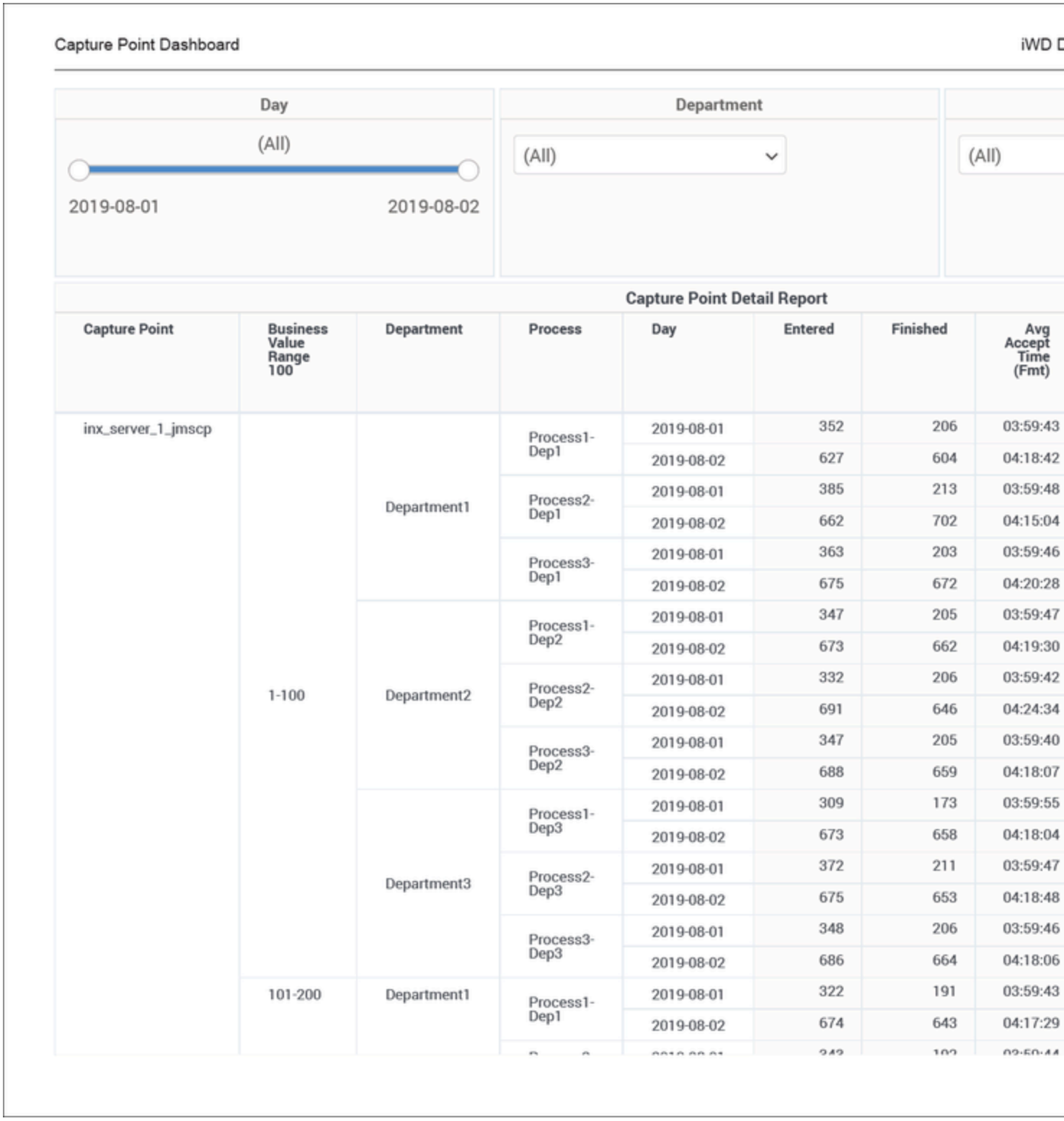
- **Work Arrival Business Value** tab — This tab provides insights into the value of work arriving at each capture point.
- **Capture Point Volumes** tab — This tab provides insights into the volume of work arriving at each capture point.
- **Capture Point Detail** tab — This tab provides a drill down to the detail of the work that is arriving at the capture point.



Capture Point Volumes tab

The dashboard breaks down the overall average duration time that is spent to complete tasks (from inception within the pre-source system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point. The dashboard also displays the business value range into which the tasks fall, the average time that it took to complete the tasks, and plots the total number of finished tasks against their assigned business value range.

Although this report is defined using the Business Value Range attribute, you can drill along this attribute to display larger ranges.



Capture Point Dashboard iWD D

Day

(All)

2019-08-01 2019-08-02

Department

(All)

(All)

Capture Point Detail Report

Capture Point	Business Value Range 100	Department	Process	Day	Entered	Finished	Avg Accept Time (Fmt)
inx_server_1_jmscp	1-100	Department1	Process1-Dep1	2019-08-01	352	206	03:59:43
				2019-08-02	627	604	04:18:42
			Process2-Dep1	2019-08-01	385	213	03:59:48
				2019-08-02	662	702	04:15:04
			Process3-Dep1	2019-08-01	363	203	03:59:46
				2019-08-02	675	672	04:20:28
		Department2	Process1-Dep2	2019-08-01	347	205	03:59:47
				2019-08-02	673	662	04:19:30
			Process2-Dep2	2019-08-01	332	206	03:59:42
				2019-08-02	691	646	04:24:34
			Process3-Dep2	2019-08-01	347	205	03:59:40
				2019-08-02	688	659	04:18:07
		Department3	Process1-Dep3	2019-08-01	309	173	03:59:55
				2019-08-02	673	658	04:18:04
			Process2-Dep3	2019-08-01	372	211	03:59:47
				2019-08-02	675	653	04:18:48
			Process3-Dep3	2019-08-01	348	206	03:59:46
				2019-08-02	686	664	04:18:06
	101-200	Department1	Process1-Dep1	2019-08-01	322	191	03:59:43
				2019-08-02	674	643	04:17:29

Capture Point Detail tab

Note that the term *dashboard* is used interchangeably with the term *dossier*. Dashboards provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization. For specific instructions about customizing the granularity of data in this dashboard, see Customizing the dashboard.

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Capture Point Dashboard.pdf

The following table explains the prompts you can select when you generate the Capture Point Dashboard:

Prompts on the Capture Point Dashboard

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Capture Point	Optionally, select a Capture Point on which to focus the report.

The following table explains the attributes used in the Capture Point Dashboard:

Attributes in the Capture Point Dashboard

Attribute	Description	Data Mart Column
Capture Point	Enables data to be organized by the name of the capture point that acquired tasks from the source system.	CAPTURE_POINT.CAPTURE_POINT_NAME
Business Value Range	Enables data to be organized by the range in which the business value of the task capture falls. For more information, see Customizing the dashboard. Ranges are character values that have a granularity of 5—for example: 1–5, 6–10, 11–15.	BUSINESS_VALUE.BUSINESS_VALUE_RANGE
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME

Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.	PROCESS.PROCESS_NAME
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

The following table explains the metrics used in the Capture Point Dashboard:

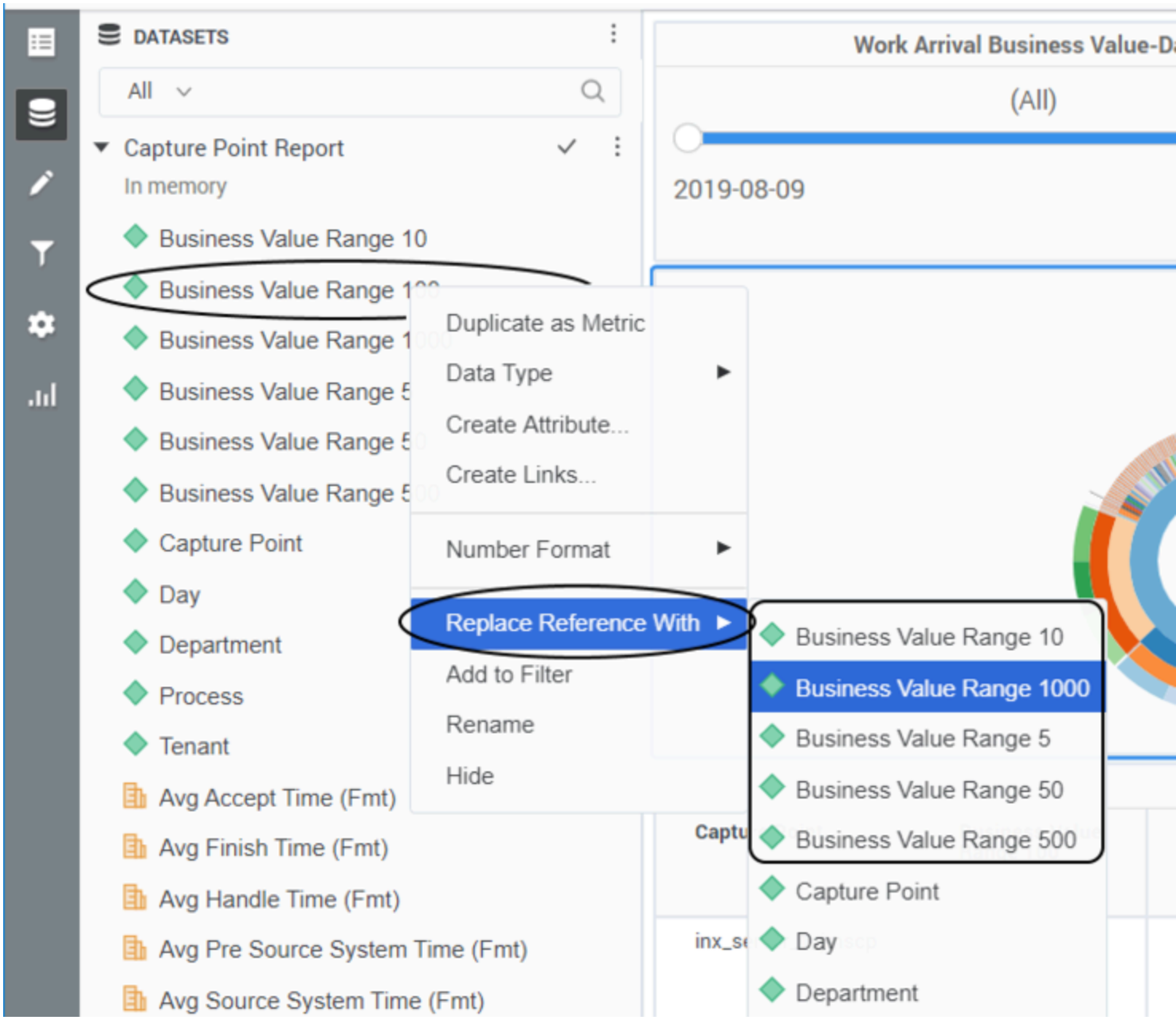
Metrics in the Capture Point Dashboard

Metric	Description	Source or Calculation
Entered	The total number of new tasks that entered the iWD system through this capture point during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].NEW_TA
Finished	The total number of tasks that entered the iWD system through this capture point and were completed during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMPL_T
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed before tasks that entered the iWD system through this capture point were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Handle Time (Fmt)	For tasks that entered the iWD system through this capture point, the average amount of time that resources worked on the tasks before completing them.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Finish Time (Fmt)	The average amount of time that elapsed before tasks that entered the iWD system through this capture point were completed. This measure includes the time that tasks were backlogged as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Avg Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the preceding system before they were created within iWD.	Calculated based on the Source System Time and Finished metrics, where: • Source System Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Pre-Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the pre-source system.	Calculated based on to the Pre Source System Time and Finished metrics, where: • Pre Source System Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Customizing the dashboard

Some dashboards contain attributes representing different granularity of an attribute, such as Age Range, or Business Value. You can change the granularity of the data shown on the dashboard by replacing this attribute with another; this procedure uses Business Value Range in the Capture Point Dashboard as an example (or see the video below).



Changing the granularity of the dashboard data

Procedure: Changing the granularity of the dashboard data

Purpose: Change the Business Value Range. By default, the Capture Point Dashboard is configured to use the "Business Value Range 100" attribute.

Steps

1. Log in with an account having Administrator privileges.
2. Open and run the dashboard.
3. Complete the following steps to make a copy of the dashboard, rather than modify the original:
    1. Click **File** > **Save As**.
    2. In the **Save As** editor:
        1. In the **Save in** list, choose one of the following paths:
            - **Shared Reports** > **Custom** — to make the modified dashboard accessible to other users.
            - **My Reports** — to make the modified dashboard accessible only to you.
        2. Enter a **Name** for the report, and optionally modify the **Description**, or **Advanced Options**.
        3. Click **OK**.
    3. In the **Dossier Saved** editor, click **Run newly saved dossier**.
4. You can now modify the dashboard:
    1. From the **View** menu, click **Datasets Panel**.
       The **Datasets Panel** appears, where you can select a new Business Value Range to apply.
    2. Right-click the existing attribute value (**Business Value Range 100** by default), and in the menu that appears, choose **Replace Reference With**.
    3. Click the name of the dataset object to insert (for example **Business Value Range 1000**).
       The selected dataset attribute replaces the default **Business Value Range 100** attribute.
5. Click **File** > **Save** to save your changes, and rerun the report to verify the results.

Video: Changing the granularity of the dashboard data

Link to video

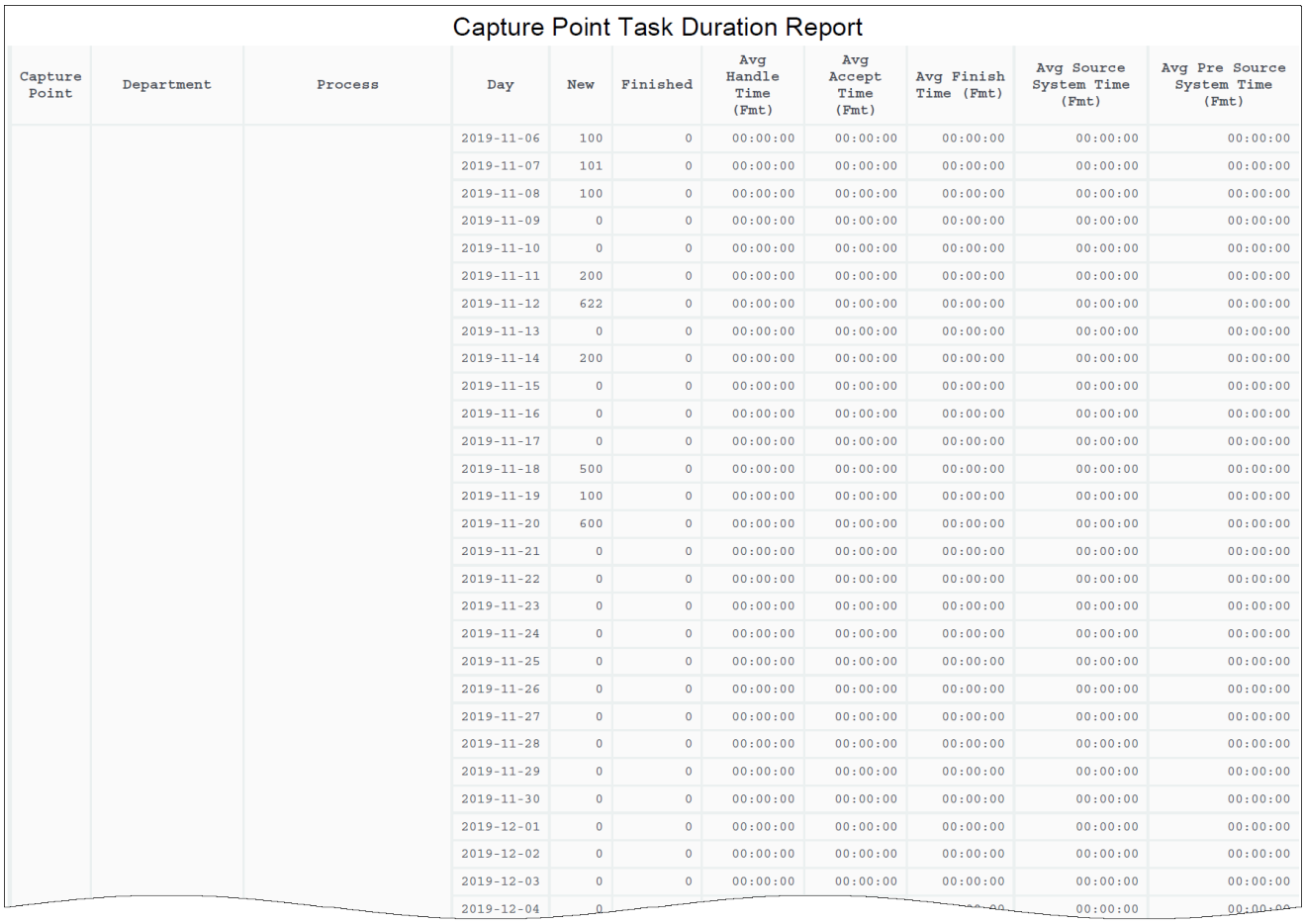
This video describes how to customize the Business Value Range.

Capture Point Task Duration Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Capture Point Task Duration Report.

This page describes how you (as a business user or technical business user) can use the (**CX Insights for iWD** folder) > **Capture Point Task Duration Report** to identify and plan remediation for bottlenecks in the system. The technical business user can then tune routing strategies and associated business rules in order to reduce bottlenecks and routing milestones. This is particularly useful if you base distribution strategies or business operations around the point (the capture point) through which tasks enter the iWD system.

Understanding the Capture Point Task Duration Report



Capture Point Task Duration Report

Capture Point	Department	Process	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
			2019-11-06	100	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-07	101	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-08	100	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-09	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-10	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-11	200	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-12	622	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-13	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-14	200	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-17	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-18	500	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-19	100	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-20	600	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			2019-12-04	0					00:00:00	00:00:00

This report breaks down the overall average duration time that is spent to complete tasks (from inception within the presource system to termination within iWD) into average task durations at defined milestones along a task's routed path for each capture point.

To get a better idea of what this report looks like, view sample output from the report: SampleCapturePointTaskDurationReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Capture Point Task Duration Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more,

Prompt	Description
	over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Capture Point	Optionally, select a Capture Point on which to focus the report.

Attributes in the Capture Point Task Duration Report

Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Capture Point	Enables data to be organized by the name of the capture point that acquired tasks from the source system.	CAPTURE_POINT.CAPTURE_POINT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Capture Point Task Duration Report

Metric	Description	Source or Calculation
New	Number of new tasks that were submitted to iWD during the given time interval. Tasks are counted only after they have been classified.	TASK_CAPT_FACT.NEW_TASK_COUNT

Metric	Description	Source or Calculation
Finished	The total number of tasks that entered the iWD system through this capture point and were completed during the reporting interval.	IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMPL_T
Avg Handle Time (Fmt)	For tasks that entered the iWD system through this capture point, the average amount of time that resources worked on the tasks before completing them.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Accept Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time that elapsed before the tasks were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Finish Time (Fmt)	For tasks that entered the iWD system through this capture point, the average amount of time that elapsed before the tasks were completed. This measure includes the time that tasks were backlogged as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the preceding system before they were created within iWD.	Calculated based on the Source System Time and Finished metrics, where: • Source System Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP
Avg Pre-Source System Time (Fmt)	For completed tasks that entered the iWD system through this capture point, the average amount of time the tasks spent in the presource system.	Calculated based on to the Pre Source System Time and Finished metrics, where: • Pre Source System Time is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP • Finished is: IWD_AGG_TASK_CAPT_[Y,Q,M,W,D,H,15].CMP

Customer Segment Service Level Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Customer Segment Service Level Report.

This page describes how you (as a team leader or business user) can use the (**CX Insights for iWD** folder) > **Customer Segment Service Level Report** to learn more about the number of new tasks, number of completed tasks and percentage of all tasks that were completed during the reporting interval, by day, by customer segment, and by business process.

Understanding the Customer Segment Service Level Report

Customer Segment Service Level Report

Department	Process	Customer Segment	Product	Day	New	Finished	% Finished
				2019-11-07	0	0	0.00%
				2019-11-08	0	0	0.00%
				2019-11-09	0	0	0.00%
				2019-11-10	0	0	0.00%
				2019-11-11	0	0	0.00%
				2019-11-12	48	0	0.00%
				2019-11-13	0	0	0.00%
				2019-11-14	0	0	0.00%
				2019-11-15	0	0	0.00%
				2019-11-16	0	0	0.00%
				2019-11-17	0	0	0.00%
				2019-11-18	0	0	0.00%
				2019-11-19	0	0	0.00%
				2019-11-20	0	0	0.00%
				2019-11-21	0	0	0.00%
				2019-11-22	0	0	0.00%
				2019-11-23	0	0	0.00%
				2019-11-24	0	0	0.00%
				2019-11-25	0	0	0.00%
				2019-11-26	0	0	0.00%
Default	Unclassified	Bronze	Electricity	2019-11-27	0	0	0.00%
					0	0	0.00%

This report provides the count and percentage of tasks that were completed during the reporting interval by customer segment and business process allowing you to compare achievements against objectives that you might have preset with a focus on different customer segments.

To get a better idea of what this report looks like, view sample output from the report: SampleCustomerSegmentServiceLevelReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Customer Segment Service Level Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day and time from which to gather report data.
End Date	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Customer Segment	Optionally, select a Customer Segment on which to focus the report.

Attributes in the Customer Segment Service Level Report

Attribute	Description
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.
Product	Enables data to be organized by the type of product.
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics in the Customer Segment Service Level Report

Metric	Description	Source or Calculation
New	Number of new tasks that were submitted to iWD during the given time interval. Tasks are	TASK_CLASSIF_FACT.NEW_TASK_COUNT

Metric	Description	Source or Calculation
	counted only after they have been classified.	
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
% Finished	The percentage of tasks of this classification that were completed during the reporting interval.	Calculated based on the Finished and Pending metrics, where: • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Pending is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T

Customer Segment Service Level Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Customer Segment Service Level Dashboard.

The Customer Segment Service Level Dashboard provides insights into the fulfillment of Service Level Agreements, by exploring the percentage of tasks that were completed during a specified interval. It illustrates the handling volumes by customer segment and business process, allowing you to compare achievements against your business objectives with a focus on each customer segment's progress over time.

Summary tab

The dashboard report organizes data on the following tabs:

- **Summary** tab — This tab provides a high-level summary, presenting a summary for each product, for the entire reporting period, as a single line item, and provides representations of work completed broken out by Product, Department and Process, and Customer Segment. It provides a **Day** slider, which you can use to quickly focus on a given day or range of days.
- **Throughput Calendar** tab — This tab breaks down performance for each product, by day, and provides a calendar widget that shows you the relative performance on each day in the reporting period, and allows you to easily focus on a day, or range of days.

Throughput Calendar tab

Note that the term *dashboard* is used interchangeably with the term *dossier*. Dashboards provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Customer Segment Service Level Dashboard.pdf

The following table explains the prompts you can select when you generate the Customer Segment Service Level Dashboard:

Prompts on the Customer Segment Service Level Dashboard

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Customer Segment	Optionally, select a Customer Segment on which to focus the report.

The following table explains the attributes used in the Customer Segment Service Level Dashboard:

Attributes in the Customer Segment Service Level Dashboard

Attribute	Description	Data Mart Column
Summary Tab		

Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NA
Product	Enables data to be organized by the type of product.	PRODUCT.PRODUCT_TYPE
Throughput Calendar Tab		
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Customer Segment	Enables data to be organized by the customer segment, which is an extended attribute of a task or work item that is assigned by the source system.	CUSTOMER_SEGMENT.CUSTOMER_SEGMENT_NA
Product	Enables data to be organized by the type of product.	PRODUCT.PRODUCT_TYPE
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

The following table explains the metrics used in the Customer Segment Service Level Dashboard:

Metrics in the Customer Segment Service Level Dashboard

Metric	Description	Source or Calculation
% Finished	The percentage of tasks of this	Calculated based on the Finished

	classification that were completed during the reporting interval.	and Pending metrics, where: • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Pending is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T
Finished / Finished Work	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPL
Delta	The change in the number of tasks during the time period. A positive value indicates that there are more tasks incomplete at the end of the interval than there were at the beginning, while a negative value indicates fewer incomplete tasks.	Calculated as the the difference between the value of the New metric, and the value of the Finished metric.
New / New Work	Number of new tasks that were submitted to iWD during the given time interval. Tasks are counted only after they have been classified.	TASK_CLASSIF_FACT.NEW_TASK_COUNT

ETL Audit Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to ETL Audit Dashboard.

> **Important**
>
> This dashboard is designed to be used by administrators, and by default is visible only to members of Administrator user groups

Use the (**CX Insights for iWD** folder >) **ETL Audit Dashboard** to efficiently audit/analyze iWD ETL processes. The dashboard provides an overview of job execution statistics, including duration, status, and other information drawn from the ETL_AUDIT table.

Summary Intraday tab

The dashboard report organizes data on the following tabs:

- **Summary Intraday** tab — Use this tab to analyze job execution statistics for intraday jobs, which are jobs that run on a regular interval (every 15 minutes by default, or at user-configurable interval).
- **Summary Historical** tab — Use this tab to analyze job execution statistics for historical jobs, which are jobs that run on a daily basis.

Summary Historical tab

Note that the term *dashboard* is used interchangeably with the term *dossier*. Dashboards provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the report: SampleETLAuditDashboard.pdf

The following table explains the prompts you can select when you generate the ETL Audit Dashboard:

Prompts on the ETL Audit Dashboard

Prompt	Description
Start Time Min	Choose the low filter value for the Start Time attribute.
Start Time Max	Choose the high filter value for the Start Time attribute.
Data Source Type	Optionally, select a data source type on which to focus the report.
Process Name	Optionally, select a business process on which to focus the report.
Status	Optionally, select a status on which to focus the report.

The following table explains the attributes used in the ETL Audit Dashboard:

Attributes in the ETL Audit Dashboard

Attribute	Description	Data Mart Column
ETL Audit Key	Enables data to be organized based on the technical key which identifies DataMart job.	ETL_AUDIT.ETL_AUDIT_KEY
Data Source Type	Enables data to be organized based on the type of data source.	V_DIM_DATA_SOURCE_TYPE.DATA_SOURCE_TYPE
Data Source Name	Enables data to be organized	ETL_AUDIT.DATA_SOURCE_NAME

	based on the name of the data source.	
Process Name	Enables data to be organized based on the process name.	V_DIM_PROCESS_NAME.PROCESS_NAME
Status	Enables data to be organized based on job status.	V_DIM_STATUS.STATUS
Job Type	Enables data to be organized based on the the type of job.	ETL_AUDIT.JOB_TYPE
Start Time	Enables data to be organized based on the time when the job started.	ETL_AUDIT.ETL_AUDIT_START_TIME
Finish Time	Enables data to be organized based on the time when the job finished.	ETL_AUDIT.ETL_AUDIT_FINISH_TIME
Batch ID	Enables data to be organized based on the batch number. Applicable only to jobs that process data in batches.	ETL_AUDIT.BATCH_ID
First Extracted Event ID	Enables data to be organized based on the ID that starts the range of event IDs that are processed.	ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID
Last Extracted Event ID	Enables data to be organized based on the ID that ends the range of event IDs that are processed.	ETL_AUDIT.LAST_EXTRACTED_EVENT_ID
Batch Last Event ID	Enables data to be organized based on the ID of the last event in the batch.	ETL_AUDIT.BATCH_LAST_EVENT_ID
Last Interval Date Key	Enables data to be organized based on the last date interval that is processed by the aggregate ETL scripts.	ETL_AUDIT.LAST_INTERVAL_DATE_KEY
Last Interval Time Key	Enables data to be organized based on the last time interval that is processed by the aggregate ETL scripts.	ETL_AUDIT.LAST_INTERVAL_TIME_KEY

The following table explains the metrics used in the ETL Audit Dashboard:

Metrics in the Customer ETL Audit Dashboard

Metric	Description	Source or Calculation
Duration	The total amount number of seconds that job execution lasted. This value is calculated based on the creation timestamp for the job during the given time interval (ETL_AUDIT_START_TIME), and the finish time for the job	ETL_AUDIT.DURATION

	(ETL_AUDIT_FINISH_TIME).	
Extracted Events Amount	The number of loaded events during a job or batch run.	ETL_AUDIT.EXTRACTED_EVENTS_AMOUNT

Intraday Process Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Intraday Process Dashboard .

Summary Tab

Trending Tab

Task Handling Tab

Finished Overdue Tab

This page describes how you can use the (**CX Insights for iWD** folder) > **Intraday Process Dashboard** to see an intraday overview of the completed iWD tasks that were overdue, along with the counts, percentages, and averages of completed iWD tasks, breaking down the average amount of time it took to complete tasks using three key metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring the average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The dashboard also provides an overview of the task backlog for a day or reporting interval, providing summary information about how many tasks are pending, how many tasks are overdue, and how many of the completed tasks were overdue. Data is organized by day, department, and business process.

Understanding the Intraday Process Dashboard

The dashboard is divided into four tabs:

- **Summary** tab — Provides an intraday high-level summary of the backlog for the period chosen. This is intended to be the starting point for analysis, enabling you to quickly spot trends in KPI and potential bottlenecks in tasks. For example, it can enable you to quickly recognize that the backlog is growing or shrinking.
- **Trending** tab — Provides at-a-glance information about trends occurring in the workload processing, and helps you to understand bottlenecks and intraday processing in more detail.
- **Task Handling** tab — Enables you to examine how handle time may be affecting the processing of tasks, and helps you to quickly spot any exceptions.
- **Finished Overdue** tab — Provides insights into tasks that were not serviced before their Service Level Agreement (SLA).

To get a better idea of what this dashboard looks like, view sample output from the dashboard: SampleiWDIntradayProcessDshbrd.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the attributes and metrics that are represented in the dashboard:

Prompts for the Intraday Process Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select one or more departments to include in the report.
Process	Optionally, select one or more processes to include in the report.

Attributes used in the Intraday Process Dashboard

Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics used in the Intraday Process Dashboard

The Intraday Process Dashboard is divided into four tabs:

- Summary
- Trending
- Task Handling
- Finished Overdue

Metric	Description	Source or Calculation
Summary tab		
Pending Diff	The difference between the Entered and Finished metrics.	Calculated as the difference between the Entered and Finished metrics (Entered-Finished), where: • Entered is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].N • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Trending tab		
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA

Metric	Description	Source or Calculation
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Task Handling tab		
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Accept Time	For completed tasks, the average amount of time that elapsed within the iWD system before tasks were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Finish Time	The average amount of time that elapsed before agents completed tasks. This metric includes the time that tasks were backlogged, as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Finished Overdue tab		
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue %	The percentage of pending tasks that were overdue at the end of the reporting interval.	Calculated based on the value of the Pending Overdue and Pending metrics, where: • Pending is:

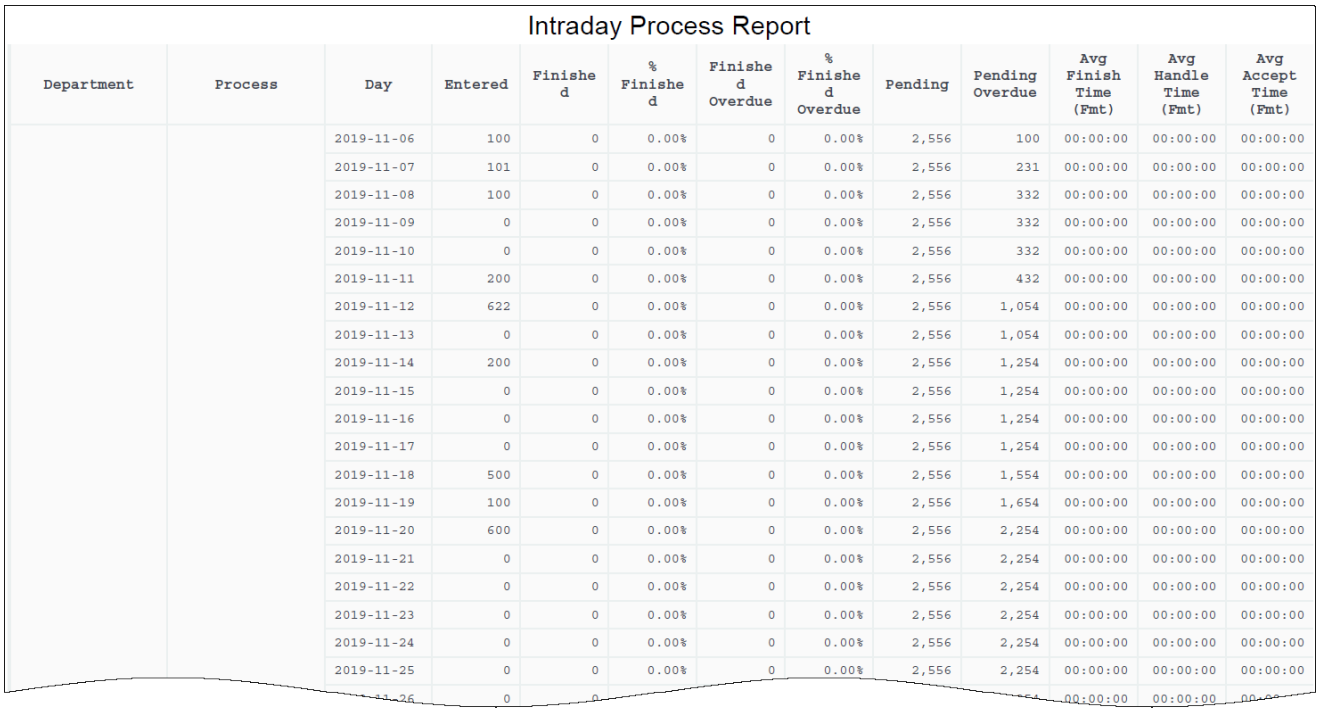
Metric	Description	Source or Calculation
		IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T • Pending Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T
Finished Overdue	The total number of completed tasks that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
Finished Overdue %	The percentage of completed tasks of this classification that were overdue during the reporting interval.	Calculated based on the Finished Overdue and Finished metrics, where: • Finished Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Handle Time	The average amount of time that agents worked on tasks before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C

Intraday Process Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Intraday Process Report .

This page describes how you (as a manager, business user, workforce planning user, or team leader) can use the (**CX Insights for iWD** folder) > **Intraday Process Report** to view information about the performance of historical and pending work items, to learn more about sources of backlog, about throughput, and to understand how often tasks become overdue before they are finished.

Understanding the Intraday Process Report



Intraday Process Report

Department	Process	Day	Entered	Finished	% Finished	Finished Overdue	% Finished Overdue	Pending	Pending Overdue	Avg Finish Time (Fmt)	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)
		2019-11-06	100	0	0.00%	0	0.00%	2,556	100	00:00:00	00:00:00	00:00:00
		2019-11-07	101	0	0.00%	0	0.00%	2,556	231	00:00:00	00:00:00	00:00:00
		2019-11-08	100	0	0.00%	0	0.00%	2,556	332	00:00:00	00:00:00	00:00:00
		2019-11-09	0	0	0.00%	0	0.00%	2,556	332	00:00:00	00:00:00	00:00:00
		2019-11-10	0	0	0.00%	0	0.00%	2,556	332	00:00:00	00:00:00	00:00:00
		2019-11-11	200	0	0.00%	0	0.00%	2,556	432	00:00:00	00:00:00	00:00:00
		2019-11-12	622	0	0.00%	0	0.00%	2,556	1,054	00:00:00	00:00:00	00:00:00
		2019-11-13	0	0	0.00%	0	0.00%	2,556	1,054	00:00:00	00:00:00	00:00:00
		2019-11-14	200	0	0.00%	0	0.00%	2,556	1,254	00:00:00	00:00:00	00:00:00
		2019-11-15	0	0	0.00%	0	0.00%	2,556	1,254	00:00:00	00:00:00	00:00:00
		2019-11-16	0	0	0.00%	0	0.00%	2,556	1,254	00:00:00	00:00:00	00:00:00
		2019-11-17	0	0	0.00%	0	0.00%	2,556	1,254	00:00:00	00:00:00	00:00:00
		2019-11-18	500	0	0.00%	0	0.00%	2,556	1,554	00:00:00	00:00:00	00:00:00
		2019-11-19	100	0	0.00%	0	0.00%	2,556	1,654	00:00:00	00:00:00	00:00:00
		2019-11-20	600	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-21	0	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-22	0	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-23	0	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-24	0	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-25	0	0	0.00%	0	0.00%	2,556	2,254	00:00:00	00:00:00	00:00:00
		2019-11-26	0	0						00:00:00	00:00:00	

This report provides a count of the completed iWD tasks that were overdue and the counts, percentages, and averages of completed iWD tasks, and breaks down the average amount of time it took to complete tasks using three metrics:

- Avg Finish Time — measuring the average time it took for tasks to be completed after entering the system,
- Avg Accept Time — measuring average amount of time that tasks were backlogged before they reached a handling resource, and
- Avg Handle Time — measuring the average amount of time that resources worked on tasks.

The report also provides a snapshot of the task backlog for a day or reporting interval, providing detailed information about how many tasks are currently pending, how many tasks are currently overdue, and how many of the completed tasks were overdue. Data is organized by day, department, and by business process.

To get a better idea of what this report looks like, view sample output from the report: SampleIntradayProcessReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Intraday Process Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day and time from which to gather report data.
End Date	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.

Attributes in the Intraday Process Report

Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME

Attribute	Description	Data Mart Table.Column
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

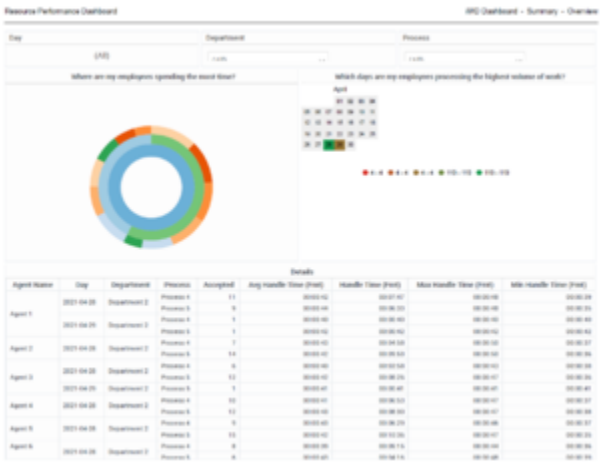
Metrics in the Intraday Process Report

Metric	Description	Source or Calculation
Entered	The total number of new tasks of this classification that were submitted to iWD during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].NEW
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI
% Finished	The percentage of tasks of this classification that were completed during the reporting interval.	Calculated based on the Finished and Pending metrics, where: • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Pending is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].T
Finished Overdue	The total number of completed tasks of this classification that were overdue during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].COM
% Finished Overdue	The percentage of completed tasks of this classification that were overdue during the reporting interval.	Calculated based on the Finished Overdue and Finished metrics, where: • Finished Overdue is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the Service-Level Agreement	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA

Metric	Description	Source or Calculation
	(SLA) due date/time has been missed.	
Avg Finish Time (Fmt)	The average amount of time that elapsed before agents completed tasks of this classification. This metric includes the time that tasks were backlogged, as well as work time.	Calculated based on the value of the Finish Time and Finished metrics, where: • Finish Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Handle Time (Fmt)	The average amount of time that agents worked on tasks of this classification before the tasks were completed.	Calculated based on the value of the Handle Time and Finished metrics, where: • Handle Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C
Avg Accept Time (Fmt)	For completed tasks, the average amount of time that elapsed within the iWD system before tasks of this classification were assigned to a resource for the first time. This metric reflects how long, on average, tasks were backlogged.	Calculated based on the value of the Accept Time and Finished metrics, where: • Accept Time is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C • Finished is: IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].C

Resource Performance Dashboard

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Resource Performance Dashboard.

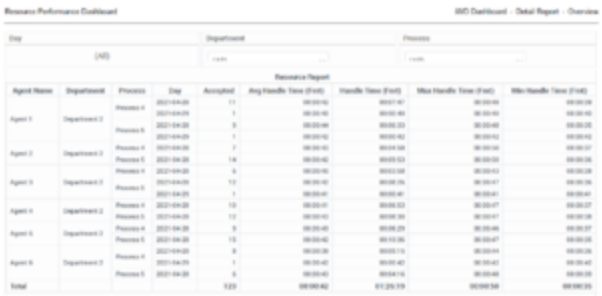


Summary tab

The Resource Performance Dashboard provides insights into the amount of time and effort resources are spending to resolve work items. Use this dashboard to quickly identify which days, departments, and processes are occupying resource time.

The dashboard organizes data on the following tabs:

- **Summary** tab — This tab provides an at-a-glance view of handling resource activity as follows:
  - Where are my employees spending the most time?
  - Which days are my employees processing the highest volume of work?
- **Detail Report** tab — This tab provides insights into the number of interactions, and a detailed breakdown of handle time for each handling resource.



Detail Report tab

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: Sample Resource Performance Dashboard.pdf

The following table explains the prompts you can select when you generate the Resource Performance Dashboard:

Prompts on the Resource Performance Dashboard

Prompt	Description
Pre-set Date Filter	Choose a time range from the list, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select one or more departments on which to report.
Process	Optionally, select one or more business processes on which to report.
Resource ID	Optionally, select a resource (usually an agent) on which to report.

The following table explains the attributes used in the Resource Performance Dashboard:

Attributes in the Resource Performance Dashboard

Attribute	Description	Data Mart Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is	PROCESS.PROCESS_NAME

	used to define strategies for how to route tasks and work items.	
Resource ID	Enables data to be organized by the unique identifier of each resource (usually an agent).	AGENT.AGENT_ID
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

The following table explains the metrics used in the Resource Performance Dashboard:

Metrics in the Resource Performance Dashboard

Metric	Description	Source or Calculation
Handle Time (Fmt)	The total amount of time, in seconds, that this resource worked on tasks before finishing them. This duration is measured as the difference between the time when the resource is assigned to a task, and the time when the task is finished. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task can have multiple work items. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].WORK
Accepted	For completed tasks, the total number of tasks that were assigned to this resource during the reporting interval.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TASK_
Avg Handle Time (Fmt)	The average amount of time that this resource (for example, an agent) worked on tasks before finishing them. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	Calculated based on the value of the Handle Time and Accepted metrics, where: • Handle Time is: IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].W • Accepted is: IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TA
Max Handle Time (Fmt)	The longest amount of time that this resource worked on a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MAX_

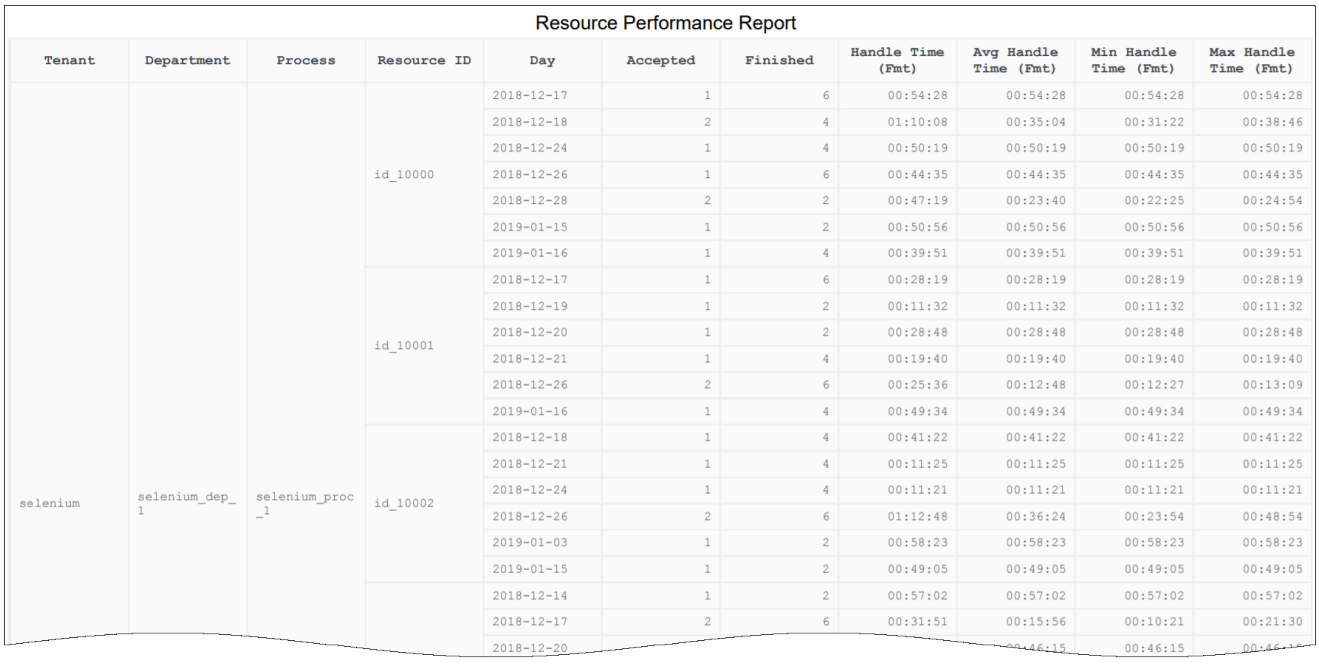
	three states that indicate task finalization. This measure considers active as well as completed tasks in its computation.	
Min Handle Time (Fmt)	The shortest amount of time that this resource worked a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MIN_W

Resource Performance Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Resource Performance Report.

This page describes how you (as a team leader, manager, or business user) can use the (**CX Insights for iWD** folder) > **Resource Performance Report** to understand how resources handle tasks over specific time periods. Gaining insights and the variability of performance for each process, department, and days the resource worked.

Understanding the Resource Performance Report



Resource Performance Report

Tenant	Department	Process	Resource ID	Day	Accepted	Finished	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
selenium	selenium_dep_1	selenium_proc_1	id_10000	2018-12-17	1	6	00:54:28	00:54:28	00:54:28	00:54:28
				2018-12-18	2	4	01:10:08	00:35:04	00:31:22	00:38:46
				2018-12-24	1	4	00:50:19	00:50:19	00:50:19	00:50:19
				2018-12-26	1	6	00:44:35	00:44:35	00:44:35	00:44:35
				2018-12-28	2	2	00:47:19	00:23:40	00:22:25	00:24:54
				2019-01-15	1	2	00:50:56	00:50:56	00:50:56	00:50:56
				2019-01-16	1	4	00:39:51	00:39:51	00:39:51	00:39:51
			id_10001	2018-12-17	1	6	00:28:19	00:28:19	00:28:19	00:28:19
				2018-12-19	1	2	00:11:32	00:11:32	00:11:32	00:11:32
				2018-12-20	1	2	00:28:48	00:28:48	00:28:48	00:28:48
				2018-12-21	1	4	00:19:40	00:19:40	00:19:40	00:19:40
				2018-12-26	2	6	00:25:36	00:12:48	00:12:27	00:13:09
				2019-01-16	1	4	00:49:34	00:49:34	00:49:34	00:49:34
			id_10002	2018-12-18	1	4	00:41:22	00:41:22	00:41:22	00:41:22
				2018-12-21	1	4	00:11:25	00:11:25	00:11:25	00:11:25
				2018-12-24	1	4	00:11:21	00:11:21	00:11:21	00:11:21
				2018-12-26	2	6	01:12:48	00:36:24	00:23:54	00:48:54
				2019-01-03	1	2	00:58:23	00:58:23	00:58:23	00:58:23
				2019-01-15	1	2	00:49:05	00:49:05	00:49:05	00:49:05
				2018-12-14	1	2	00:57:02	00:57:02	00:57:02	00:57:02
				2018-12-17	2	6	00:31:51	00:15:56	00:10:21	00:21:30
				2018-12-20					00:46:15	00:46:15

This report summarizes a resource's handling of tasks by process over a specified time interval. It provides the total number of tasks that the resource accepted, as well as the shortest, longest, and average amounts of time that it took the resource to handle them.

To get a better idea of what this report looks like, view sample output from the report:

SampleResourcePerformanceReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Resource Performance Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Resource ID	Optionally, select a resource (usually an agent) on which to focus the report.

Attributes in the Resource Performance Report

Attribute	Description	Data Mart Table.Column
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.	PROCESS.PROCESS_NAME
Resource ID	Enables data to be organized by the unique identifier of each resource (usually an agent).	AGENT.AGENT_ID
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Resource Performance Report

Metric	Description	Source or Calculation
Accepted	For completed tasks, the total number of tasks that were assigned to this resource during the reporting interval.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TASK_
Finished	The total number of tasks that were completed during the reporting interval.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].CMPL_
Handle Time (Fmt)	The total amount of time, in seconds, that this resource worked on tasks before finishing them. This duration is measured as the difference between the time when the resource is assigned to a task, and the time when the task is finished. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task can have multiple work items. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].WORK
Avg Handle Time (Fmt)	The average amount of time that this resource (for example, an agent) worked on tasks before finishing them. Note that the act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	Calculated based on the value of the Handle Time and Accepted metrics, where: • Handle Time is: IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].WO • Accepted is: IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].TA
Min Handle Time (Fmt)	The shortest amount of time that this resource worked a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the task was Completed—one of three states that indicate task finalization. This metric considers active as well as completed tasks in its computation.	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MIN_W
Max Handle Time (Fmt)	The longest amount of time that this resource worked on a task before finishing it. Finishing a task within the iWD system does not necessarily imply that the	IWD_AGG_TASK_AGENT_[Y,Q,M,W,D,H,15].MAX_W

Metric	Description	Source or Calculation
	task was Completed—one of three states that indicate task finalization. This measure considers active as well as completed tasks in its computation.	

Task Age Dashboard

Summary tab

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Task Age Dashboard.

Use the (**CX Insights for iWD** folder) > **Task Age Dashboard** to better understand how well each department and process is meeting Service Level Agreements. The dashboard provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

Working Age Distribution Over Time tab

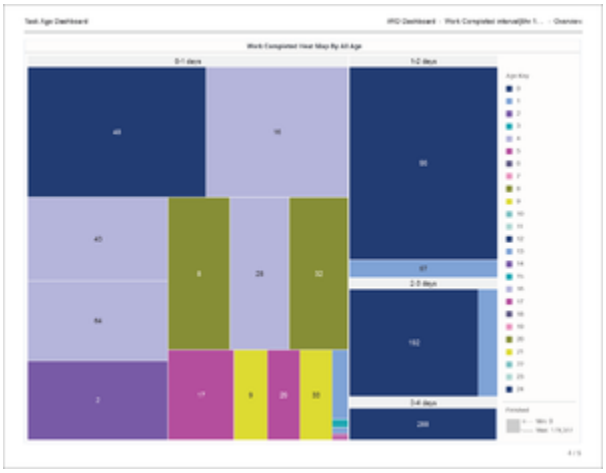
This dashboard provides an aging analysis of work, contrasting work that is performed prior to the

Service Level being breached with the work that has breached the Service Level Agreement for your departments and processes. This enables you to visualize and analyze how each department and process is meeting their service levels. The dashboard organizes data on the following tabs:

- Summary
- Working Age Distribution Over Time
- Work Completed Interval [15 min]
- Work Completed Interval [8 hr]
- Department And Process By Task Age

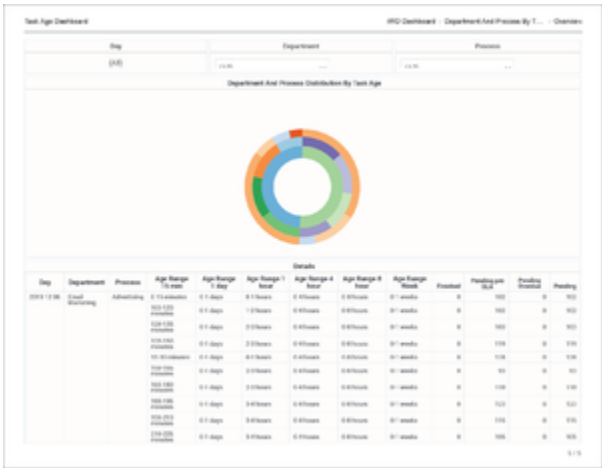
Work Completed Interval [15min] tab

Note that the term *dashboard* is used interchangeably with the term *dossier*. Dashboards provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data in most reports and dashboards by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, through text and data filtering, and layers of organization.



Work Completed Interval [8hr] tab

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Task Age Dashboard.pdf



Department And Process By Task Age tab

The following table explains the prompts you can select when you generate the Task Age Dashboard:

Prompts on the Task Age Dashboard

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.

The following table explains the attributes used in the Task Age Dashboard:

Attributes in the Task Age Dashboard

Attribute	Description	Data Mart Column
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data to be organized by	PROCESS.PROCESS_NAME

	the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	
Age Range 15 min	Enables data to be organized by the type of age identifier. For information about customization, see Customizing the dashboard.	AGE.AGE_RANGE*
Age Range 1 day	Enables data to be organized by the type of age identifier.	AGE.AGE_RANGE*
Age Range 1 hour	Enables data to be organized by the type of age identifier.	AGE.AGE_RANGE*
Age Range 4 hour	Enables data to be organized by the type of age identifier.	AGE.AGE_RANGE*
Age Range 8 hour	Enables data to be organized by the type of age identifier.	AGE.AGE_RANGE*
Age Range Week	Enables data to be organized by the type of age identifier.	AGE.AGE_RANGE*

The following table explains the metrics used in the Task Age Dashboard:

Metrics in the Task Age Dashboard

Metric	Description	Source or Calculation
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPL
Pending pre SLA	The number of pending tasks that are not overdue. Calculated as the difference between the total count of pending tasks, and the total count of overdue tasks.	Calculated as the difference between the values of the Pending and Pending Overdue metrics.
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA

Task Age Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Task Age Report.

Use the (**CX Insights for iWD** folder) > **Task Age Report** to better understand how well each department and process is meeting Service Level Agreements. This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

Understanding the Task Age Report

Task Age Report

Tenant	Department	Process	Age Range 1 day	Day	Pending	Pending Overdue	Finished
selenium	Email Marketing	Advertising	0-1 days	2020-03-06	1,190	0	0
				2020-03-07	0	0	0
				2020-03-09	21	0	0
				2020-03-10	3,941	0	0
			1-2 days	2020-03-07	1,190	0	0
			2-3 days	2020-03-08	1,190	0	0
			3-4 days	2020-03-09	1,190	1,190	0
				2020-03-10	1,190	1,190	0
			Total		**5,131**	**1,190**	**0**
		Newsletter	0-1 days	2020-03-06	1,251	1,251	0
				2020-03-07	0	0	0
				2020-03-09	36	0	0
				2020-03-10	3,913	1,771	0
			1-2 days	2020-03-07	1,251	1,251	0
			2-3 days	2020-03-08	1,251	1,251	0
			3-4 days	2020-03-09	1,251	1,251	0
				2020-03-10	1,251	1,251	0
			Total		**5,164**	**3,022**	**0**
		Promotion	0-1 days	2020-03-06	1,230	1,230	0
				2020-03-07	0	0	0
				2020-03-09	30	0	0
				2020-03-10	4,047	3,130	0
			1-2 days	2020-03-07	1,230	1,230	0
			2-3 days	2020-03-08	1,230	1,230	0
					1,230	1,230	0

This report provides detailed information about the volume of tasks that are handled within the defined Service Level interval, and the volume that breach the Service Level Agreement for departments and processes.

To get a better idea of what this report looks like, view sample output from the report: SampleTaskAgeReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Task Age Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.

Attributes in the Task Age Report

Attribute	Description	Data Mart Table.Column
Department	Enables data within the reporting interval to be organized by the name of the department for which iWD prioritizes and routes tasks.	DEPARTMENT.DEPARTMENT_NAME
Process	Enables data within the reporting interval to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.	PROCESS.PROCESS_NAME
Age Range 1 day	Enables data within the reporting interval to be organized by the age of the task, where age is defined in 1 day ranges. For example: 0-1 day, 1-2 day, 3-4 day. For information about customization, see Customizing the dashboard.	AGE.AGE_RANGE_1DAY
Day	Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	DATE_TIME.LABEL_YYYY_MM_DD

Metrics in the Task Age Report

Metric	Description	Source (Table.Column) or Calculation
Pending	The current number of tasks that were pending (where the task status is Queued, Assigned, or Held) at the end of the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Pending Overdue	The current number of pending tasks that were overdue at the end of the reporting interval. A task is considered overdue when the SLA due date/time has been missed.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].TOTA
Finished	The total number of tasks of this classification that were completed during the reporting interval.	IWD_AGG_TASK_CLASSIF_[Y,Q,M,W,D,H,15].CMPI

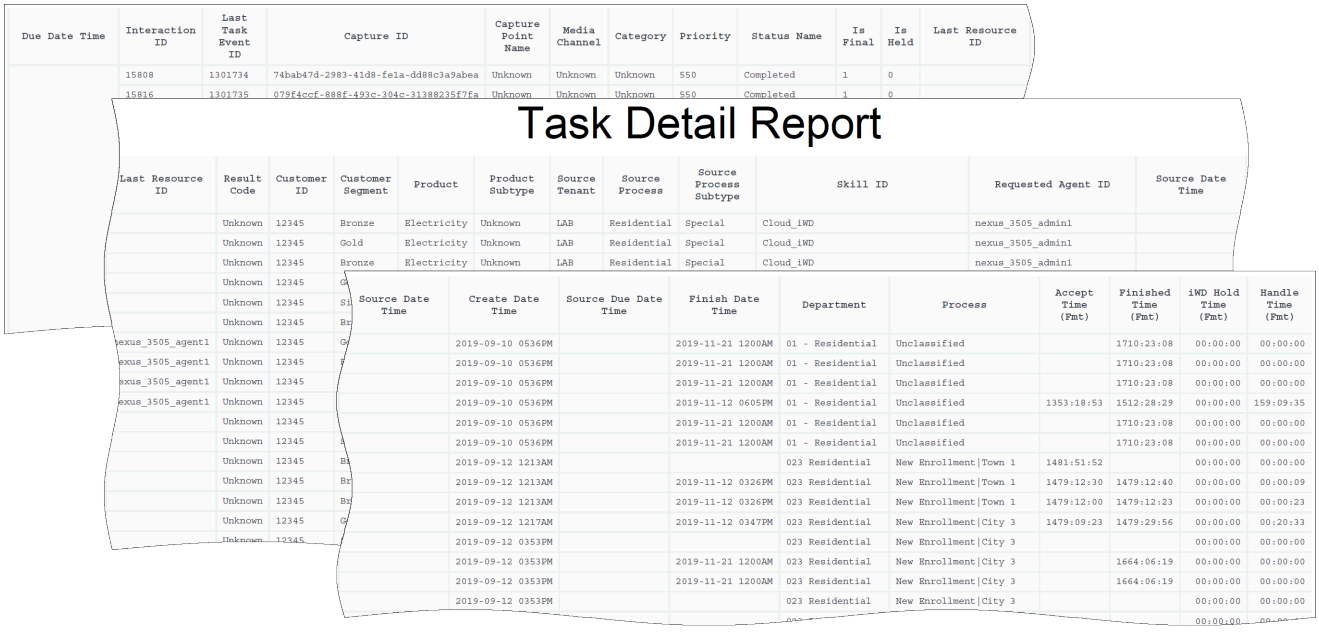
Task Detail Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Task Detail Report.

> **Important**
>
> The **Media Channel** metric appears in this report but should be ignored.

This page describes how you can use the (**CX Insights for iWD** folder) > **Task Detail Report** to understand the raw details of individual work items when viewed from the customer perspective. Many filters are provided to facilitate troubleshooting, identification, and validation of the results.

Understanding the Task Detail Report



This is a detail report; because of the volume of data that this report could potentially generate,

Genesys recommends that you:

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report criteria. The default hour selections span one day.
- Refine other prompts to the minimum dataset that is required.

Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

To get a better idea of what this report looks like, view sample output from the report: SampleTaskDetailReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts in the Task Detail Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Media Channel	Optionally, select a media channel on which to focus the report.
Source Tenant	**Note: This field is reserved for future use.** Optionally select a source tenant on which to focus the report.
Last Resource ID	Optionally, select an agent ID on which to focus the report.
Customer ID	Optionally, select a customer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
Interaction ID	Optionally, select a Interaction ID on which to focus the report.

Attributes in the Task Detail Report

Attribute	Description
Due Date & Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks are due as defined by either the source system or iWD rules.
Interaction ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.
Last Task Event ID	Enables data to be organized by the unique identifier for the last event that is associated with the task. Together with INTERACTION_ID, this field serves as the primary key of the H_TASK_FACT table.
Capture ID	Enables data to be organized by the ID of the task capture as issued by the originating source system.
Capture Point Name	Enables data to be organized by the descriptive name of the capture point.
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.
Category	Enables data to be organized by the descriptive name of the category.
Priority	Enables data to be organized by the Priority assigned to the task.
Status Name	Enables data to be organized by the name of the status of a task. One of the following values: • new—Newly created task awaiting processing. • rejected—Task was rejected during processing. This can occur when a task is assigned to an expired process or closed department. • captured—Task has been classified by iWD, but not yet prioritized. • queued—Task has been processed and prioritized at least once. • distribution—Task is waiting for an available agent to handle it. • canceled—Task has been canceled. • completed—Task has been completed. • errorheld—Error occurred during task classification or prioritization. Error details are stored in the “error” custom extended task attribute. When iWD resumes, it attempts to process the task again. • held—Task is in a held state (either by user

Attribute	Description
	action or the system) and will not be reprioritized until the task is resumed. • assigned—Task has been assigned to an agent.
Is Final	Enables data to be organized by whether the task is Final or Pending : • **0** indicates a task status other than Completed, Canceled, or Rejected. • **1** indicates a task status of Completed, Canceled, or Rejected.
Is Held	Enables data to be organized by whether a task was Held or Not Held: • **0** indicates a task status other than NewHeld, ErrorHeld, or Held. • **1** indicates a task status of NewHeld, ErrorHeld, or Held.
Last Resource ID	Enables data to be organized by the ID of the agent who was last assigned the task or work item, as captured by the source system.
Result Code	Enables data to be organized by the descriptive name of the result code.
Customer ID	Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns.
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.
Product	Enables data to be organized by the type of the product.
Product Subtype	Enables data to be organized by the subtype of the product.
Source Tenant	**Note: This field is reserved for future use.** Enables data to be organized by the name of the tenant from the source system.
Source Process	Enables data to be organized by the name of the source-system process—for example, Order.
Source Process Subtype	Subtype of the process—for example, Activation.
Skill ID	Enables data to be organized by the ID of the skill.
Requested Agent ID	Enables data to be organized by the ID of the agent as captured by the source system.
Source Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which the second source system captured tasks in task-flow

Attribute	Description
	scenarios in which two systems are involved in the origination of tasks. (The second source system is the DTM [Driver Test Manager] that submitted the task to iWD.)
Create Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks were created.
Source Due Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, at which the task is due in the source system.
Finish Date Time	Enables data to be organized by the date and time, in YYYY-M-D HHMM (AM/PM) format, on which tasks or work items were completed. EVENT_DATE_END is an alias for the EVENT_DATE iWD Data Mart table.
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process, which is a core attribute of tasks and work items that define strategies for how to route them.

Metrics in the Task Detail Report

Metric	Description	Source (Table.Column) or Calculation
Accept Time (Fmt)	The amount of time that elapsed after this task was created in iWD before it was assigned to a resource.	TASK_FACT.ASSIGN_TIME_FROM_CREATED_SEC
Finished Time (Fmt)	The amount of time that it took to finish tasks, calculated as the difference from the moment that the task was created in the iWD system until the moment it was finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. Different from other Finish Time measures, this measure considers active as well as completed tasks in its computation.	TASK_FACT.COMPLETE_TIME_FROM_CREATED_SE
iWD Hold Time (Fmt)	The amount of time that a task was held in iWD. This value	TASK_FACT.TOTAL_HELD_TIME_SEC

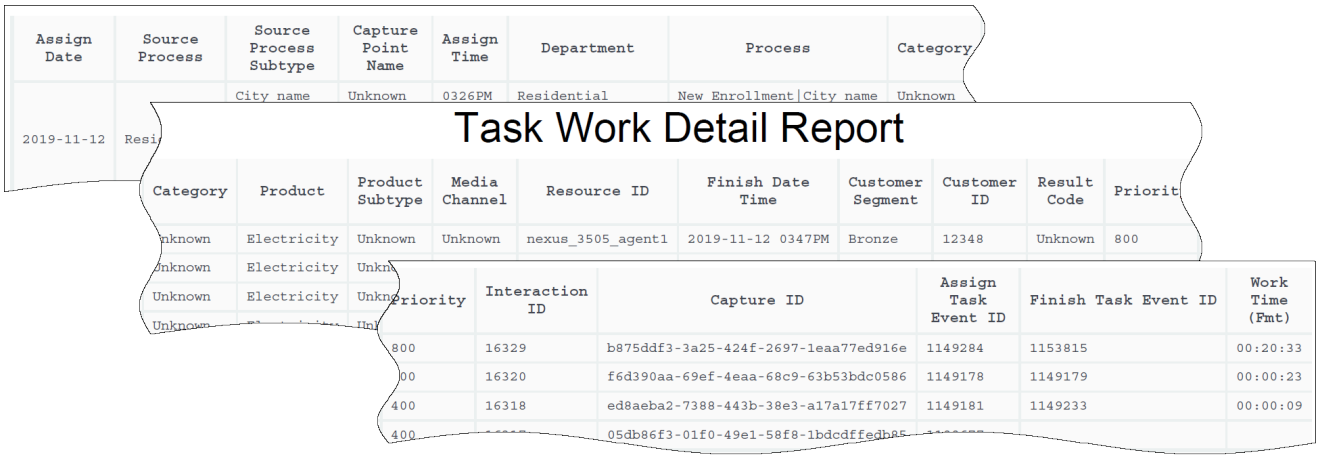
Metric	Description	Source (Table.Column) or Calculation
	represents an iWD hold action through the Web Service Capture API or through the iWD Manager user interface—not a hold event from a soft phone or desktop application.	
Handle Time (Fmt)	The amount of work time, calculated as the difference from the moment that a resource (for example, an agent) is assigned to a task until the moment that the task is finished. The act of a resource finishing a task within the iWD system does not, in and of itself, mark the task Completed—one of three states that indicate task finalization. A task might have multiple work items. This measure considers active as well as completed tasks in its computation.	TASK_FACT.TOTAL_WORK_TIME_SEC

Task Work Detail Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Task Work Detail Report.

This page describes how you can use the (**CX Insights for iWD** folder) > **Task Work Detail Report** to learn more about tasks that involved more than one employee.

Understanding the Task Work Detail Report



This is a detail report; because of the volume of data that this report could potentially generate, Genesys recommends that you:

- Restrict the **Start Time** and **End Time** user prompts to the narrowest range that satisfies your report criteria. The default hour selections span one day.
- Refine other prompts to the minimum dataset that is required.

Some report columns round durations to the nearest minute, whereas time-bound metrics are provided to the nearest second.

To get a better idea of what this report looks like, view sample output from the report: SampleTaskWorkDetailReport.pdf

The following tables explain the prompts you can select when you generate the report, and the

metrics and attributes that are represented in the report:

Prompts in the Task Work Detail Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Time	Choose the first day and time from which to gather report data.
End Time	Choose the last day and time from which to gather report data.
Department	Optionally, select a department on which to focus the report.
Process	Optionally, select a business process on which to focus the report.
Media Channel	Optionally, select a media channel on which to focus the report.
Source Tenant	**Note: This field is reserved for future use.** Optionally, select a source tenant on which to focus the report.
Resource ID	Optionally, select an agent ID on which to focus the report.
Customer ID	Optionally, select a customer ID on which to focus the report.
Capture ID	Optionally, select a capture ID on which to focus the report.
Interaction ID	Optionally, select an Interaction ID on which to focus the report.

Attributes in the Task Work Detail Report

Attribute	Description
Assign Date	Enables data to be organized by the date, in YYYY-MM-DD, on which a task was assigned to the agent.
Day of Year	Enables data to be organized by the day of the year when the work started.
Source Process	Enables data to be organized by the name of the source-system process—for example, Order.
Source Process Subtype	Subtype of the process—for example, Activation.
Start Date Time	Enables data to be organized by the 15-minute interval during which this record was created.

Attribute	Description
Assign Time	Enables data to be organized by the time of day at which the task was assigned to the agent.
Department	Enables data to be organized by the name of the department for which iWD prioritizes and routes tasks.
Process	Enables data to be organized by the name of the business process. The business process name is a core attribute that is used to define strategies for how to route tasks and work items.
Category	Enables data to be organized by the descriptive name of the category.
Product	Enables data to be organized by the type of the product.
Product Subtype	Enables data to be organized by the subtype of the product.
Media Channel	Enables data to be organized by the name of the media channel through which a task is received.
Resource ID	Enables data to be organized by the ID of the agent who was assigned the task or work item, as captured by the source system.
Assign Date Time	Enables data to be organized by the date and time when the task was assigned to the agent.
Finish Date Time	Enables data to be organized by the date and time when the task was finished by the agent.
Customer Segment	Enables data to be organized by the descriptive name of the customer segment.
Customer ID	Enables data to be organized by the customer ID, which is an extended attribute of a task or work item that the source system assigns.
Result Code	Enables data to be organized by the descriptive name of the result code.
Priority	Enables data to be organized by the priority assigned to the task.
Interaction ID	Enables data to be organized by the task ID, which is a unique value within a single Interaction Server database.
Capture ID	Enables data to be organized by the ID of the task capture as issued by the originating source system.
Assign Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which the task was assigned to agent.
Finish Task Event ID	Enables data to be organized by the ID, taken from the Interaction Server event log, that corresponds to the event at which an agent finished working on the task.
Is Abandon	Enables data to be organized by whether a task

Attribute	Description
	was abandoned: 0 indicates that the task was not abandoned (status finished). 1 indicates that the task was abandoned.
Source Tenant	**Note: This field is reserved for future use.** Enables data to be organized by the name of the tenant from the source system.
Process Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.
Department Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.
Tenant Custom Dim Attribute 1-5	These five attributes enable data to be organized by the type of custom dimension.

Metrics in the Task Work Detail Report

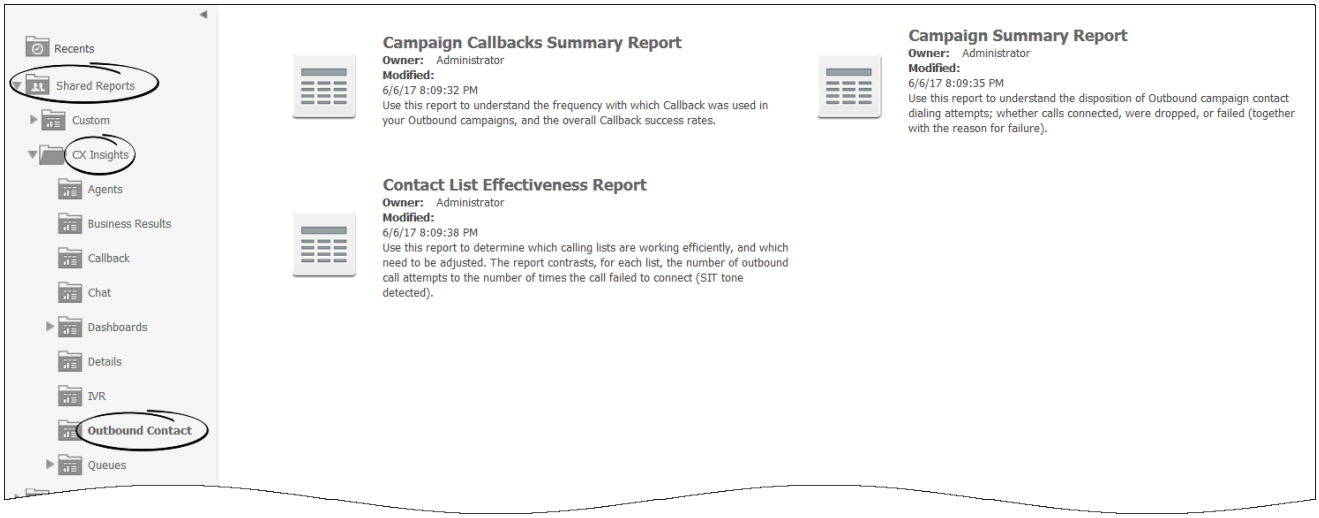
Metric	Description	Source (Table.Column) or Calculation
Work Time	The total amount of time that elapsed between the moment when the agent was assigned a task and the moment when the agent completed the task.	TASK_WORK_FACT.WORK_TIME_SEC

Outbound Contact reports

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Outbound Contact reports.

This page describes reports you can use to view historical information about outbound campaigns running in your contact center (outbound engagement). Reports in the **Outbound Contact** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Outbound Contact reports



The following reports are available in the **CX Insights** > **Outbound Contact** folder:

- Campaign Callbacks Summary Report
- Campaign Summary Report
- Contact List Effectiveness Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.

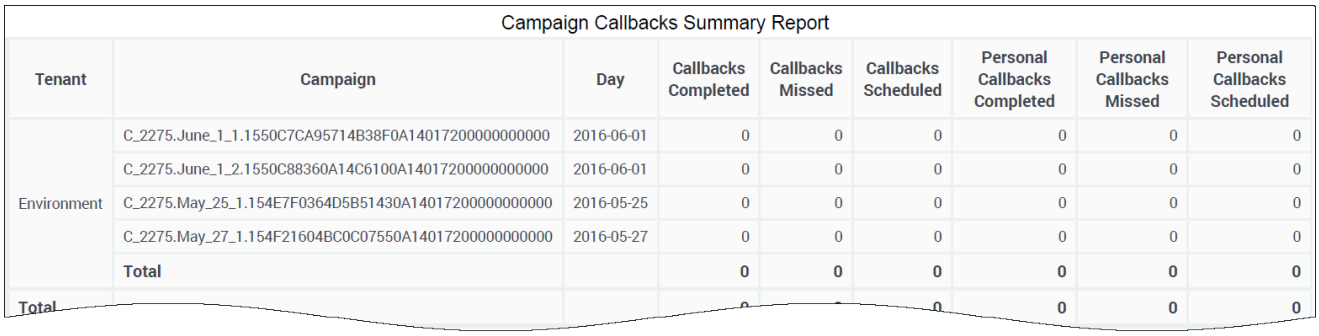
- Learn how to read and understand reports.
- Learn how to create or customize reports.

Campaign Callbacks Summary Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Campaign Callbacks Summary Report.

This page describes how you can use the (**Outbound Contact** folder) Campaign Callbacks Summary Report to learn more about the utilization of Callback in your campaign.

Understanding the Campaign Callbacks Summary Report



Campaign Callbacks Summary Report

Tenant	Campaign	Day	Callbacks Completed	Callbacks Missed	Callbacks Scheduled	Personal Callbacks Completed	Personal Callbacks Missed	Personal Callbacks Scheduled
Environment	C_2275.June_1_1.1550C7CA95714B38F0A14017200000000000	2016-06-01	0	0	0	0	0	0
	C_2275.June_1_2.1550C88360A14C6100A14017200000000000	2016-06-01	0	0	0	0	0	0
	C_2275.May_25_1.154E7F0364D5B51430A14017200000000000	2016-05-25	0	0	0	0	0	0
	C_2275.May_27_1.154F21604BC0C07550A14017200000000000	2016-05-27	0	0	0	0	0	0
	Total		**0**	**0**	**0**	**0**	**0**	**0**
Total						**0**	**0**	**0**

This report displays a summary of information about callback activity, including the total number of callbacks processed by the contact center, broken down into the total number scheduled, missed, and completed for each day of the reporting period. Personal callbacks are distinguished from nonpersonal ones. The report's design internally filters the dataset to return Outbound voice-only interactions.

Use this report to understand the frequency with which Callback was used in your Outbound campaigns, and the overall Callback success rates.

To get a better idea of what this report looks like, view sample output from the report: HRCXICampaignCallbacksSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Campaign Callbacks Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Campaign	Optionally, select one or more campaigns from which to gather data for the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Campaign Callbacks Summary Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Campaign	This attribute enables data to be organized by the name of the outbound campaign.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Campaign Callbacks Summary Report

Metric	Description
Callbacks Completed	The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.
Callbacks Missed	The total number of times attributed to the reporting interval that campaign callbacks were missed.
Callbacks Scheduled	The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.
Personal Callbacks Completed	The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from

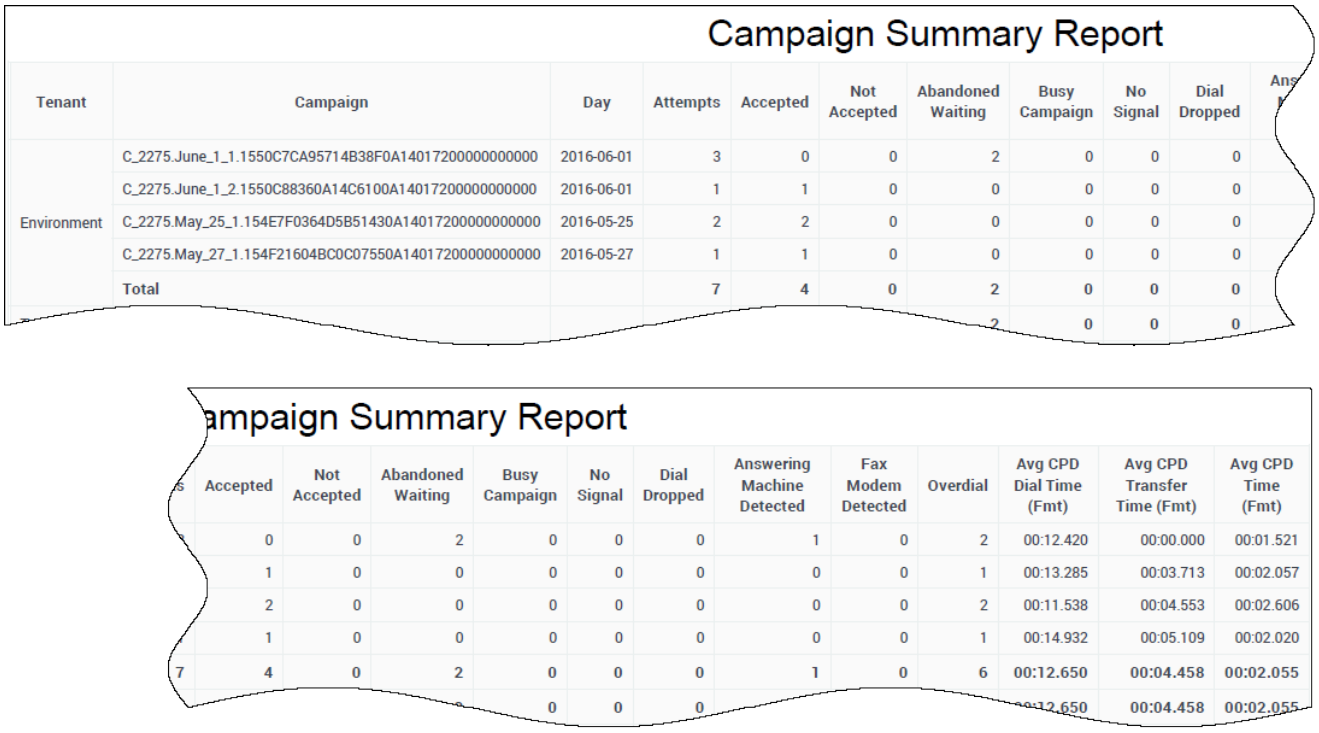
Metric	Description
	this campaign excluding missed callbacks.
Personal Callbacks Missed	The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.
Personal Callbacks Scheduled	The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.

Campaign Summary Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Campaign Summary Report.

This page describes how you can use the (**Outbound Contact** folder) Campaign Summary Report to learn more about the overall progress of your campaign.

Understanding the Campaign Summary Report



Campaign Summary Report

Tenant	Campaign	Day	Attempts	Accepted	Not Accepted	Abandoned Waiting	Busy Campaign	No Signal	Dial Dropped	Ans
	C_2275.June_1_1.1550C7CA95714B38F0A14017200000000000	2016-06-01	3	0	0	2	0	0	0	
	C_2275.June_1_2.1550C88360A14C6100A14017200000000000	2016-06-01	1	1	0	0	0	0	0	
Environment	C_2275.May_25_1.154E7F0364D5B51430A14017200000000000	2016-05-25	2	2	0	0	0	0	0	
	C_2275.May_27_1.154F21604BC0C07550A14017200000000000	2016-05-27	1	1	0	0	0	0	0	
	Total		7	4	0	2	0	0	0	
						2	0	0	0	

ampaign Summary Report

s	Accepted	Not Accepted	Abandoned Waiting	Busy Campaign	No Signal	Dial Dropped	Answering Machine Detected	Fax Modem Detected	Overdial	Avg CPD Dial Time (Fmt)	Avg CPD Transfer Time (Fmt)	Avg CPD Time (Fmt)
	0	0	2	0	0	0	1	0	2	00:12.420	00:00.000	00:01.521
	1	0	0	0	0	0	0	0	1	00:13.285	00:03.713	00:02.057
	2	0	0	0	0	0	0	0	2	00:11.538	00:04.553	00:02.606
	1	0	0	0	0	0	0	0	1	00:14.932	00:05.109	00:02.020
7	4	0	2	0	0	0	1	0	6	00:12.650	00:04.458	00:02.055
				0	0	0				00:12.650	00:04.458	00:02.055

This report summarizes key metrics, such as Accepted and Not Accepted, that illustrate the disposition of contact attempts associated with Outbound campaigns. The report also examines call-progress detection (CPD) efficiency. The report internally filters the dataset to return Outbound voice-only interactions.

Use this report to understand the disposition of Outbound campaign contact dialing attempts; whether calls connected, were dropped, or failed (together with the reason for failure).

To get a better idea of what this report looks like, view sample output from the report: HRCXICampaignSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Campaign Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Campaign	Optionally, select a campaign on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Campaign Summary Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Campaign	This attribute enables data to be organized by the name of the outbound campaign.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Campaign Summary Report

Metric	Description
Attempts	The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.

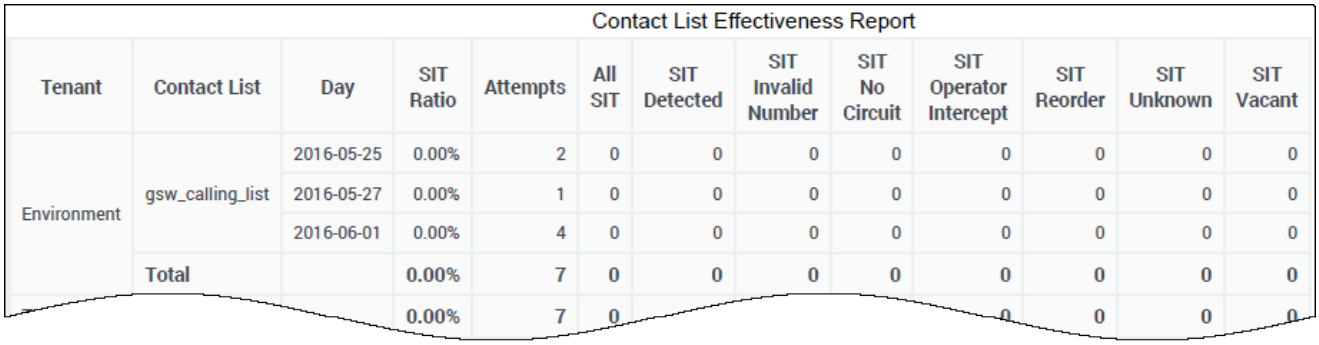
Metric	Description
Accepted	The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').
Not Accepted	The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').
Abandoned Waiting	The total number of times attributed to the reporting interval that contact attempts from this campaign returned an abandoned call result (CALL_RESULT_CODE='ABANDONED').
Busy Campaign	The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY').
No Signal	The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').
Dial Dropped	The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').
Answering Machine Detected	The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE= 'ANSWERING_MACHINE_DETECTED').
Fax Modem Detected	The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').
Overdial	The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.
Avg CPD Dial Time (Ms)	The average dial duration (MM:SS:milliseconds) of OCS-initiated calls. Average dial duration for established calls is available only when the CPD Server is used for dialing.
Avg CPD Transfer TIme (Ms)	The average amount of time (MM:SS:milliseconds) of CPD transfers completed during the reporting interval.
Avg CPD Time (Ms)	The average amount of time (MM:SS:milliseconds) of call-progress detection for contact attempts initiated during this reporting interval.

Contact List Effectiveness Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Contact List Effectiveness Report.

This page describes how you can use the (**Outbound Contact** folder) Contact List Effectiveness Report to see detailed information about the success rates of your contact lists, focusing on the frequency of SIT detection.

Understanding the Contact List Effectiveness Report



Contact List Effectiveness Report

Tenant	Contact List	Day	SIT Ratio	Attempts	All SIT	SIT Detected	SIT Invalid Number	SIT No Circuit	SIT Operator Intercept	SIT Reorder	SIT Unknown	SIT Vacant
Environment	gsw_calling_list	2016-05-25	0.00%	2	0	0	0	0	0	0	0	0
		2016-05-27	0.00%	1	0	0	0	0	0	0	0	0
		2016-06-01	0.00%	4	0	0	0	0	0	0	0	0
	Total		0.00%	7	0	0	0	0	0	0	0	0
			0.00%	7	0				0	0	0	0

This report provides detailed information about the number of contact attempts that were generated by an Outbound campaign, the ratio of attempts that resulted in the detection of a special information tone (SIT), and a breakdown of the call results of those SIT-detected attempts for the selected calling list. The report internally filters the dataset to return Outbound voice only interactions.

Use this report to determine which calling lists are working efficiently, and which need to be adjusted. The report contrasts, for each list, the number of outbound call attempts to the number of times the call failed to connect (a SIT tone was detected).

To get a better idea of what this report looks like, view sample output from the report: HRCXIContactListEffectivenessReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Contact List Effectiveness Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Contact List	Optionally, select a contact list on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Contact List Effectiveness Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Contact List	This attribute enables data to be organized by the contact list (that is, the calling list) that was used to run outbound campaigns.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Contact List Effectiveness Report

Many of the metrics used in the report pertain to special information tone (SIT) detection. For all metrics in this report, the determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation for more information.

Metric	Description
SIT Ratio	The ratio of contact attempts that resulted in SIT detection to the total number of contact attempts generated by a specific calling list from this campaign.
Attempts	The total number of contact attempts that the Outbound Contact Server processed for this

Metric	Description
	campaign regardless of the disposition of each attempt or how the attempt was initiated.
All SIT	The sum of all contact-attempt SIT metrics for which the call result was one of the following: • SIT_INVALID_NUMBER • SIT_NC • SIT_IC • SIT_RO • SIT_VC • SIT_DETECTED • SIT_UNKNOWN_CALL_STATE
SIT Detected	The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT Invalid Number	The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_INVALID_NUMBER'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT No Circuit	The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT Operator Intercept	The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT Reorder	The total number of times attributed to the interval that the system detected a special information tone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific

Metric	Description
	calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT Unknown	The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.
SIT Vacant	The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this metric's value for each contact attempt.

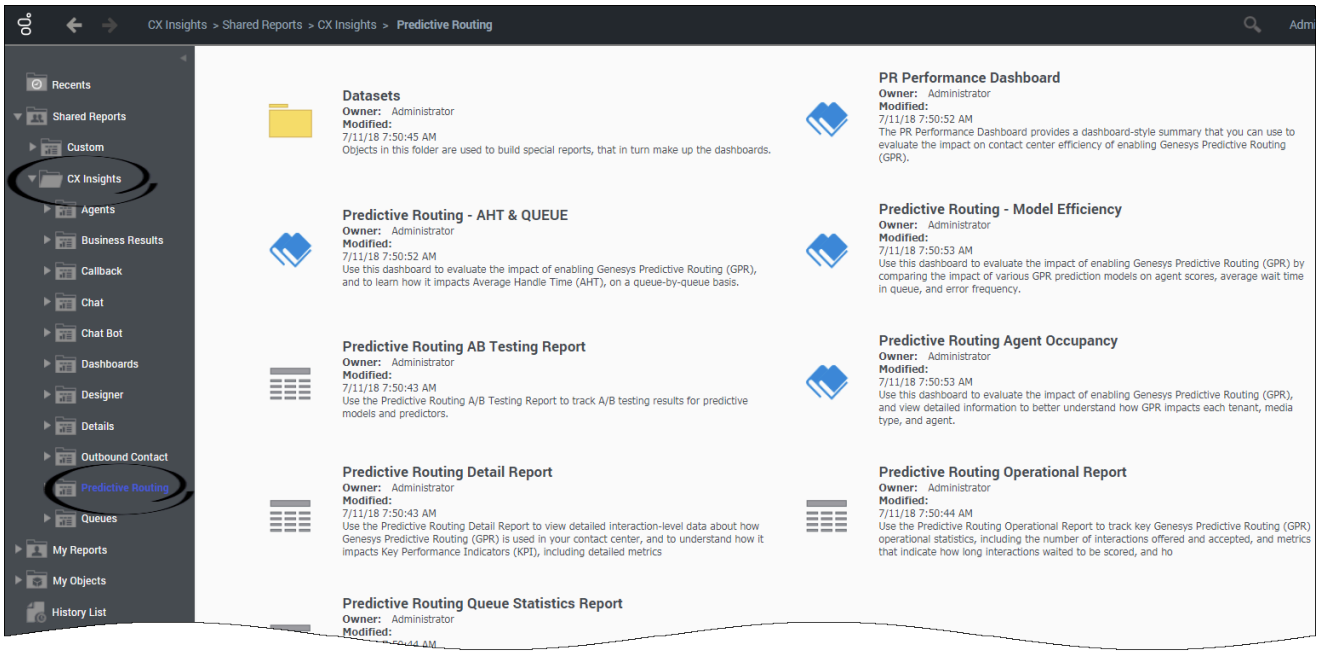
Predictive Routing Reports and Dashboards

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Predictive Routing reports and dashboards.

This page describes reports and dashboards you can use to learn more about how Genesys Predictive Routing (GPR) is used in your contact center, including information about how it impacts customer experience, wait times, issue resolution rates, and other key metrics. Reports in the **Predictive** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Important**
>
> Some CX Insights reports can return empty data if they depend on a solution that is not deployed for you, or is not available in the cloud. For example, this applies to reports and dashboards in the **Chat**, **Chat bot**, and **Predictive Routing** folders.

About Predictive Routing reports and dashboards



The following reports and dashboards are available in the **CX Insights** > **Predictive Routing** folder:

- Predictive Routing - AHT & Queue Dashboard
- Predictive Routing - Model Efficiency Dashboard
- Predictive Routing A/B Testing Report
- Predictive Routing Agent Occupancy Dashboard
- Predictive Routing Detail Report
- Predictive Routing Operational Report
- Predictive Routing Queue Statistics Report

Predictive Routing - AHT & Queue Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing - AHT & Queue Dashboard.

This page describes how you can use the (**Predictive Routing** folder) AHT & Queue Dashboard to understand the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR).

Video: AHT & Queue Dashboard

Link to video

This video describes how to use the AHT & Queue Dashboard.

Understanding the AHT & Queue Dashboard

The AHT tab

The **Predictive Routing - AHT & Queue** Dashboard provides a dashboard-style summary that you can use to evaluate the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR). The dashboard provides tools that allow you to compare how various metrics change when Genesys Predictve Routing (GPR) is enabled.

The Predictive Routing - AHT & Queue Dashboard contains two tabs:

- The AHT tab — This tab provides detailed information about Average Handle Time (AHT) and related metrics. The AHT dashboard is divided into three sections:
  - The top part of the dashboard shows side-by-side comparisons of key metrics (Accepted and Average Handle Time); the values on the left represent the result of having GPR on, while on the right, you can see the result of turning it off.
  - The middle part of the dashboard shows the Average Handle Time, broken down by day, contrasting the result of enabling/disabling GPR (the light-colored bars represent data collected when GPR was enabled, while the dark bards represent data collected when GPR was disabled). The higher the bar, the longer the handle time was on the indicated day.
  - The bottom part of the dashboard breaks down Average Handle Time on an hour-by-hour basis, and once again contrasting the result of enabling/disabling GPR.

Navigating the Dashboard

Initially, the entire reporting period is presented in this part of the dashboard, but you can filter to focus on a single day, or a range of days: In the middle part of the dashboard, select one or more days (click the bar in the graph, or click and drag to select more than one); the bottom part of the dashboard updates to show the hourly trends for those days.

- The Queue tab — This tab allows you to easily compare the Average Handle Time with Predicitve Switching on/off *per queue*; here you will see the same kind of information that appears on the AHT tab, but here it is organized by Queue. The Queue tab is useful if you find an unsatisfactory AHT — for example, if AHT seems higher with Predictive Switching turned on — you can use the Queue tab to see if a particular queue is the source of the problem.

This dashboard relies on First Contact Resolution (FCR) data from the Predictive Routing A/B Testing Report. FCR data is processed only after 7 days have elapsed, so FCR data that appears in this report is at least 7 days old.

To get a better idea of what this dashboard looks like, view sample output from the report:
Sample Predictive Routing — AHT & Queue Dashboard.pdf

The following table explains the prompts you can select when you generate the Predictive Routing - AHT & Queue Dashboard:

Prompts on the Predictive Routing - AHT & Queue Dashboard

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored. Default: **Year to Date**

Start Date	Choose the first date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
Queue	Select one or more queues to include in the report.
Media Type	Select one or more media types for which to gather data into the report.
Predictor	Select one or more predictors to include in the report.
Model	Select one or more prediction models to include in the report.
Tenant	Select one or more tenants to include in the report.

AHT tab

The following table explains the attributes used on the AHT tab:

Attributes on the PR Performance Dashboard / AHT tab

Attribute	Description
Day	Enables the organization of data based on the day/ date on which the interaction occurred.
Hour	Enables the organization of data based on the hour at which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.

The following table explains the metrics used on the AHT tab:

Metrics on the PR Performance Dashboard / AHT tab

Metrics	Description
Accepted	Total number of calls that were accepted.
Avg Handle Time	The average amount of time that agents spent handling each interaction.

Queue tab

The following table explains the attributes used on the Queue tab:

Attributes on the PR Performance Dashboard / Queue tab

Attribute	Description

Day	Enables the organization of data based on the day/ date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Queue	Enables the organization of data by queue.

The following table explains the metrics used on the Queue tab:

Metrics on the PR Performance Dashboard / Queue tab

Metrics	Description
Accepted	The total number of customer interactions and warm consultations that were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert) within the reporting interval.
AHT of Queue by Predictor Switch	The Average Handle Time for interactions in the selected queue, where dark blue bars capture information about interactions that completed while Predictor Switch was On, and light blue bars capture information about interactions that completed while Predictor Switch was Off.
Offered	The total number of customer interactions that entered or began within the contact center during the reporting interval, and were offered to a resource, excluding interactions that were abandoned within the `short-abandoned` threshold.
Avg Handle Time	The average amount of time (HH:MM:SS), within the reporting interval, that agents spent handling received interactions. Computed as handle time divided by the sum of accepted interactions and received consultations.
% Accept Service Level	The service level, measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.

Predictive Routing - Model Efficiency Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing - Model Efficiency Dashboard.

The **Model Efficiency Dashboard** enables you to see detailed information about the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR), and compare the effectiveness of various GPR prediction models.

Video: Introducing the Model Efficiency Dashboard

Link to video

This video describes how to use the Model Efficiency Dashboard.

Understanding the Model Efficiency Dashboard

Predictive Routing — Model Efficiency Dashboard

The **Predictive Routing — Model Efficiency** Dashboard provides a bubble-graph summary that you can use to evaluate the impact on contact center efficiency of enabling GPR, and compare the effectiveness of various GPR prediction models. The dashboard includes graphical summaries of average agent scores, average time interactions waited in queue before being scored by Predictive Routing and distributed, and the percentage of interactions that encountered an error during Predictive Routing.

To help you understand the graph:

- The larger the bubble on the graph, the more calls were accepted.
- The color of the bubble indicates whether GPR was on or off.
- The higher the bubble is on the vertical axis, the higher the average agent score.

Navigating the Model Efficiency Dashboard

This design allows you to see, at a glance, how evenly calls are distributed, relative to agent score. If you find that a large number of calls are being routed to the agents with the best scores, and very few calls to other agents, you may want to adjust the routing model.

To get a better idea of what this dashboard looks like, view sample output from the report: Sample Predictive Routing — Model Efficiency Dashboard.pdf

The following table explains the prompts you can select when you generate the Predictive Routing - Model Efficiency Dashboard:

Prompts on the Predictive Routing - Model Efficiency Dashboard

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored. Default: **Year-to-Date**.
Start Date	Choose the first date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
End Date	Choose the last date on which to report. This prompt has no effect if Pre-set Date Filter is set to anything other than **none**.
Media Type	Select one or more media types for which to gather data into the report.
Predictor	Select one or more predictors to include in the report.
Model	Select one or more prediction models to include in the report.
Tenant	Select one or more tenants to include in the report.

The following table explains the attributes used on the Predictive Routing - Model Efficiency Dashboard:

Attributes on the Predictive Routing - Model Efficiency Dashboard

Attribute	Description
Day	Enables the organization of data based on the day/ date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether Predictive Routing is ON, OFF, or for which an error occurred.

The following table explains the metrics used on the Predictive Routing - Model Efficiency Dashboard:

Metrics on the Predictive Routing - Model Efficiency Dashboard

Metric	Description
% Error	Percentage of active interactions that received a Predictive Routing error score.
Accepted	Total number of calls accepted.
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.
Average Accept Time	The average amount of time, in seconds, it took agents to accept, answer, or pull customer interactions.

Predictive Routing A/B Testing Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing A/B Testing Report.

Predictive Routing A/B Testing Report

Use the **Predictive Routing A/B Testing** Report to compare results for predictive models and predictors based on time-sliced A/B testing. This report includes a First Contact Resolution Rate calculation, which allows you to quickly see how often customer concerns were resolved on the first attempt, and allows you to contrast interactions that were processed when Predictive Routing was switched ON compared to when it was OFF. The report also profiles response time, engage time, wrap time, and other relevant Key Performance Indicators (KPI).

This report presents data on one tab:

- Main

To get a better idea of what this report looks like, view sample output from the report: Sample_Predictive Routing_ABTesting_Report.pdf

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing A/B Testing Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. This prompt overrides the Start Time and End Time values. Default: Year to Date
Start Date	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **None**.
End Date	Choose the day and time at which to stop collecting data into the report.

Media Type	Select one or more media types for which to gather data into the report.
Predictor	Select one or more predictors for which to gather data into the report.
Model	Select one or more models for which to gather data into the report.
Tenant	Select one or more tenants to include in the report.

Attributes in the Predictive Routing A/B Testing Report

Attribute	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Day	Enables the organization of data by the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON, OFF, or Error. Calls with a Result value of 9 are described as OFF.
Predictor	Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data by the identifier for the model that was used to calculate agent scores for predictive routing.
Result	The result of Predictive Routing processing. If there is an error, this metric displays the error message (gpmMessage) as a value between 1 and 15, where: • 1 — Ok • 2 — Authentication to scoring engine failed • 3 — Scoring request failed • 4 — Agent list is empty • 5 — URS overload, interaction skipped • 6 — Predictor not found • 7 — Failed to build scoring request • 8 — SetIdealAgent or SetReadyCondition execution error • 9 — Interaction log not found in global map • 10 —- Unknown error • 11 — Channel is not supported • 12 — Reserved for future use • 13 — Call Abandoned • 14 — Call Routing Failed • 15 — Predictive Routing is turned off or not used for this interaction

Metrics in the Predictive Routing A/B Testing Report

Metric	Description	Source or Calculation
Offered	The total number of customer interactions that entered or began within the contact center during the reporting interval, and were offered to a resource. This count excludes interactions that: • were abandoned within the short-abandoned threshold, • could not be offered because no agent was in the Ready state, • were routed to an agent, accepted, and dropped within a one-second period.	Calculated as the total of calls with gpmResult=1 plus calls with gpmResult=14
Accepted	The total number that customer interactions and warm consultations that were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert) within the reporting interval.	Calculated as the total of calls with gpmResult=1 plus calls with gpmResult=14.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS), within the reporting interval, that this agent spent handling interactions that the agent received. Computed as handle time divided by the sum of accepted interactions and received consultations.	
First Contact Resolution Result	First Contact Resolution (FCR) measures whether issues were resolved during the first customer attempt. A value of 0 indicates that the customer raised the same issue again within 7 days. FCR data is processed only after 7 days have elapsed, so any FCR data that appears in this report is at least 7 days old.	The logic for calculating FCR is as follows: • Interaction data is retrieved from the INTERACTION_FACT table for 7 days before and 7 days after the current date, based on the value in the START_DATE_TIME_KEY column. • Interactions are grouped based on the value of CUSTOMER_ID and SERVICE_TYPE user data for each interaction. • If the number of interactions within the reporting interval

		for a given CUSTOMER_ID and SERVICE_TYPE combination is more than 1, then FCR=0. • The FCR result for each interaction is stored in a separate table (FCR_ID).
ASA (Fmt)	The average amount of time (HH:MM:SS), within the reporting interval, that it took agents to accept, answer, or pull customer interactions	
Avg Wrap Time (Fmt)	The average amount of time (HH:MM:SS), within the reporting interval, that this agent spent on customer interactions while in ACW (Wrap) state.	
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS), within the reporting interval, that this agent was engaged with customers on interactions.	
Avg Hold Time (Fmt)	The average number of seconds, within the reporting interval, that customers spent on hold for interactions. This metric is attributed to the interval in which the interactions were accepted by a resource.	
Transfer Rate	The percentage of interactions that were transferred.	Calculated as the total number of transferred interactions divided by the total number of interactions.

Predictive Routing Agent Occupancy Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing Agent Occupancy Dashboard.

The **Agent Occupancy Dashboard** enables you to see detailed information about the impact on contact center efficiency of enabling Genesys Predictive Routing (GPR)

Video: Introducing the Agent Occupancy Dashboard

Link to video

This video describes how to use the Agent Occupancy Dashboard.

Understanding the Agent Occupancy Dashboard

The Predictive Routing - Agent Occupancy Dashboard

The Predictive Routing Agent Occupancy Dashboard provides a summary that you can use to evaluate the impact on contact center efficiency of enabling GPR.

Navigating the Agent Occupancy Dashboard

The report includes three tabs:

- Active Time and Predictive — Provides an interactive visual overview of Active Agent Time with and without Predictive Routing. The metrics displayed at the top of the dashboard can help you understand how GPR impacts your contact center: compare the values on the left (GPR on) to those on the right (GRP off), and select various predictors from the list on the left, to see the performance of each.
  At the bottom of the dashboard, you can also see detailed information about agents — these metrics are not impacted by GPR. Click the + next to an agent name to see detailed information for that agent.
- Details: Active Time and Predictive — Provides a grid where you can view detailed Active Time data, and organize it by various attributes, to better understand how Predictive Routing impacts each tenant, media type, and agent.
- Details: Interaction Time — Provides a grid where you can view a variety of metrics describing interaction time, to learn how Predictive Routing impacts each one.
  You can organize the grid based on various attributes, to better understand how Predictive Routing impacts each tenant, media type, and agent.

To get a better idea what this dashboard looks like, view sample output from the report:
Sample Predictive Routing Agent Occupancy Dashboard.pdf

The following table explains the prompts you can select when you generate the Predictive Routing Agent Occupancy Dashboard:

Prompts on the Predictive Routing Agent Occupancy Dashboard

Prompt	Description
Pre-set Day Filter	Choose a date from the list of preset options. If this prompt is set to anything other than **none**, the Report Date prompt is ignored.
Report Date	Select the day for which to generate a report.
Agent	Optionally, restrict the report to show information about specific agents.
Agent Group	Optionally, restrict the report to show information about specific groups.
Media Type	Optionally, restrict the report to show information about specific media types.

Interaction Type	Optionally, restrict the report to show information about specific interaction types.
Model	Optionally, restrict the report to show information about specific prediction models.
Predictor	Optionally, restrict the report to show information about specific predictors.
Tenant	Optionally, restrict the report to show information about specific tenants.

Active Time & Predictive tab

The following table explains the attributes used on the Active Time & Predictive tab:

Attributes on the Active Time & Predictive tab

Attribute	Description
Predictor	Enables the organization of data based on what predictor was used.
Agent	Enables the organization of data by agent.

The following table explain the metrics used on the Active Time & Predictive tab:

Metrics on the Active Time & Predictive tab

Metric	Description
% Occupancy	The percentage of time within the reporting interval that this agent's state was Busy, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-ready time) divided by (active time minus not-ready time).
Accepted	The total number of times, within the reporting interval, that customer interactions and warm consultations were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
Active Time	The total amount of time attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel.
% Busy Time	The percentage of time spent by agent on interaction processing activities during a day (login-logout).
% Not Ready Time	The percentage of time within the interval that this agent's state was in the NotReady state.

% Ready Time	The percentage of time within the interval that this agent’s state was in the Ready state.
% Wrap Time	The percentage of time that this agent spent in ACW.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.

Details: Active Time & Predictive tab

The following table explains the attributes used on the Details: Active Time & Predictive tab:

Attributes on the Details: Active Time & Predictive tab

Attribute	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Agent Name	Enables the organization of data by agent.
Hour	Enables the organization of data based on the day/ date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Predictor	Enables the organization of data based on what predictor was used.
Model	Enables the organization of data based on what model was used.

The following table explain the metrics used on the Details: Active Time & Predictive tab:

Metrics on the Details: Active Time & Predictive tab

Metric	Description
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource within the reporting interval.
Accepted	The total number of times, within the reporting interval, that customer interactions and warm consultations were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
% Occupancy	The percentage of time within the reporting interval that this agent’s state was Busy, relative to the total duration within the interval of the agent’s active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-

	ready time) divided by (active time minus not-ready time).
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/ queue (if logout falls within the interval).
Avg Agent Score	The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active.

Details:Interaction Time tab

The following table explains the attributes used on the Details: Interaction Time tab:

Attributes on the Details: Interaction Time tab

Attribute	Description
Tenant	Enables the organization of data by tenant.
Media Type	Enables the organization of data by media type.
Agent Name	Enables the organization of data by agent.
Hour	Enables the organization of data based on the day/ date on which the interaction occurred.

The following table explain the metrics used on the Details: Interaction Time tab:

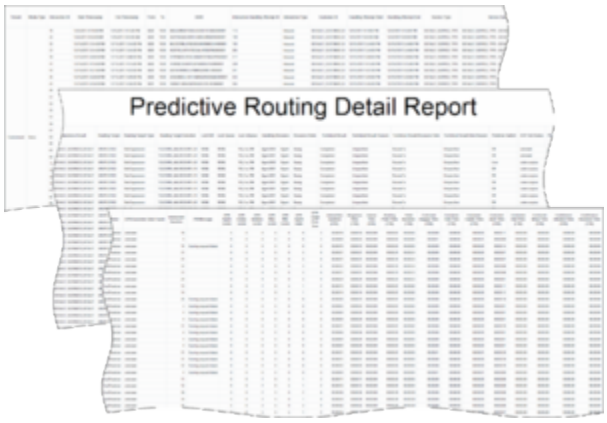
Metrics on the Details: Interaction Time tab

Metric	Description
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/ queue (if logout falls within the interval).
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was in the Ready state for a particular media channel.
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state

	for a particular media channel.
Wrap Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent spent in ACW.
Other State Time (Fmt)	The total amount of time (HH:MM:SS) that the state of this agent was neither Ready nor NotReady after login to a particular media channel.
% Ready Time	The percentage of time within the interval that agents were in the Ready state, divided by the total duration, within the interval, of active agent sessions.
% Not Ready Time	The percentage of time within the interval that agents were in the Ready state, divided by the total duration, within the interval, of active agent sessions.
% Busy Time	The percentage of time spent by agent on interaction processing activities during a day (login-logout).
% Wrap Time	The percentage of time that this agent spent in ACW.
% Other State Time	The percentage of the agent's time spent in a state other than those listed in the report.
%Busy Time	The percentage of time agents spent on interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work (ACW).
% Occupancy	The percentage of time within the reporting interval that this agent’s state was Busy, relative to the total duration within the interval of the agent’s active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. This metric is computed as (active time minus ready and not-ready time) divided by (active time minus not-ready time).
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work (ACW).

Predictive Routing Detail Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing Detail Report.



Predictive Routing Detail Report

Use the **Predictive Routing Detail** Report to view detailed interaction-level data about how Genesys Predictive Routing (GPR) is used in your contact center, and to understand how it impacts Key Performance Indicators (KPI), including detailed metrics that profile agent scoring, and allow you to compare different models or predictors.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. You can also limit the data that is retrieved, and thereby improve report performance, by specifying agent and queue prompts.

Unlike prompt behavior in other reports, the time component of the Start and End Time prompts is active.

For multiple-switch environments that share the same queue names across switches, you can customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

For Oracle RDBMSs, the Handling Attempt Hint attribute must be listed first on the query panel in order for the instructions of optimization to be processed.

To get a better idea of what this report looks like, view sample output from the report: Sample_Predictive Routing Detail Report.pdf

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing Detail Report

Prompt	Description
Preset Day Filter	From the list of preset options, choose the day on which to report. Default: Today
Start Time	Choose the day and time from which to begin collecting data into the report (the report shows no more than one day at a time).
End Time	Choose the day and time at which to stop collecting data into the report (the report shows no more than one day at a time).
Target Agent Group	Choose the Agent group on which to report.
Target Agent	Choose individual agents on which to report.
Last Queue	Restrict the data in the report based on the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues.
Customer ID	Restrict the data in the report based on the customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined GIM key that has an ID of 10053. Refer to the Genesys Info Mart 8.0 Deployment Guide for information about GIM attached data key assignments.
From	Restrict the data in the report based on the source address of the interaction. For voice, the source address is the interaction’s automatic number identification (ANI). For email, the source address is the customer's email address. For chat, the source address is empty.
To	Restrict the data in the report based on the target address of the interaction. For voice, the target address is the interaction’s dialed number identification service (DNIS). For email, the target address is a contact center email address. For chat, the target address is empty.
Business Result	Restrict the data in the report based on the business result.
Customer Segment	Restrict the data in the report based on the customer segment.
Service Type	Restrict the data in the report based on the service type.
Service Subtype	Restrict the data in the report based on the service subtype.
Media Type	Restrict the data in the report based on the media type.
Interaction Type	Restrict the data in the report based on the interaction type.
Predictor	Restrict the data in the report based on the

	identifier for the predictor that was used to request scoring for predictive routing.
Model	Restrict the data in the report based on the identifier for the model that was used to score the agent for predictive routing.
Tenant	Restrict the data in the report based on the tenant name.
Interaction ID	Restrict the data in the report based on the identifiers associated with interactions.

Attributes in the Predictive Routing Detail Report

Attribute	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Interaction ID	Enables the organization of data based on the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.
Start Timestamp	Enables the organization of data based on the moment when the interaction entered the contact center.
End Timestamp	Enables the organization of data based on the moment when the interaction ended.
From	Enables the organization of data based on the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For email, the source address is the customer's email address. For chat, the source address is empty.
To	Enables the organization of data based on the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For email, the target address is a contact center email address. For chat, the target address is empty.
GUID	Enables the organization of data based on the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the

	Interaction ID from Interaction Server.
Interaction/Handling Attempt ID	Enables the organization of data based on the primary key of the INTERACTION_RESOURCE_FACT table.
Interaction/Type	Enables the organization of data based on the interaction's type—for example, Inbound, Outbound, and Internal.
Customer ID	The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the Genesys Info Mart Deployment Guide for information about Genesys Info Mart attached data key assignments. The Customer ID attribute in the Flow folder references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.
Handling Attempt Start	Enables data to be organized by the moment when the resource's participation in the interaction started.
Handling Attempt End	les data to be organized by the moment when the resource's participation in the interaction ended.
Business Attributes/Service Type	Enables the organization of data based on the type of service that was assigned to the interaction.
Business Attributes/Service Subtype	Enables the organization of data based on the detailed type of service that the customer requested.
Business Attributes/Customer Segment	Enables the organization of data based on the configured customer segment.
Business Attributes/Business Result	Enables the organization of data based on the configured business result.
Routing Target	Enables the organization of data based on the name of the agent group, place group, or skill expression that served as the target of the routing strategy.
Last Queue Type	Enables data within the reporting interval to be organized based on the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin. Adding this Last Queue to a report can have a significant impact on performance.
Last VQueue	Enables the organization of data based on the name of the last virtual queue in which the interaction traveled before it was handled.
Handling Resource	Enables the organization of data based on the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.
Resource State	Enables the organization of data based on the

	media-specific or detailed state of the resource—for example, Busy, Ready, NotReady, and AfterCallWork.
Technical Result	Enables the organization of data based on its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Technical Result/Reason	Enables the organization of data based on the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Technical Result/Resource Role	Enables the organization of data based on the role that is associated by the resource—for example, Puller, Received, and RoutedTo.
Technical Result/Role Reason	Enables the organization of data based on the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, and PulledBackTimeout.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON or OFF.
Agent/Customer Surplus	Enables the organization of data by whether an interaction was processed by GPR under an 'Agent-Surplus' or 'Interaction Surplus' scenario, when running in A/B Testing interleaved mode.
PR Mode	Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: `prod`, `off`, `gpmdiscovery`, `ab-test-time-sliced`, or `unknown`.
PR Result	Enables the organization of data by whether the predictive routing request was processed successfully. The value is either `error` or 0K.
Model	Enables the organization of data by the name of the model that was used to score the agent for predictive routing.
Predictor ID	Enables the organization of data by the identifier for the predictor that was used to request scoring for predictive routing.
Predictor	Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.
GPR Customer Data Found	Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores.

Metric in the Predictive Routing Detail Report

Metric	Description
Interaction Duration	The duration of the interaction, in seconds.
PR Message	If an error occurs while returning scoring results,

	this field contains the error message. The value is NULL if no error is returned, or an integer between 1 and 15 to identify the error as one of the following strings: • 1 — Ok • 2 — Authentication to scoring engine failed • 3 — Scoring request failed • 4 — Agent list is empty • 5 — URS overload, interaction skipped • 6 — Predictor not found • 7 — Failed to build scoring request • 8 — SetIdealAgent or SetReadyCondition execution error • 9 — Interaction log not found in global map • 10 —- Unknown error • 11 — Channel is not supported • 12 — Reserved for future use • 13 — Call Abandoned • 14 — Call Routing Failed • 15 — Predictive Routing is turned off or not used for this interaction
GPR Agent Score	Predictive routing score for the agent that handled the interaction.
GPR Global Score	The average predictive routing score for all agents in the target group.
GPR Median Score	The median predictive routing score for the target group of agents.
GPR Max Score	The highest predictive routing score for any agent in the target group.
GPR Min Score	The lowest predictive routing score for any agent in the target group.
GPR Agent Rank	The agent's predictive routing score ranked against all other agents in the target group, where 1 is the rank of the agent with the best score.
GPR Target Pool Size	The number of available agents with the requested skill set.
Interaction Duration (Fmt)	The duration of the interaction (HH:MM:SS).
Response Time (Fmt)	The time that elapsed (HH:MM:SS) before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted. Additionally, this metric includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of RoutedOnNoAnswer or

	Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.
Queue Time (Fmt)	The sum of the durations (HH:MM:SS) that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.
Routing Point Time (Fmt)	The sum of the durations (HH:MM:SS) that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.
Total Duration (Fmt)	The total duration (HH:MM:SS) of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This metric excludes alert duration, received consultations, and received collaborations.
Customer Engage Time (Fmt)	The amount of time (HH:MM:SS) that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.
Customer Hold Time (Fmt)	The amount of time (HH:MM:SS) that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.
Customer Handle Time (Fmt)	The sum of the values of Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics.
Customer Alert Time (Fmt)	For voice interactions, the amount of time (HH:MM:SS) that the interaction was ringing at the resource during a voice handling attempt while a customer was present. For multimedia interactions, the amount of time (HH:MM:SS) that the customer-related interaction was alerting at the resource during an interaction handling attempt. For email interactions, this metric includes agent's handling of an inbound email from a customer or an internal email from another agent, or handling a reply email back to the customer. This metric excludes handling a collaboration, whether on the initiating or receiving side.
Customer Dial Time (Fmt)	The amount of time (HH:MM:SS) that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the

	dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.
Customer Wrap Time (Fmt)	The amount of time (HH:MM:SS) that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.
Conference Initiated Time (Fmt)	The amount of time (HH:MM:SS) that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.
Conference Received Time (Fmt)	The amount of time (HH:MM:SS) that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Predictive Routing Operational Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing Operational Report.


Predictive Routing Operational Report

Use the **Predictive Routing Operational** Report to track key Genesys Predictive Routing (GPR) operational statistics, including the number of interactions offered and accepted, and metrics that indicate how long interactions waited to be scored, and how long they waited in queue.

This report organizes data on the following tabs:

- Main

To get a better idea of what this report looks like, view sample output from the report: Sample_Predictive_Routing_Operational_Report.pdf

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing Operational Report

Prompt	Description
Pre-set Date Filter	Choose a day from the list of preset options. This prompt overrides the Start Date and End Date values. Default: Year to Date.
Start Date	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **None**.
End Date	Choose the day and time at which to stop

	collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **None**.
Media Type	Select one or more media types to include in the report.
Predictor	Select one or more predictors to include in the report.
Model	Select one or more models to include in the report.
Tenant	Select one or more tenants to include in the report.

Attributes in the Predictive Routing Operational Report

Attribute	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Day	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON, OFF, or Error. Calls with a Result value of 9 are described as OFF.
Predictor	Enables the organization of data based on the identifier for the predictor that was used to request scoring for predictive routing.
Model	Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing.
Result	The result of Predictive Routing processing. If there is an error, this metric displays the error message (gpmMessage) as a value between 1 and 15, where: • 1 — Ok • 2 — Authentication to scoring engine failed • 3 — Scoring request failed • 4 — Agent list is empty • 5 — URS overload, interaction skipped • 6 — Predictor not found • 7 — Failed to build scoring request • 8 — SetIdealAgent or SetReadyCondition execution error • 9 — Interaction log not found in global map • 10 —- Unknown error • 11 — Channel is not supported • 12 — Reserved for future use • 13 — Call Abandoned

	• 14 — Call Routing Failed • 15 — Predictive	Routing is turned off or not used for this interaction

Metrics in the Predictive Routing Operational Report

Metric	Description	Source table or calculation
Offered	The total number of customer interactions that entered or began within the contact center during the reporting interval, and were offered to a resource. This count excludes interactions that: • were abandoned within the short-abandoned threshold, • could not be offered because no agent was in the Ready state, • were routed to an agent, accepted, and dropped within a one-second period.	Calculated as the total of calls with gpmResult=1 plus calls with gpmResult=14
Accepted	Total number of calls accepted.	Calculated as the total of calls with gpmResult=1 plus calls with gpmResult=14
Avg Agent Score	The average score, calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.	
Avg Turnaround Time	Average amount of time that interactions waited for predictive routing scoring to be completed. This calculation considers all calls, within the reporting period, that used a given Predictor and Model.	
% Error	Percentage of active interactions that received a predictive routing error score.	
Avg Accept Time	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.	

Predictive Routing Queue Statistics Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Predictive Routing Queue Statistics Report.

Predictive Routing Queue Statistics Report

Use the **Predictive Routing Queue Statistics** Report to track KPIs for each queue when Genesys Predictive Routing (GPR) is used to optimize routing. The report allows you to monitor overall interaction-processing performance of queues, including contrasting, for each Model and Predictor, the number of Offered and Accepted interactions, Accept, Handle, and Engage Time, as well as abandoned and service level metrics.

To get a better idea of what this report looks like, view sample output from the report: Sample_Predictive Routing_Queue_Statistics_Report.pdf

The following tables explain the prompts, attributes, and metrics used in this report:

Prompts in the Predictive Routing Queue Statistics Report

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. This prompt overrides the Start Time and End Time values. Default: Year to Date.
Start Date	Choose the date from which to begin collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **none**.
End Date	Choose the date at which to stop collecting data into the report. This prompt has no effect if Pre-set Date Filter is set to anything except **none**.
Queue	Select one or more queues from which to gather data into the report.
Media Type	Select one or more media types to include in the report.

Predictor	Select one or more predictors to include in the report.
Model	Select one or more models to include in the report.
Tenant	Select one or more tenants to include in the report.

Attributes in the Predictive Routing Queue Statistics Report

Attribute	Description
Tenant	Enables the organization of data based on the specific tenant or business unit for a customer deployment.
Media Type	Enables the organization of data based on the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Queue	Enables the organization of data based on the name of the ACD queue, virtual queue, interaction queue, or workbin.
Day	Enables the organization of data based on the day/date on which the interaction occurred.
Predictor Switch	Enables the organization of data based on whether predictive routing is ON, OFF, or Error. Calls with a Result value of 9 are described as OFF.
Predictor	Enables the organization of data based on the identifier for the predictor that was used to request scoring for predictive routing. (PREDICTOR ID - PREDICTOR NAME)
Model	Enables the organization of data based on the identifier for the model that was used to calculate agent scores for predictive routing. (MODEL ID - MODEL DESC)
Result	The result of Predictive Routing processing. If there is an error, this metric displays the error message (gpmMessage) as a value between 1 and 15, where: • 1 — Ok • 2 — Authentication to scoring engine failed • 3 — Scoring request failed • 4 — Agent list is empty • 5 — URS overload, interaction skipped • 6 — Predictor not found • 7 — Failed to build scoring request • 8 — SetIdealAgent or SetReadyCondition execution error • 9 — Interaction log not found in global map • 10 —- Unknown error • 11 — Channel is not supported • 12 — Reserved for future use • 13 — Call Abandoned • 14 — Call Routing Failed

	• 15 — Predictive Routing is turned off	or not used for this interaction

Metrics in the Predictive Routing Queue Statistics Report

Metric	Description	Source table or calculation
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource. This count includes interactions that could not be offered because no agent was in the Ready state.	Calculated as the total of calls with gpmResult=1 plus calls with gpmResult=14
Accepted	The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).	Calculated as the total of calls with gpmResult=1
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.	
Avg Engage Time (Fmt)	For customer interactions that were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that agents were engaged with customers.	
Avg Agent Score	Calculated as the sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions that were distributed from this queue, where GPR was active.	
Avg Accept Time (Fmt)	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.	
% Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.	
% Accept Service Level	The service level of this queue	

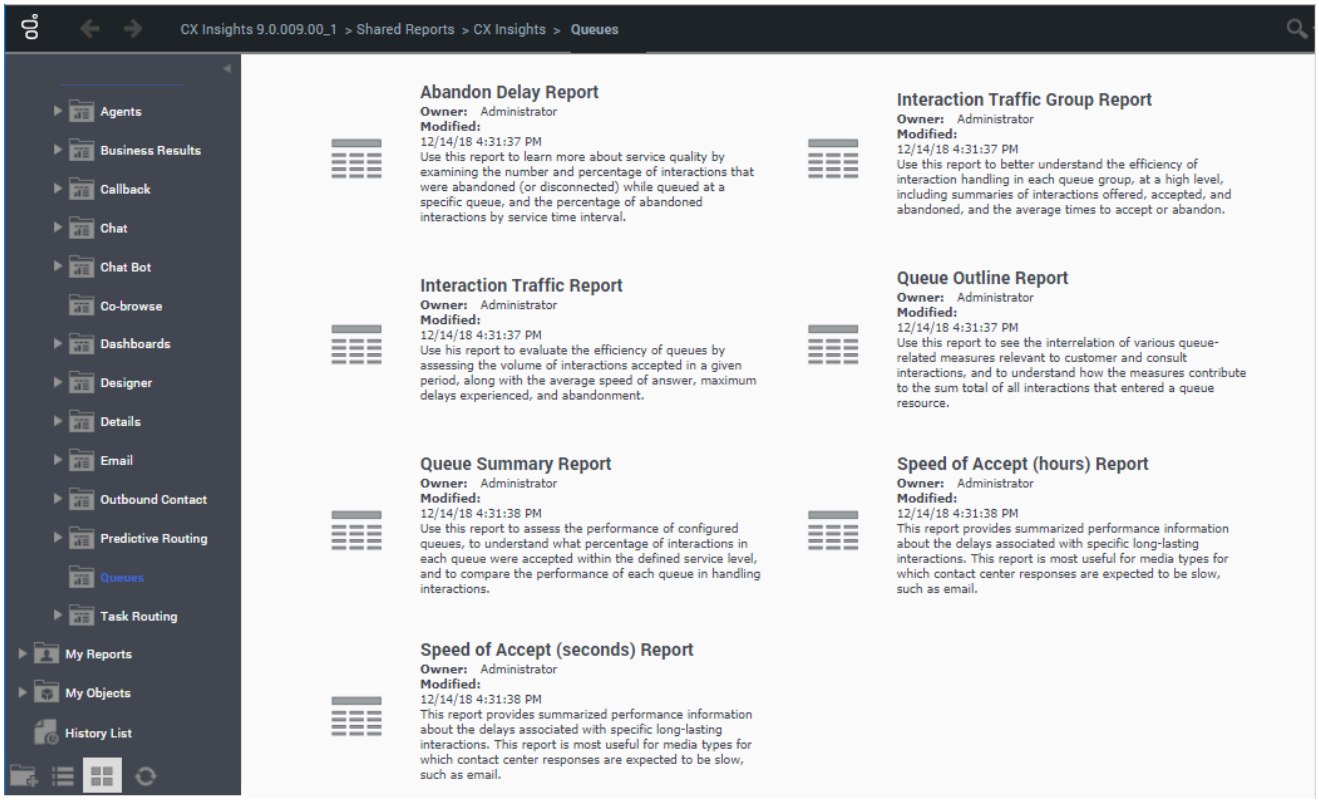
	measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.	

Queues reports

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Queues reports.

This page describes reports that contain detailed information about activity in your contact center organized on a queue-by-queue basis. Reports in the **Queues** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Queues reports



The following reports are available in the **CX Insights** > **Queues** folder:

- Abandon Delay Report

- Interaction Traffic Group Report
- Interaction Traffic Report
- Queue Outline Report
- Queue Summary Report
- Speed of Accept (hours) Report
- Speed of Accept (seconds) Report

Related Topics:

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

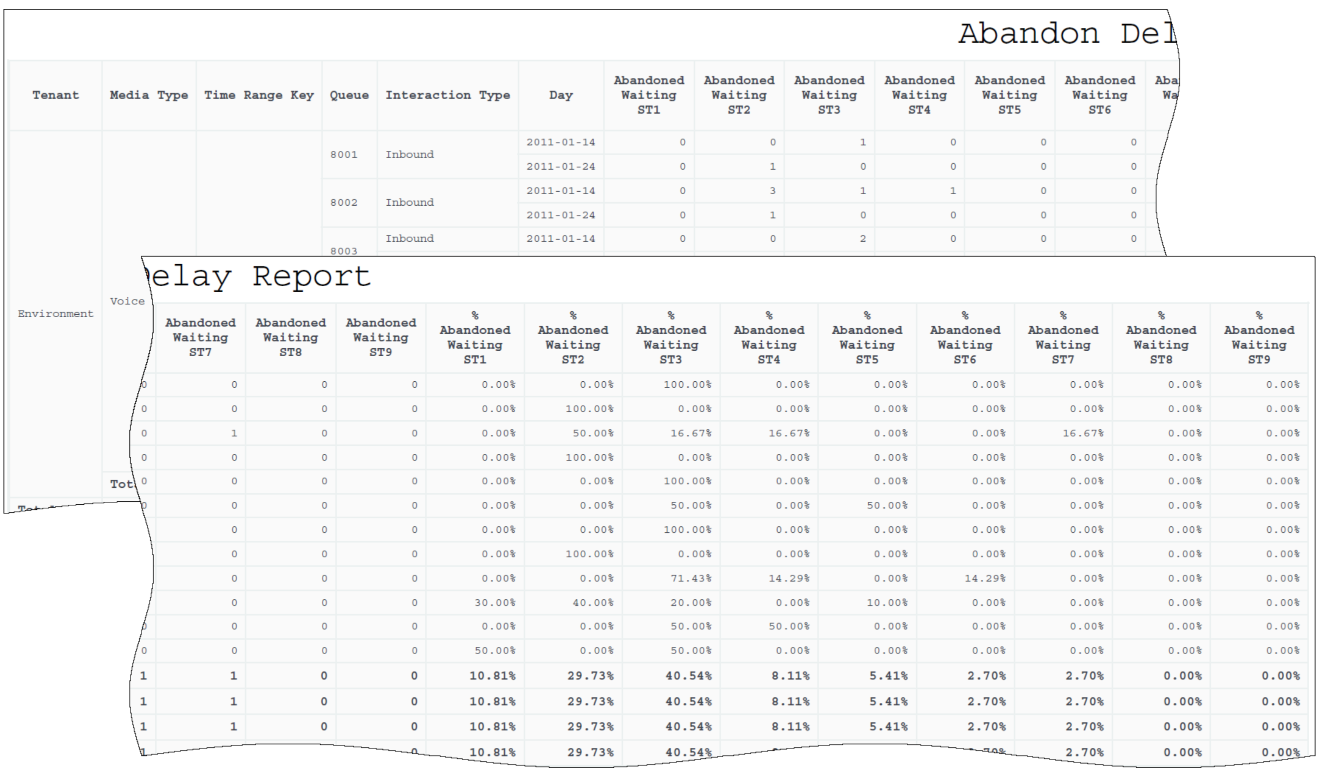
Abandon Delay Report

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Abandon Delay Report.

This page describes how you can use the (**Queues** folder) Abandon Delay Report to learn more about service quality by examining the number and percentage of interactions that were abandoned (or disconnected) while queued at a specific queue, and the percentage of abandoned interactions by service time interval.

Understanding the Abandon Delay Report



Abandon Del

Tenant	Media Type	Time Range Key	Queue	Interaction Type	Day	Abandoned Waiting ST1	Abandoned Waiting ST2	Abandoned Waiting ST3	Abandoned Waiting ST4	Abandoned Waiting ST5	Abandoned Waiting ST6	Aba Wa
Environment	Voice		8001	Inbound	2011-01-14	0	0	1	0	0	0	
					2011-01-24	0	1	0	0	0	0	
			8002	Inbound	2011-01-14	0	3	1	1	0	0	
					2011-01-24	0	1	0	0	0	0	
			8003	Inbound	2011-01-14	0	0	2	0	0	0	
	Tot											

elay Report

	Abandoned Waiting ST7	Abandoned Waiting ST8	Abandoned Waiting ST9	% Abandoned Waiting ST1	% Abandoned Waiting ST2	% Abandoned Waiting ST3	% Abandoned Waiting ST4	% Abandoned Waiting ST5	% Abandoned Waiting ST6	% Abandoned Waiting ST7	% Abandoned Waiting ST8	% Abandoned Waiting ST9
0	0	0	0	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	1	0	0	0.00%	50.00%	16.67%	16.67%	0.00%	0.00%	16.67%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0.00%	0.00%	71.43%	14.29%	0.00%	14.29%	0.00%	0.00%	0.00%
	0	0	0	30.00%	40.00%	20.00%	0.00%	10.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
1	**1**	**0**	**0**	**10.81%**	**29.73%**	**40.54%**	**8.11%**	**5.41%**	**2.70%**	**2.70%**	**0.00%**	**0.00%**
1	**1**	**0**	**0**	**10.81%**	**29.73%**	**40.54%**	**8.11%**	**5.41%**	**2.70%**	**2.70%**	**0.00%**	**0.00%**
1	**1**	**0**	**0**	**10.81%**	**29.73%**	**40.54%**	**8.11%**	**5.41%**	**2.70%**	**2.70%**	**0.00%**	**0.00%**
1	[illegible]	[illegible]	**0**	**10.81%**	**29.73%**	**40.54%**	[illegible]	[illegible]	[illegible]	**2.70%**	**0.00%**	**0.00%**

This report gauges service quality by indicating how many interactions were abandoned (or disconnected), as well as the percentage of interactions that were abandoned, while the interactions were queued at a specific queue, and the percentage of abandoned interactions by service time

interval.

To get a better idea of what this report looks like, view sample output from the report: SampleAbandonDelayReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Abandon Delay Report

Prompt	Description
Pre-set Date Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Abandon Delay Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Time Range Key	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
Queue	This attribute enables data within the reporting

Attribute	Description
	interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Abandon Delay Report

Metric	Description
Abandoned Waiting ST1	The total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. Abandon thresholds are defined within the **[agg-gim-thld-QUEUE-ABN]** section.
Abandoned Waiting ST2-ST9	The total number of times interactions that entered this queue and were subsequently abandoned within the time interval bounded by the corresponding **abandon-in-queue** thresholds. If the next lower abandon threshold is not configured, this measure returns `0`. Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section.
Abandoned Waiting ST10	The total number of times that interactions entered this queue and were subsequently abandoned beyond the ninth abandon threshold. If the ninth abandon threshold is not configured, this measure returns `0`. Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section.
% Abandoned Waiting ST1	The percentage of interactions that entered this queue and were subsequently abandoned prior to the first abandon-in-queue threshold, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions.
% Abandoned Waiting ST2 - ST9	The percentage of interactions that entered this

Metric	Description
	queue and were subsequently abandoned within the interval bounded by the corresponding abandon-in-queue thresholds, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
% Abandoned Waiting ST10	The percentage of interactions that entered this queue and were subsequently abandoned beyond the ninth abandon-in-queue threshold, relative to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall beyond the ninth abandon threshold.

Interaction Traffic Group Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Traffic Group Report.

This page describes how you can use the (**Queues** folder) Interaction Traffic Group Report to see detailed information the efficiency of interaction handling, by queue group.

Understanding the Interaction Traffic Group Report

Interaction Traffic Group Report

Tenant	Media Type	Queue Group	Interaction Type	Day	% Accept Service Level	Offered	Distributed
	Chat			2016-05-25	15.79%	19	12
				2016-05-26	0.00%	2	
				2016-05-27	23.81%	21	

nteraction Traffic Group Report

	% Accept Service Level	Offered	Distributed	Accepted	Abandoned Waiting	Short Abandoned Waiting	Avg Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)
-25	15.79%	19	12	5	0	0	00:00:09	00:00:00
5-26	0.00%	2	0	0	0	0	00:00:00	00:00:00
05-27	23.81%	21	12	5	0	0	00:00:02	00:00:00
6-01	14.29%	7	4	1	0	0	00:00:04	00:00:00
02	20.00%	5	2	1	0	0	00:00:04	00:00:00
8	10.00%	10	6	2	0	0	00:00:14	00:00:00
	0.00%	10	0	0	0	0	00:00:00	00:00:00
	14.86%	**74**	**36**	**14**	**0**	**0**	**00:00:07**	**00:00:00**
25	10.00%	10	4	1	0	0	00:00:03	00:00:00
5-26	0.00%	6	0	0	0	0	00:00:00	00:00:00
06-01	50.00%	4	4	2	0	0	00:00:06	00:00:00
6-02	50.00%	2	2	1	0	0	00:00:03	00:00:00
-07		6	0	0	0	0	00:00:00	00:00:00

Environment

Email

This report summarizes contact center activity as Interactions are offered to, abandoned within, and distributed from queues that belong to one or more queue group(s), including overall percentages of service level, and exceptions to service level. Mediation DN activity is rolled up to all of the groups to which the DN belongs. Counts and durations are attributed to the interval in which the interaction enters the mediation DN.

Use this report to better understand the efficiency of interaction handling in each queue group, at a high level, including summaries of interactions offered, accepted, and abandoned, and the average times to accept or abandon.

To get a better idea of what this report looks like, view sample output from the report: HRCXIInteractionTrafficGroupReport.pdf

The background color of data cells in this report serve to alert you to values that are outside of configured threshold ranges.

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Interaction Traffic Group Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Traffic Group Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Queue Group	This attribute 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.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Interaction Traffic Group Report

Metric	Description
% Accept Service Level	The service level of this queue group measured as a percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold, relative to all interactions that entered queues that belong to this queue group and were offered to a resource. This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Offered	The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource. The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. This metric does include interactions for which no threshold was set by Router. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Distributed	The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group. Distribution includes the interactions that were: • Distributed to another queue. • Distributed to an unmonitored resource. • Accepted, answered, or pulled. • Rejected/redirected upon no answer. • Abandoned by the customer while they were alerting at the agent. If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.
Accepted	The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
Abandoned Waiting	The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed.

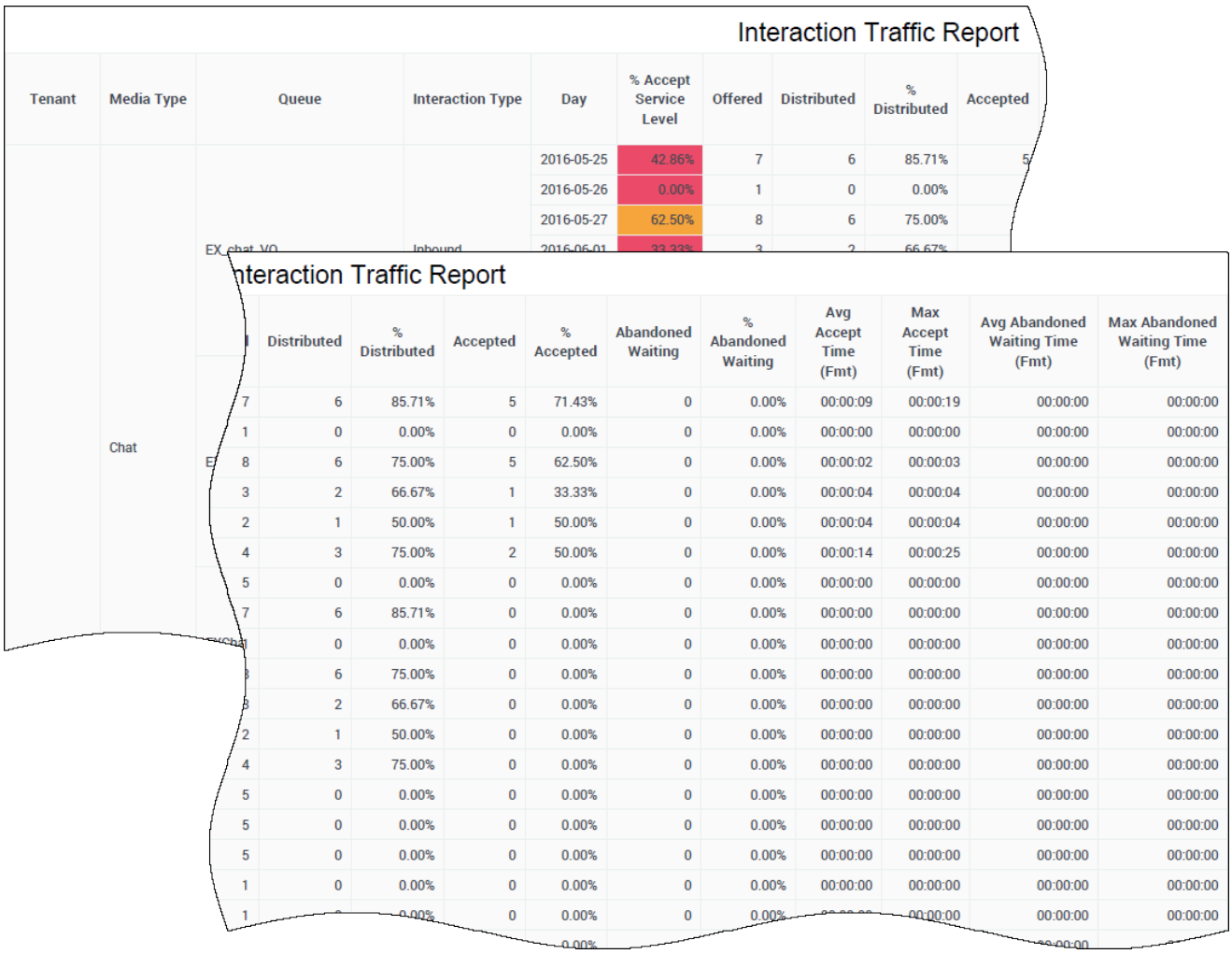
Metric	Description
	The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.
Short Abandoned Waiting	The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the **short-abandoned threshold**. The count excludes interactions that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Avg Accept Time (Fmt)	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. This metric is identical to Queue\ASA.
Avg Abandoned Waiting Time (Fmt)	The average amount of time, in seconds, that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason. This average includes the duration and count of short-abandoned interactions.

Interaction Traffic Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Interaction Traffic Report.

This page describes how you can use the (**Queues** folder) Interaction Traffic Report to learn more about the efficiency of individual queues.

Understanding the Interaction Traffic Report



Interaction Traffic Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Distributed	% Distributed	Accepted
				2016-05-25	42.86%	7	6	85.71%	5
				2016-05-26	0.00%	1	0	0.00%	
				2016-05-27	62.50%	8	6	75.00%	
		EX_chat_VQ	Inbound	2016-06-01	33.33%	3	2	66.67%	

nteraction Traffic Report

	Distributed	% Distributed	Accepted	% Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)
7	6	85.71%	5	71.43%	0	0.00%	00:00:09	00:00:19	00:00:00	00:00:00
1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
8	6	75.00%	5	62.50%	0	0.00%	00:00:02	00:00:03	00:00:00	00:00:00
3	2	66.67%	1	33.33%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
2	1	50.00%	1	50.00%	0	0.00%	00:00:04	00:00:04	00:00:00	00:00:00
4	3	75.00%	2	50.00%	0	0.00%	00:00:14	00:00:25	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
7	6	85.71%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
	6	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
	2	66.67%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
2	1	50.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
4	3	75.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
5	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
1	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00
1		0.00%	0	0.00%	0	0.00%		00:00:00	00:00:00	00:00:00
		0.00%								

This report provides detailed information about contact center activity as interactions are offered to, abandoned within, and distributed from queues, including overall percentages of service level by tenant, and exceptions to service level by queue.

Use his report to evaluate the efficiency of queues by assessing the volume of interactions accepted in a given period, along with the average speed of answer (Avg Accept Time), maximum delays experienced before acceptance (Max Accept Time), and abandonment (Max Abandoned Waiting Time) from the perspective of the mediation DN.

To get a better idea of what this report looks like, view sample output from the report: HRCXIInteractionTrafficReport.pdf

The background color of data cells in this report serve to alert you to values that are outside of configured threshold ranges.

The following tables explain the prompts you can select when you generate the report, and the

metrics and attributes that are represented in the report:

Prompts for the Interaction Traffic Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Interaction Traffic Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Interaction Traffic Report

Metric	Description
% Accept Service Level	The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource. This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Offered	The total number of interactions that entered this queue and were subsequently offered to a resource. The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. This metric does include interactions for which no threshold was set by Router. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Distributed	The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. Distribution includes the interactions that were: • Distributed to another queue. • Distributed to an unmonitored resource. • Accepted, answered, or pulled. • Rejected/redirected upon no answer. • Abandoned by the customer while they were alerting at the agent. If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.
% Distributed	The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource, relative to the total number of interactions that entered this queue and were offered to a resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Accepted	The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment

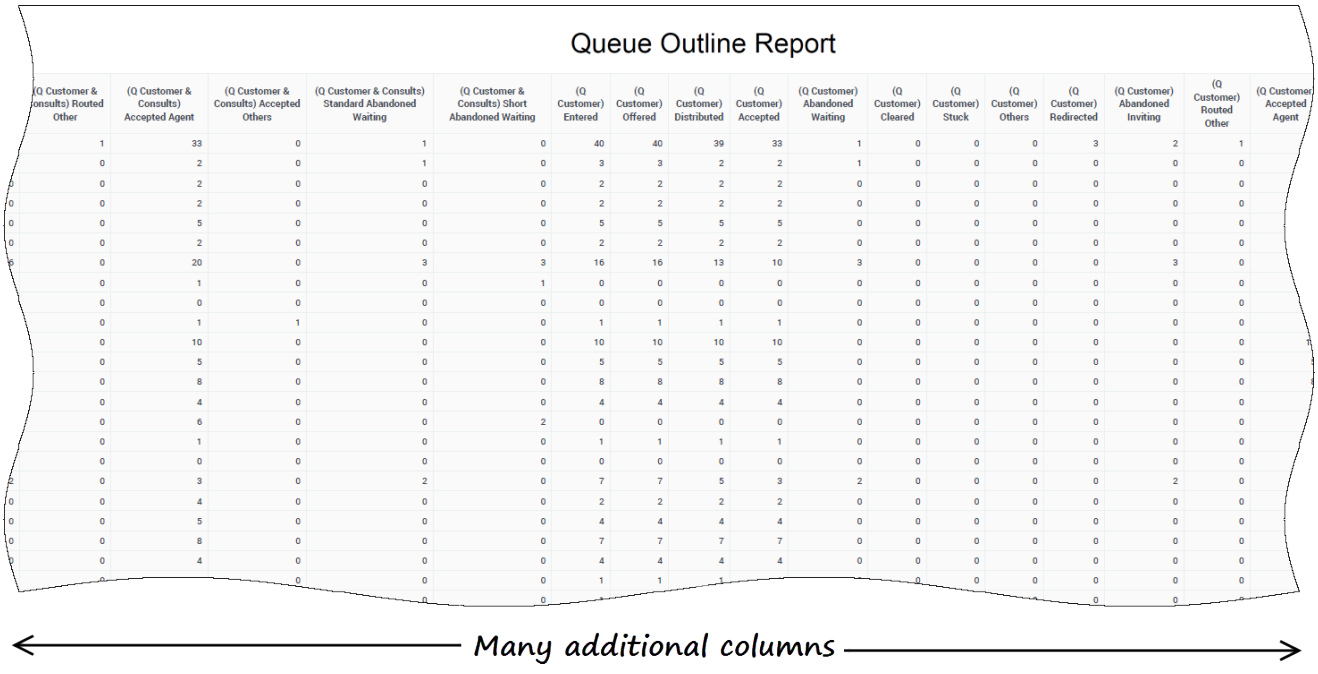
Metric	Description
	port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
% Accepted	The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted, relative to the total number of interactions that entered this queue. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Abandoned Waiting	The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.
% Abandoned Waiting	The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.
Avg Accept Time (Fmt)	The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. This metric is identical to Queue\ASA.
Max Accept Time (Fmt)	The longest amount of time (HH:MM:SS) that customer interactions that were distributed from this queue spent in a queue before they were accepted by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.
Avg Abandoned Waiting Time (Fmt)	The average amount of time (HH:MM:SS) that customer interactions spent at this queue before they were abandoned or dropped for any reason. This average includes the duration and count of short-abandoned interactions.
Max Abandoned Waiting Time (Fmt)	The longest amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

Queue Outline Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Queue Outline Report.

This page describes how you can use the (**Queues** folder) Queue Outline Report to see detailed information about queue performance.

Understanding the Queue Outline Report



This report collects data from more than forty metrics that provide detailed counts related to customer interactions and consult interactions, showing how the number of interactions/consultations that entered a particular queue or queue group break down into the various queue-related metrics that provide interaction counts.

Use this report to see the interrelation of various queue-related metrics relevant to customer and consult interactions, and to understand how the metrics contribute to the sum total of all interactions that entered a queue resource.

To get a better idea of what this report looks like, view sample output from the report: HRCXIQueueOutlineReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Queue Outline Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Queue Outline Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a

Attribute	Description
	month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Queue Outline Report

Metric	Description
(Q Customer & Consults) Entered	The sum of customer and consult Entered metrics.
(Q Customer & Consults) Offered	The sum of customer and consult Offered metrics.
(Q Customer & Consults) Distributed	The sum of customer and consult Distributed metrics.
(Q Customer & Consults) Accepted	The sum of customer and consult Accepted metrics.
(Q Customer & Consults) Abandoned Waiting	The sum of customer and consult Abandoned Waiting metrics.
(Q Customer & Consults) Cleared	The sum of customer and consult Cleared metrics. Interactions can be cleared for many reasons. Refer to the Cleared Queue metric for a listing of these reasons.
(Q Customer & Consults) Stuck	The sum of customer and consult Stuck metrics.
(Q Customer & Consults) Others	The sum of customer and consult Others metrics.
(Q Customer & Consults) Redirected	The sum of customer and consult Redirected metrics.
(Q Customer & Consults) Abandoned Inviting	The sum of customer and consult Abandoned Inviting metrics.
(Q Customer & Consults) Routed Other	The sum of customer and consult Routed Other metrics.
(Q Customer & Consults) Accepted Agent	The sum of customer and consult Accepted Agent metrics.
(Q Customer & Consults) Accepted Others	The sum of customer and consult Accepted Other metrics.
(Q Customer & Consults) Standard Abandoned Waiting	The sum of customer and consult Standard Abandoned Waiting metrics.
(Q Customer & Consults) Short Abandoned Waiting	The sum of customer and consult Short Abandoned Waiting metrics.
(Q Customer) Entered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue. • Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong

Metric	Description
	to this queue group. If an interaction enters this queue more than once, this metric counts each entrance separately.
(Q Customer) Offered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of interactions that entered this queue and were subsequently offered to a resource. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource. The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. This metric does include interactions for which no threshold was set by Router. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
(Q Customer) Distributed	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group. Distribution includes the interactions that were: • Distributed to another queue. • Distributed to an unmonitored resource. • Accepted, answered, or pulled. • Rejected/redirected upon no answer. • Abandoned by the customer while they were alerting at the agent. If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.
(Q Customer) Accepted	The description of this metric varies according to the attributes and filters in the report query:

Metric	Description
	• Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). • Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
(Q Customer) Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.
(Q Customer) Cleared	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue. • Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group. Clearing involves any of the following actions: • Distribution to a parallel virtual queue. • Default routed by the switch. • Default routed by a routing strategy. • Removing interactions that are determined to be stuck.

Metric	Description
	• Removing interactions for any other reason, such as abnormal stops. • Removing interactions from a virtual queue by using the URS ClearTargets function. Clearing excludes: • Interactions that the customer abandoned while still queued. • Interactions that were distributed from this virtual queue, workbin, or interaction queue. • Interactions that were queued for consultation or collaboration.
(Q Customer) Stuck	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall). • Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall). Interactions can be cleared for other reasons. Refer to the Cleared Queue metric for a listing of these reasons.
(Q Customer) Others	Calculated as the difference between the (Q Customer) Cleared metric and the (Q Customer) Stuck metric. The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue for any reason other than being identified as stuck. • Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group for any reason other than being identified as stuck.
(Q Customer) Redirected	The description of this metric varies according to the attributes and filters in the report query:

Metric	Description
	• Queue Attribute: The total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
(Q Customer) Abandoned Inviting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
(Q Customer) Routed Other	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.
(Q Customer) Accepted Agent	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent. • Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

Metric	Description
(Q Customer) Accepted Others	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.
(Q Customer) Standard Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. • Queue Group Attribute: The total number of customer interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This metric excludes interactions that were abandoned while they were alerting at a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
(Q Customer) Short Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after

Metric	Description
	distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Entered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.
Consult Offered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the **short-abandoned threshold**, where the collaborations/consultations were associated with customer interactions. • Queue Group Attribute: The total number of consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the **short-abandoned threshold**, where the collaborations/consultations were associated with customer interactions. The count includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received. This metric includes neither consultation requests for which no threshold was set by Router nor consultation requests for which no service objective was set. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Distributed	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that simple consult interactions were distributed or pulled from queues that belong to

Metric	Description
	this queue group.
Consult Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions, that were distributed from this queue, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). • Queue Group Attribute: The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
Consult Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the **short-abandoned threshold**, where the consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the **short-abandoned threshold** where the consultations were associated with customer interactions. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Cleared	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue. • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Metric	Description
	Interactions can be cleared for many reasons. Refer to the Cleared Queue metric for a listing of these reasons.
Consult Stuck	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall). • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of StuckCall). Interactions can be cleared for other reasons. Refer to the Cleared Queue metric for a listing of these reasons.
Other Consults	Calculated as the difference between the value of the Consult Cleared metric and the value of the Consult Stuck metric. The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because a reason other than being identified as stuck. • Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group for any reason other than being identified as stuck.
Consult Redirected	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/ answer by an agent. • Queue Group Attribute: The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were

Metric	Description
	redirected upon no acceptance/answer by an agent.
Consult Abandoned Inviting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
Consult Routed Other	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. • Queue Group Attribute: The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.
Consult Received Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions. • Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.
Consult Accepted Others	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of simple consult interactions or collaborations that

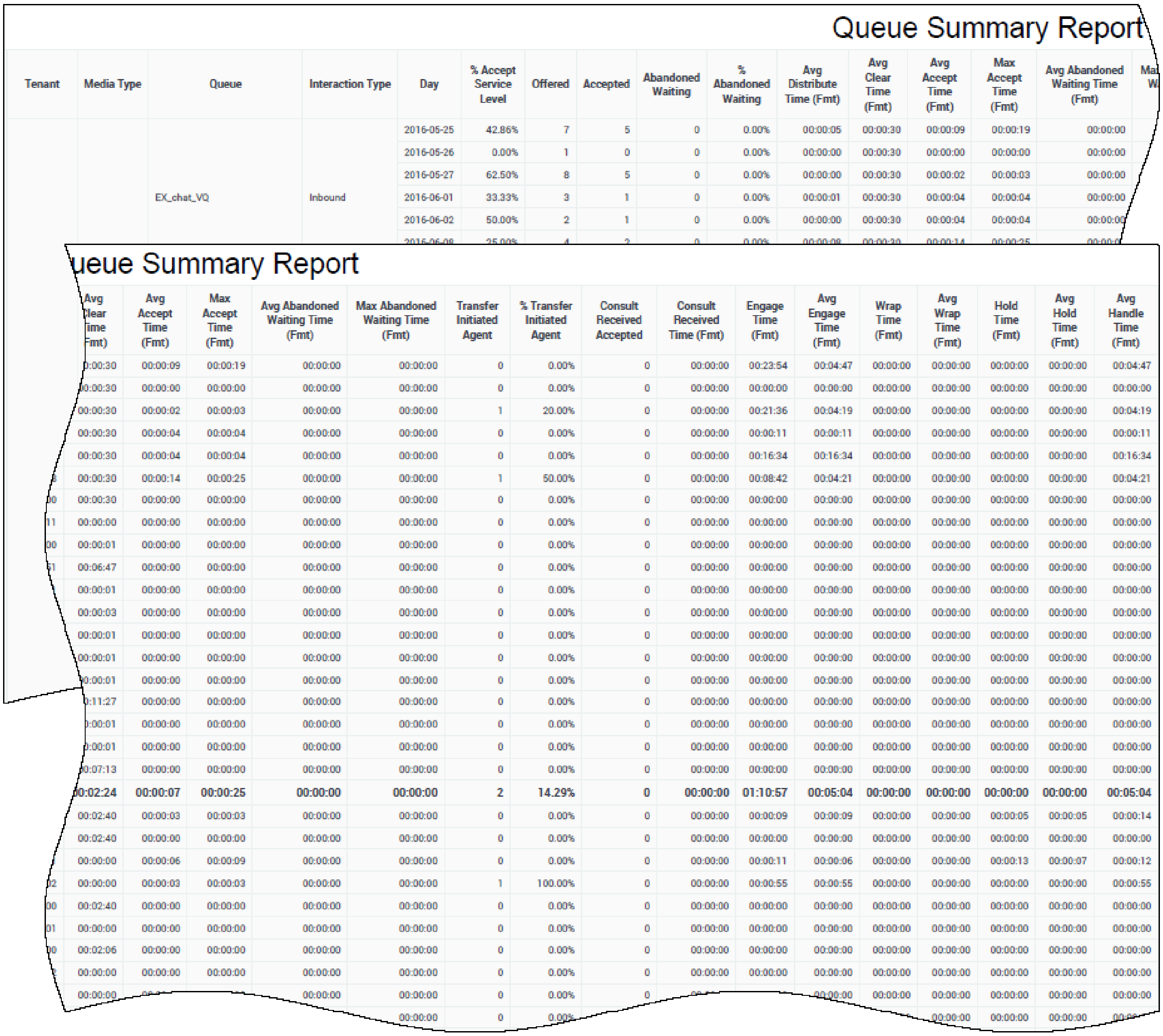
Metric	Description
	entered this queue and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN. • Queue Group Attribute: The total number of simple consult interactions or collaborations that entered queues that belong to this queue group and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions that were accepted and the total number of interactions that were accepted by an agent resource.
Consult Standard Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. • Queue Group Attribute: The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This metric excludes consultations that were abandoned while they were alerting at a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Consult Short Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that requests for consultation entered this queue and were abandoned within the **short-abandoned threshold** where the consultations were associated with customer interactions. • Queue Group Attribute: The total number of times that requests for consultation entered queues that belong to this queue group and were abandoned within the **short-abandoned threshold** where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Queue Summary Report

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Queue Summary Report.

This page describes how you can use the (**Queues** folder) Queue Summary Report to assess the performance of configured queues in your contact center.

Understanding the Queue Summary Report



This report provides detailed information about interactions that enter each queue and that are either abandoned, or distributed and handled by any routing target, such as an agent. Information is organized by Media Type, Queue, and Interaction Type, and an extensive list of call handling and disposition metrics is collected to track call acceptance, wait times, abandonment rates, handling, distribution, consultations, and other metrics.

Use this report to assess the performance of configured queues, to understand what percentage of interactions in each queue were accepted within the defined service level, and to compare the performance of each queue in handling interactions.

To get a better idea of what this report looks like, view sample output from the report:

HRCXIQueueSummaryReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Queue Summary Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Queue Summary Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-

Attribute	Description
	MM-DD format.

Metrics used in the Queue Summary Report

Metric	Description
%Accept Service Level	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource. • Queue Group Attribute: The service level of this queue group measured as a percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold, relative to all interactions that entered queues that belong to this queue group and were offered to a resource. This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Offered	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of interactions that entered this queue and were subsequently offered to a resource. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource. The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.
Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were

Metric	Description
	accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). • Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.
% Abandoned Waiting	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue. • Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.
Avg Distribute Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions or established warm consultations spent in this

Metric	Description
	queue before they were distributed. • Queue Group Attribute: The average amount of time (HH:MM:SS) in seconds, that customer interactions or established warm consultations spent in queues that belong to this queue group before they were distributed.
Avg Clear Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from this virtual queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from virtual queues that belong to this queue group.
Avg Accept Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. • Queue Group Attribute: The average amount of time (HH:MM:SS) that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. This metric is identical to Queue\ASA.
Max Accept Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The longest amount of time (HH:MM:SS) that customer interactions that were distributed from this queue spent in a queue before they were accepted by the target resource. • Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.

Metric	Description
Avg Abandoned Waiting Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that customer interactions spent at this queue before they were abandoned or dropped for any reason. • Queue Group Attribute: The average amount of time (HH:MM:SS) that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason. This average includes the duration and count of short-abandoned interactions.
Max Abandoned Waiting Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The longest amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed. • Queue Group Attribute: The longest amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.
Transfer Initiated Agent	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from this queue. • Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group. Both warm and blind transfers are reflected in this metric.
%Transfer Initiated Agent	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The percentage of customer interactions that entered this queue, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents, relative to the total number of interactions that entered this queue and were distributed and accepted by agents.

Metric	Description
	• Queue Group Attribute: The percentage of customer interactions that entered queues that belong to this queue group, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents, relative to the total number of interactions that entered queues that belong to this queue group and were distributed and accepted by agents.
Consult Received Accepted	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions. • Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.
Consult Received Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time (HH:MM:SS) that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue. • Queue Group Attribute: The total amount of time (HH:MM:SS) that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group. This metric includes hold duration that is associated with the collaboration/consultation.
Engage Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time (HH:MM:SS) that agents were engaged with customers. • Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time (HH:MM:SS) that agents

Metric	Description
	were engaged with customers. This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.
Avg Engage Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: For customer interactions that were distributed or pulled from this queue, the average amount of time (HH:MM:SS) that agents were engaged with customers. • Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time (HH:MM:SS) that agents were engaged with customers.
Wrap Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from this queue. • Queue Group Attribute: The total amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.
Avg Wrap Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.
Hold Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The total amount of time, in seconds, that agents had customer interactions that were distributed from this queue on hold.

Metric	Description
	• Queue Group Attribute: The total amount of time, in seconds, that agents had customer interactions that were distributed from queues that belong to this queue group on hold. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.
Avg Hold Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that agents had customers on hold for interactions that were distributed from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents had customers on hold for interactions that were distributed from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.
Avg Handle Time (Fmt)	The description of this metric varies according to the attributes and filters in the report query: • Queue Attribute: The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. • Queue Group Attribute: The average amount of time (HH:MM:SS) that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is computed as handle time divided by the sum of agent-accepted interactions and simple consult interactions that agents received. This metric is attributed to the interval in which interactions entered the queue.

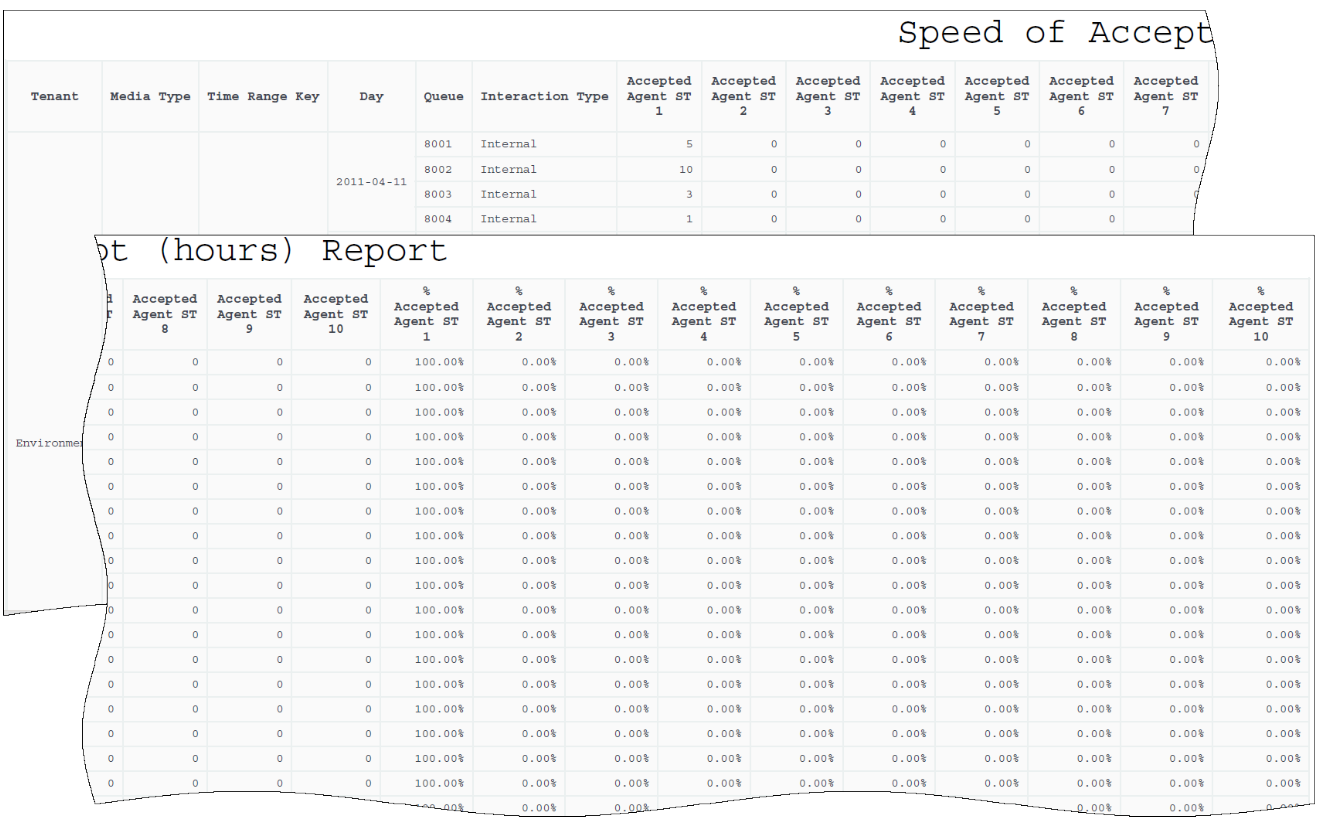
Speed Of Accept (hours) Report

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Speed Of Accept (hours) Report.

This page describes how you can use the (**Queues** folder) Speed Of Accept (hours) Report to understand how long interactions waited in queue before being accepted.

Understanding the Speed Of Accept (hours) Report



This report provides summarized performance information about the delays that are associated with long-lasting interactions that were accepted or pulled from the specified queues, providing both percentages and number of interactions that were accepted or pulled by service time interval. This

report is most useful for media types for which contact center responses are expected to be slow, such as email.

The report breaks down the count of interactions placing each into one of ten time buckets according to the speed by which the interaction was accepted or pulled from the selected queue. ”Acceptance” is triggered by the first agent who creates an outbound reply—whether or not the reply was sent.

The report also provides a breakdown for the percentages of interactions that were accepted/pulled in these buckets, relative to the total number of interactions accepted/pulled from the queue during the reporting interval. The first bucket is defined by a report variable (Accepted Agent ST1 - ST11) that amalgamates the 1st through 11th service time intervals. The Accepted Agent STI variable amalgamates all service time intervals.

This report reflects distribution from the selected queues only. It does not reflect the time that interactions spent queued at other unselected queue resources that the interactions might have passed through before being distributed from the queue resource(s) selected in this report.

To get a better idea of what this report looks like, view sample output from the report: HRCXISpdOfAccptHoursReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics that are represented in the report:

Prompts for the Speed Of Accept (hours) Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction type	Optionally, select an interaction type on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Speed Of Accept (hours) Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
TimeRangeKey	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Speed Of Accept (hours) Report

Metric	Description
Accepted Agent ST1	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time interval threshold. If the first service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
Accepted Agent ST2 ... Accepted Agent ST10	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the two indicated service time thresholds. If the lower service time threshold is not defined, this metric returns `0`. If the upper service time threshold is not defined, this metric uses `no limit` as the upper boundary of the service time interval.

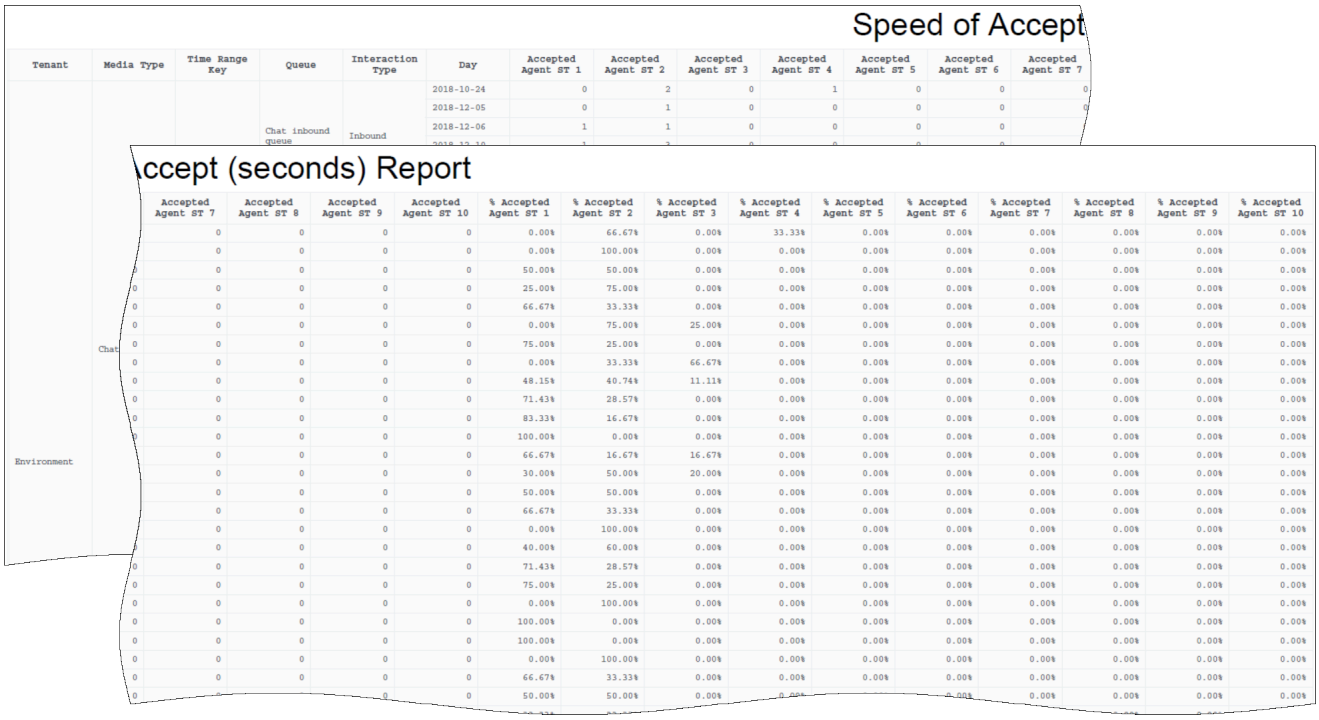
Metric	Description
	For example, Accepted Agent *ST2* is the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the *first* and *second* service time thresholds. In this example, if the *first* service time threshold is not defined, this metric returns `0`. If the *second* service time threshold is not defined, this metric uses no `limit` as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
% Accepted Agent ST1	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the first service time interval threshold, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.
% Accepted Agent ST2 ... % Accepted Agent ST10	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the indicated service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents. For example, % Accepted Agent *ST10* is the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the *ninth* and *tenth* service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.

Speed Of Accept (seconds) Report

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Speed Of Accept (seconds) Report.

This page describes how you can use the (**Queues** folder) Speed Of Accept (seconds) Report to understand how long interactions waited in queue before being accepted.

Understanding the Speed Of Accept (seconds) Report


Speed of Accept

ccept (seconds) Report

Tenant	Media Type	Time Range Key	Queue	Interaction Type	Day	Accepted Agent ST 1	Accepted Agent ST 2	Accepted Agent ST 3	Accepted Agent ST 4	Accepted Agent ST 5	Accepted Agent ST 6	Accepted Agent ST 7
					2018-10-24	0	2	0	1	0	0	0
					2018-12-05	0	1	0	0	0	0	0
			Chat inbound queue	Inbound	2018-12-06	1	1	0	0	0	0	

Accepted Agent ST 7	Accepted Agent ST 8	Accepted Agent ST 9	Accepted Agent ST 10	% Accepted Agent ST 1	% Accepted Agent ST 2	% Accepted Agent ST 3	% Accepted Agent ST 4	% Accepted Agent ST 5	% Accepted Agent ST 6	% Accepted Agent ST 7	% Accepted Agent ST 8	% Accepted Agent ST 9	% Accepted Agent ST 10
0	0	0	0	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	48.15%	40.74%	11.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	71.43%	28.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	83.33%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	16.67%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	30.00%	50.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	71.43%	28.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0	0	0	0	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

This report provides summarized performance information about the delays that are associated with long-lasting interactions that were accepted or pulled from the specified queue, providing both percentages and numbers of interactions that were accepted or pulled by service time interval. This report is most useful for media types for which contact center responses are expected to be fast, such as voice and chat.

The report shows the number of interactions that were accepted within each of 10 time buckets, and

the percentages of interactions that were accepted in these buckets relative to the total number of interactions that were accepted from the queue. The 10th bucket is defined by a report variable (Accepted Agent ST1 - ST10) that amalgamates the first through 10th service time intervals. The Accepted Agent STI variable amalgamates all service time intervals.

This report reflects distribution from the selected mediation DNs only. The report does not reflect:

- the customer's overall wait time
- the durations that interactions spent queued at other unselected queue resources that the interactions may have passed through before being distributed from the mediation DN(s) provided in this report.

To get a better idea of what this report looks like, view sample output from the report: HRCXISpdOfAccptSecondsReport.pdf

The following tables explain the prompts you can select when you generate the report, and the metrics that are represented in the report:

Prompts for the Speed Of Accept (seconds) Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Queue Group	Optionally, select a queue group on which to report.
Queue	Optionally, select a queue on which to report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction type	Optionally, select an interaction type on which to report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes for the Speed Of Accept (seconds) Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the

Attribute	Description
	interaction's media type—for example, VOICE, EMAIL, and CHAT.
Time Range Key	This attribute enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.
Queue	This attribute enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Speed Of Accept (seconds) Report

Metric	Description
Accepted Agent ST1	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time interval threshold. If the first service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
Accepted Agent ST2 ... Accepted Agent ST10	The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the two indicated service time thresholds. If the lower service time threshold is not defined, this metric returns `0`. If the upper service time threshold is not defined, this metric uses `no limit` as the upper boundary of the service time interval. For example, Accepted Agent *ST2* is the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the *first* and *second* service time thresholds. In this example, if the *first* service time threshold is not defined, this metric returns `0`. If the *second* service time threshold is not defined, this metric uses no `limit` as the upper boundary of the service time interval.

Metric	Description
	Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.
% Accepted Agent ST1	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the first service time interval threshold, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.
% Accepted Agent ST2 ... % Accepted Agent ST10	The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the indicated service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents. For example, % Accepted Agent *ST10* is the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the *ninth* and *tenth* service time thresholds, relative to the total number of customer interactions that entered this queue and were subsequently distributed and accepted by agents.

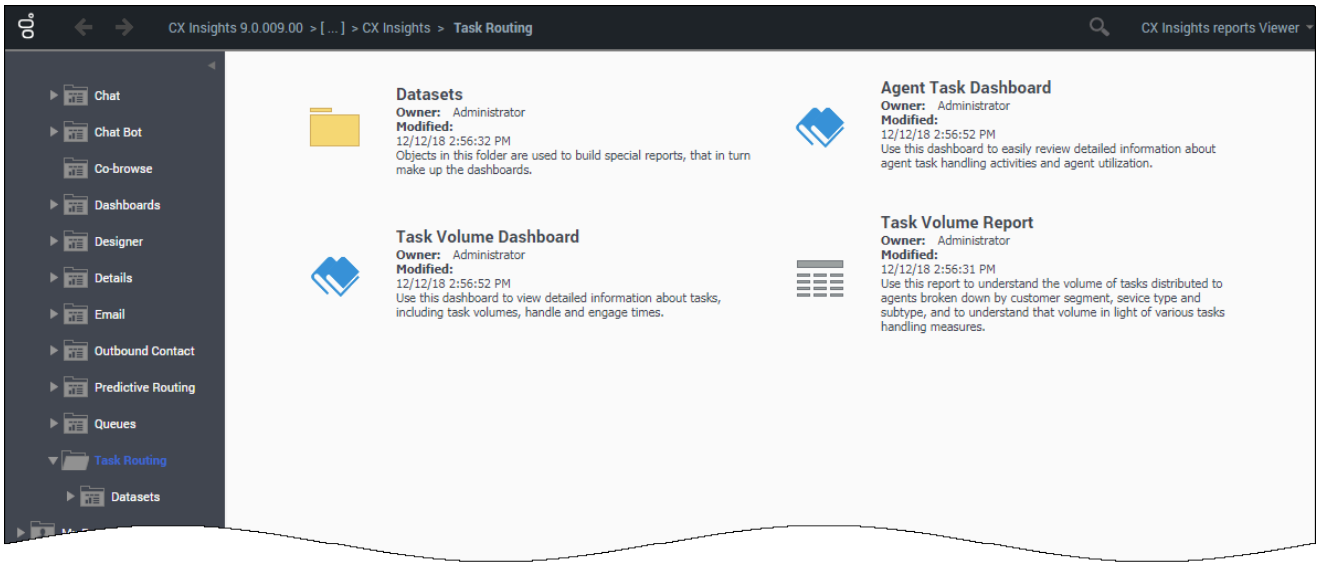
Task Routing dashboards

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to the latest documentation for Task Routing dashboards.

This page describes dashboards you can use to learn more about the performance of Genesys Task Routing in your Genesys Engage cloud contact center. The dashboards in the **Task Routing** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

> **Important**
> The reports in this folder are available on request; and depend on data provided by other Genesys components that may not be ready for you to use at this time. Check with your administrator to see if your environment is configured to run these reports.

About Task Routing dashboards



The following dashboards are available in the **CX Insights** > **Task Routing** folder:

- Agent Task Dashboard
- Task Volume Dashboard

Agent Task Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Agent Task Dashboard.

This page describes how you can use the **Task Routing** > **Agent Task Dashboard** to view detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR).

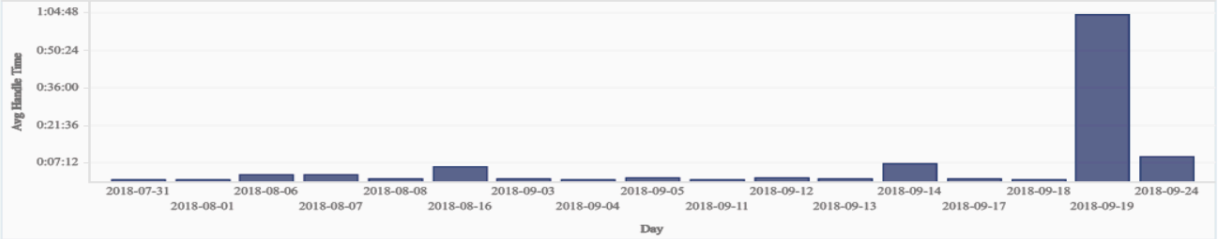
> **Important**
> This report is available on request; and depends on data provided by other Genesys components that may not be ready for you to use at this time. Check with your administrator to see if your environment is configured to run this report.

Understanding the Agent Task Dashboard

Agent Task Dashboard — Agent Summary Activity - Overview

Offered	Accepted	Rejected	Transfer Initiated Agent
6,162	6,149	13	2,129
Avg Handle Time	**% Accepted**	**% Rejected**	**% Transfer Initiated Agent**
00:02:30	99.79%	0.21%	34.62%

Avg Handle Time by Day



Agent Group Activity Details

Day	Agent Group	Avg Handle Time	Accepted	% Accepted	Rejected	% Rejected	Transfer Initiated Agent	% Transfer Initiated Agent
2018-07-31	No Group	00:00:16	2	100.00%	0	0.00%	1	50.00%
2018-08-01	No Group	00:00:21	2	100.00%	0	0.00%	0	0.00%
2018-08-06	Agent Group 3	00:02:30	132	100.00%	0	0.00%	3	2.27%
	Agent Group 4	00:02:38	395	100.00%	0	0.00%	6	1.52%
	Group 1	00:02:38	519	100.00%	0	0.00%	13	2.50%
	Group 2	00:02:43	256	100.00%	0	0.00%	6	2.34%
2018-08-07	Agent Group 3	00:02:44	336	100.00%	0	0.00%	163	48.51%
	Agent Group 4	00:02:40	1,052	100.00%	0	0.00%	476	45.25%
	Group 1	00:02:37	1,399	100.00%	0	0.00%	659	47.11%

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Agent Task Dashboard — Agent Utilization - Overview

% Occupancy	Active Time	Ready Time	Not Ready Time	Busy Time
41.61%	697:53:04	394:35:30	22:08:15	281:09:19
	% Active Time	**% Ready Time**	**% Not Ready Time**	**% Busy Time**
	100.00%	56.54%	3.17%	40.29%

Agent Group Utilization Details

Day	Agent Group	% Occupancy	Active Time	Ready Time	Not Ready Time	Busy Time	% Ready Time	% Not Ready Time	% Busy Time
2018-07-31	No Group	23.08%	00:02:46	00:02:00	00:00:10	00:00:36	72.29%	6.02%	21.69%
2018-08-01	No Group	0.34%	04:05:36	04:04:16	00:00:30	00:00:50	99.46%	0.20%	0.34%
2018-08-06	Agent Group 3	53.97%	10:03:45	04:37:54	00:00:00	05:25:51	46.03%	0.00%	53.97%
	Agent Group 4	56.89%	30:11:31	13:00:55	00:00:01	17:10:35	43.11%	0.00%	56.89%
	Group 1	56.05%	40:15:11	17:41:25	00:00:00	22:33:46	43.95%	0.00%	56.05%
	Group 2	57.31%	20:07:40	08:35:31	00:00:01	11:32:08	42.69%	0.00%	57.31%
2018-08-07	Agent Group 3	64.23%	24:00:00	08:35:07	00:00:00	15:24:53	35.77%	0.00%	64.23%
	Agent Group 4	65.14%	72:00:00	25:05:51	00:00:00	46:54:09	34.86%	0.00%	65.14%
	Group 1	63.87%	96:00:00	34:40:51	00:00:00	61:19:09	36.13%	0.00%	63.87%
	Group 2	65.21%	48:00:00	16:41:58	00:00:00	31:18:02	34.79%	0.00%	65.21%
2018-08-08	Agent Group 3	63.68%	09:00:41	03:16:21	00:00:00	05:44:20	36.32%	0.00%	63.68%
	Agent Group 4	49.54%	27:04:33	13:39:45	00:00:00	13:24:48	50.46%	0.00%	49.54%
	Group 1	30.98%	36:33:36	25:14:04	00:00:00	11:19:32	69.02%	0.00%	30.98%
	Group 2	64.54%	18:18:32	06:29:34	00:00:00	11:48:58	35.46%	0.00%	64.54%
2018-08-16	No Group	46.91%	24:47:55	13:09:57	00:00:00	11:37:58	53.09%	0.00%	46.91%
2018-09-03	No Group	0.49%	08:12:05	08:09:14	00:00:26	00:02:25	99.42%	0.09%	0.49%

2 / 2

This dashboard comprises two tabs:

- **Agent Utilization** — This tab provides a breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Other) for a workitem media type, fully accounting for the agent's interaction time (time spent handling interactions).
  Use this information to understand how much of agent total active time was spent in each state. The report tracks a wide range of metrics, broken down based on both the *amount* and *percentage* of active time spent in each state.

- **Agent Summary Activity** — This tab provides details about agent activity when handling tasks, including, for each agent, the average time to handle an interaction, the number of offered task interactions, the number rejected, and the number and percentage of accepted and transferred interactions.
  Use this information to understand each agent's efficiency in handling interactions, and to compare various related metrics for different agents.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: SampleTaskRoutingAgentDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Agent Task Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Agent Group	Optionally, select one or more agent groups to include in the dashboard.
Agent	Optionally, select one or more agents to include in the dashboard.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the dashboard.

Attributes used in the Agent Task Dashboard

Attribute	Description
Agent Group	This attribute enables data to be organized by certain attributes of the agent group associated with the interaction.

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Agent Task Dashboard

The Task Routing Agent Dashboard is divided into two tabs:

- Agent Summary Activity
- Agent Utilization

Metric	Description	Metric source
Agent Summary Activity		
Offered	The total number of task interactions that were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AG2_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-IDIXN] section.	
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that this agent spent handling interactions that the agent received. This metric is computed as handle time divided by the sum of accepted interactions and received consultations.	
Accepted	The total number of task interactions or warm consultations that were accepted, answered, pulled, or initiated by the agent.	
% Accepted	Of the task interactions offered to agents, the percentage that were accepted.	
Rejected	The total number of task interactions that alerted at the agent and were not accepted.	
% Rejected	Of the task interactions that	

Metric	Description	Metric source
	alerted at the agent, the percentage that were not accepted.	
Transfer Initiated Agent	The total number of task interactions that agents transferred. Both warm and blind transfers are reflected in this metric.	
% Transfer Initiated Agent	The percentage of task interactions that agents transferred. Both warm and blind transfers are reflected in this metric.	
Agent Utilization		
% Occupancy	The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.	This metric is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
Active Time (Fmt)	The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric starts at the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval). Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.	
% Active Time	The percentage of time (always 100%).	Calculated as [% Ready Time] + [% Not Ready Time] + [% Busy Time].
Ready Time (Fmt)	The total amount of time (HH:MM:SS) that this agent was	

Metric	Description	Metric source
	in the Ready state for a particular media type.	
% Ready Time	The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.	
Not Ready Time (Fmt)	The total amount of time (HH:MM:SS) within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.	
% Not Ready Time	The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.	
Busy Time (Fmt)	The total duration (HH:MM:SS) of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.	
% Busy Time	The percentage of time of all interaction-processing activities.	

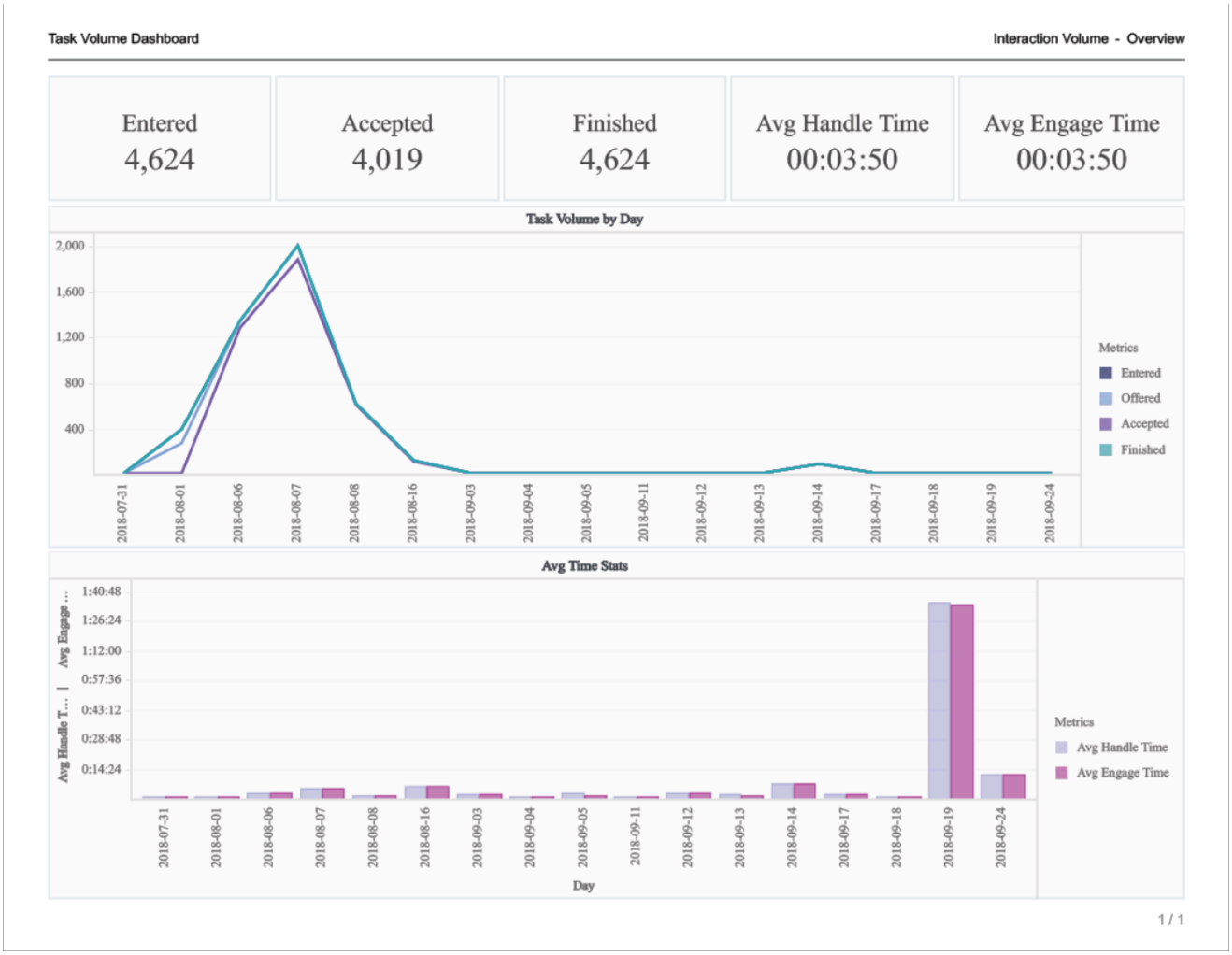
Task Volume Dashboard

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Task Volume Dashboard.

This page describes how you can use the **Task Routing** > **Task Volume Dashboard** to view detailed information about how each agent's active time was used when handling interactions routed by Genesys Task Routing (GTR), including volumes and percentages of interactions that were offered, accepted, rejected, or transferred.

> **Important**
> This report is available on request; and depends on data provided by other Genesys components that may not be ready for you to use at this time. Check with your administrator to see if your environment is configured to run this report.

Understanding the Task Volume Dashboard



This dashboard provides visualizations depicting how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment. It provides at-a-glance summaries of key metrics, and charts both the volume of tasks handled on a day-by-day basis, and the associated average handle/engage times for each day.

The dashboard is built upon an underlying report, which is described in more detail in Understanding the underlying report.

To get a better idea of what this dashboard looks like, view sample output from the dashboard: SampleTaskVolumeDashboard.pdf

The following tables explain the prompts you can select when you generate the dashboard, and the metrics that are represented in the dashboard:

Prompts for the Task Volume Dashboard

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select the configured business result on which to report.
Customer Segment	Optionally, select the customer segment to include in the report.
Service Type	Optionally, select the type of service to include in the report.
Service Subtype	Optionally, select the subtype of service to include in the report.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the dashboard.

Attributes used in the Task Volume Dashboard

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, Voice, Email, and Chat.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Service Subtype	This attribute enables data to be organized by the detailed type of service that the customer requested.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Task Volume Dashboard

Metric	Description
Entered	The total number of task interactions that entered or began within the contact center. This count includes abandoned interactions.
Offered	The total number of task interactions that were received or initiated by an agent.
Accepted	The number of customer interactions that were successfully transferred (warm or blind) to an agent.
Finished	The total number of completed task interactions.
Avg Handle Time (Fmt)	The average amount of time (HH:MM:SS) that agents spent handling each interaction.
Avg Engage Time (Fmt)	The average amount of time (HH:MM:SS) that this agent was engaged with customers.

Understanding the underlying report

The Dashboard is based on an underlying **Task Volume Report** that includes analysis (based on the Entered with Objective metric) of the service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval. If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction.

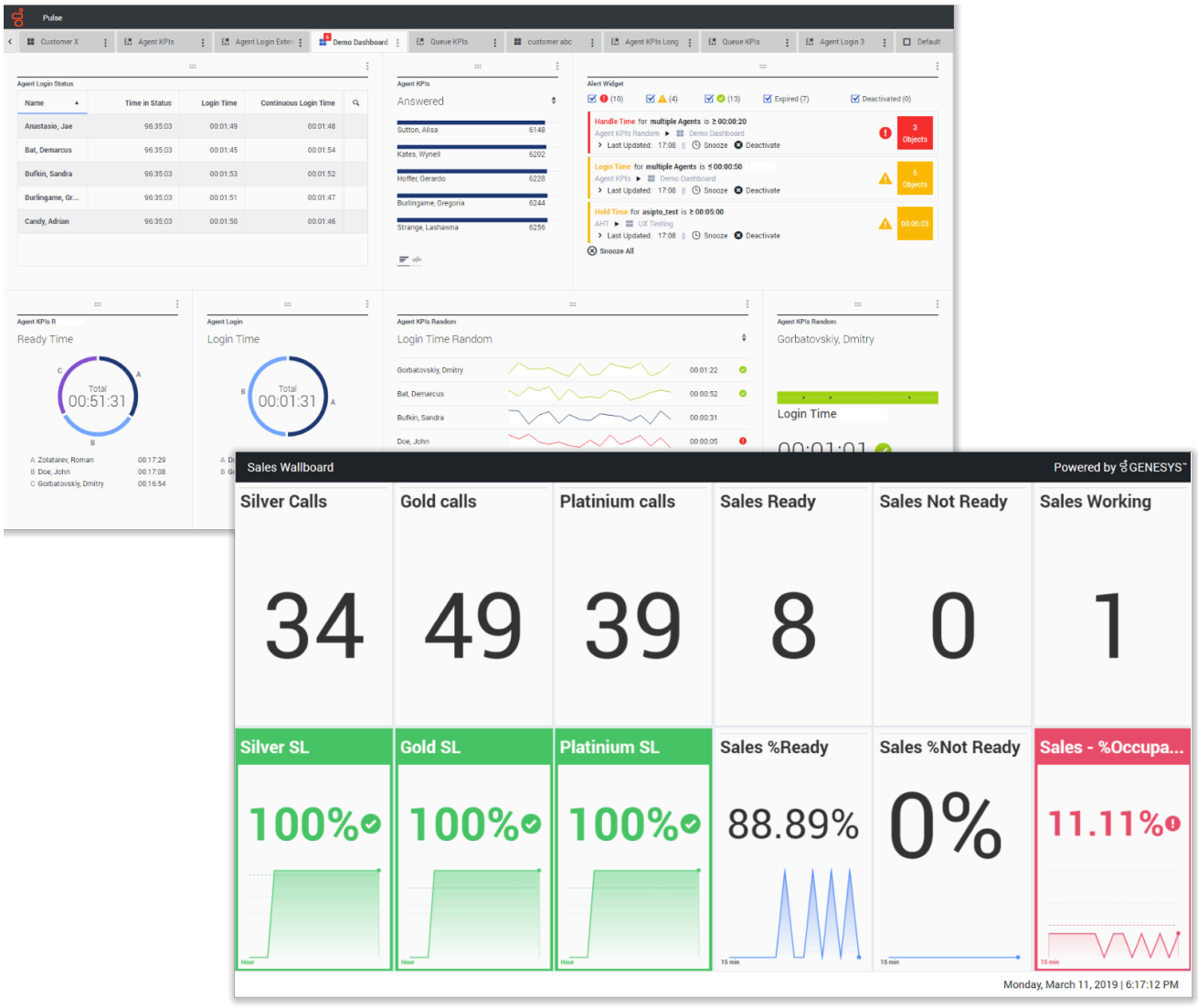
If the interaction does not reach a handling resource, the last associated business result is attached to the interaction. Percentages that yield zero (0) values indicate either 0 duration or 0 count. So, for example, % Transfer Initiated Agent could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the metrics in the report are disposition metrics, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete. The report provides tools to understand the Business Result for interactions, to contrast that result against the Service Level and against callers' initial objective, and to understand outcomes in light of various interaction handling metrics.

Real-time Reporting with Genesys Pulse 9.0

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Genesys Pulse is a widget-based performance dashboard solution for monitoring contact center resources in real time.



You can

- create dashboards or wallboards to monitor agents, agent groups, queues, and more.
- customize report widgets to display user-defined Donut, Grid, Key Performance Indicator (KPI), List, or Line charts.
- use standard widget templates, included in Pulse, and define your own report templates to quickly create widgets for your dashboard.

Ready? Get started.

Looking for answers to specific questions? Try these topics:

- Popular real-time reports
- Manage dashboards and wallboards

- Dashboard and wallboard examples
- Add reports to your dashboard or wallboard
- Display external content
- Statistic properties
- Report templates and statistics details

Tip

- For proper viewing of Genesys Pulse in your browser, please use supported browsers and make sure your monitor resolution is not less than 1024x768.
- Genesys Pulse supports the two latest releases of Google Chrome, Apple Safari, Microsoft Edge, the latest release of Firefox ESR and Microsoft Internet Explorer 11.
- Turn off the compatibility mode if you are using Microsoft Internet Explorer 11.

Getting started

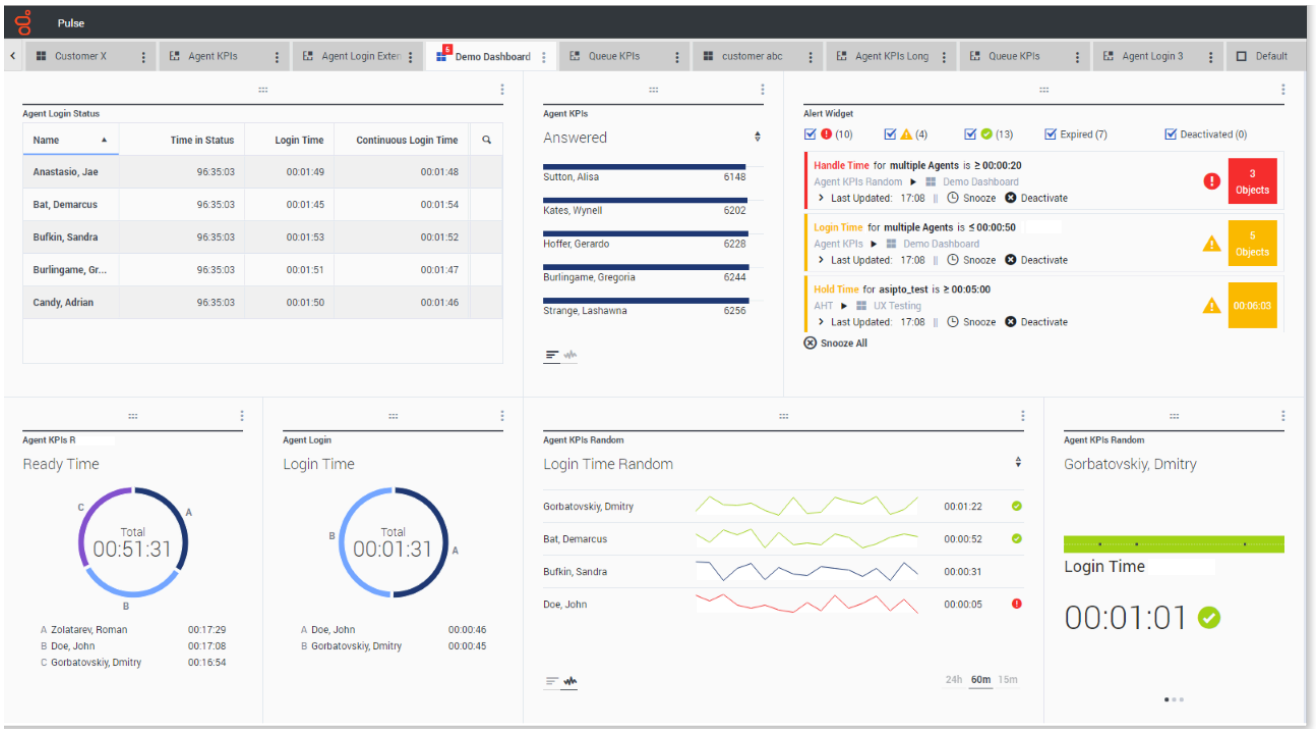
> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Genesys Pulse is your gateway for monitoring your contact center, so you can better meet your business needs.

> **Important**
> What you see in Genesys Pulse depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

Now that you know what Genesys Pulse is, you’re probably wondering how to use it. This Getting Started page will get you running, viewing, and managing reports. Let’s get started.

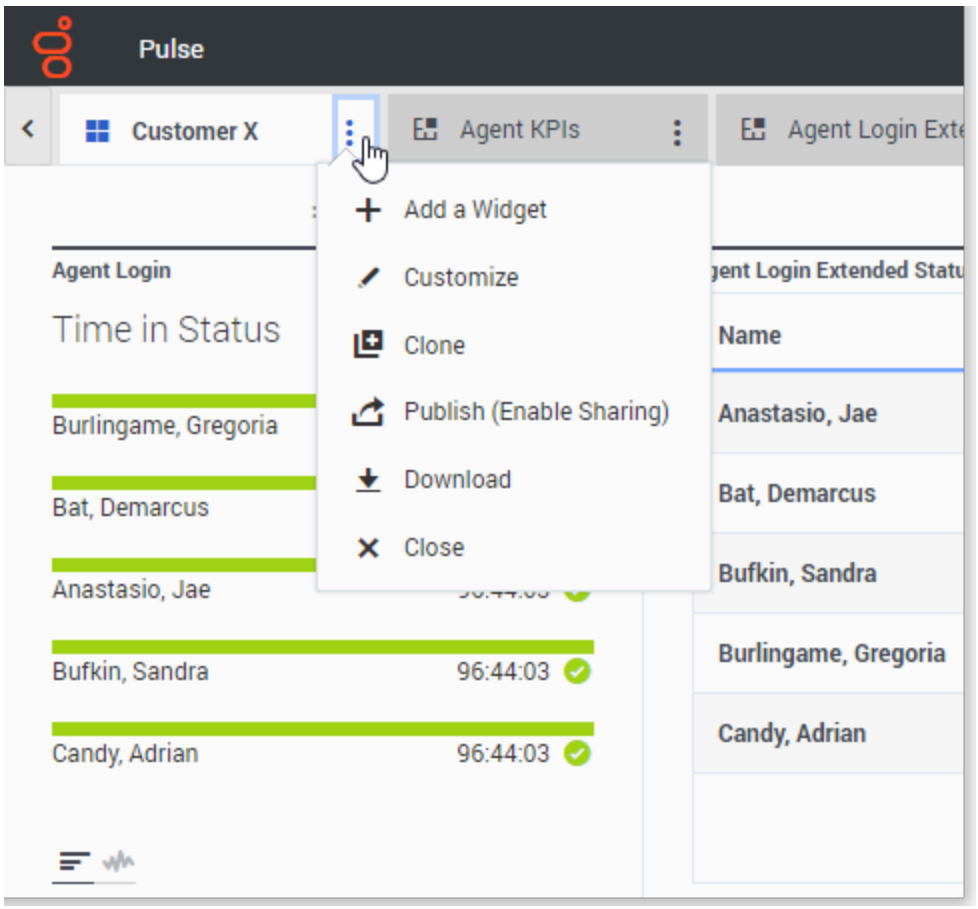
Access reports



You can open the Genesys Pulse dashboard to see the real-time reports.

Reports are displayed in widgets, which can easily be expanded to dashboard size to display additional detail.

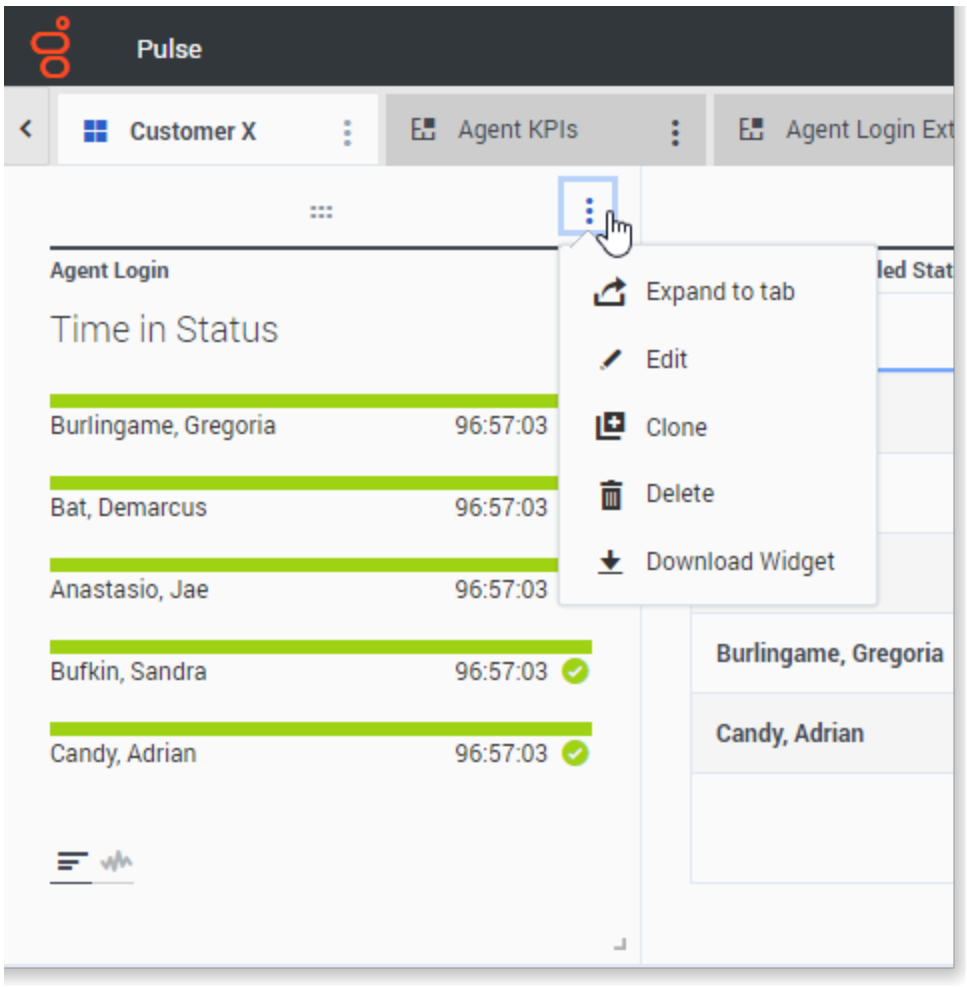
Manage dashboards and wallboards



Use tabs to manage Genesys Pulse dashboards and wallboards. Click the more icon in the right corner of the dashboard for options:

- **Add a Widget**—Add a new widget to the dashboard or wallboard.
- **Clone**—Create a new copy of the dashboard or wallboard.
- **Close**—Close the dashboard or wallboard.
- **Customize**—Change the name, description and other options of the dashboard or wallboard.
- **Download**—Export dashboard or wallboard in JSON format.
- **Launch**—Launch a wallboard.
- **Publish**—Share the unpublished dashboard or wallboard.
- **Save As**—Save a new copy of the published dashboard or wallboard.
- **Update Shared Copy**—Overwrite the published copy of the dashboard or wallboard.

Use report widgets



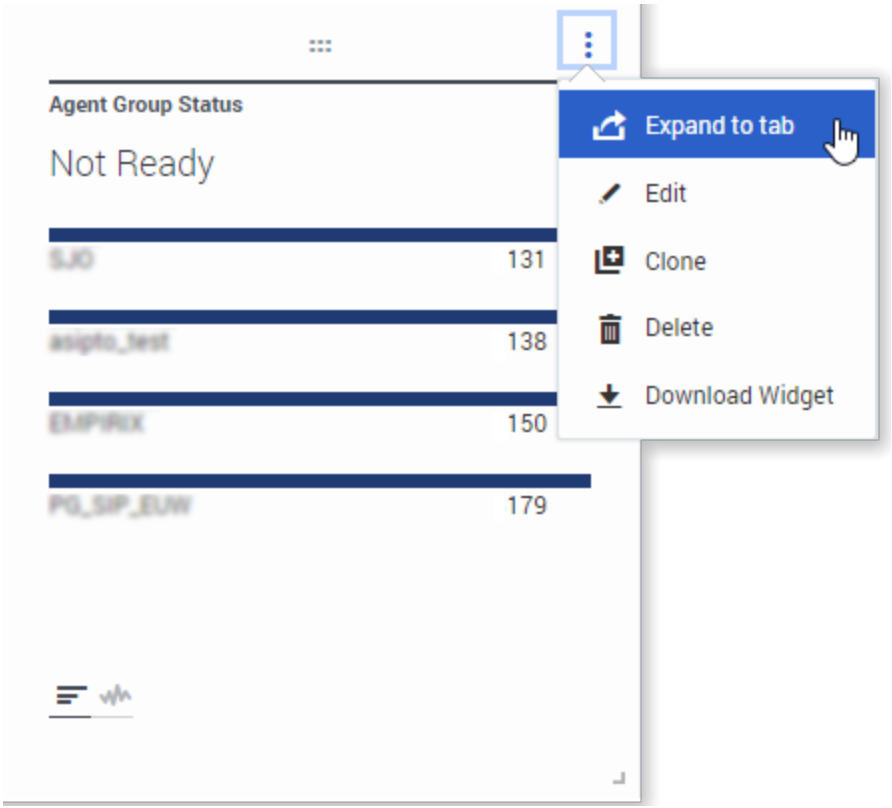
Genesys Pulse widgets display Donut, Grid, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

You can

- **Clone**—Create a copy of the widget.
- **Delete**—Delete the widget.
- **Download**—Download the report data as a CSV file.
- **Edit**—Make changes to the widget.
- **Expand to Tab**—See an expanded, detailed view of the report.

You can also add new widgets to your dashboard.

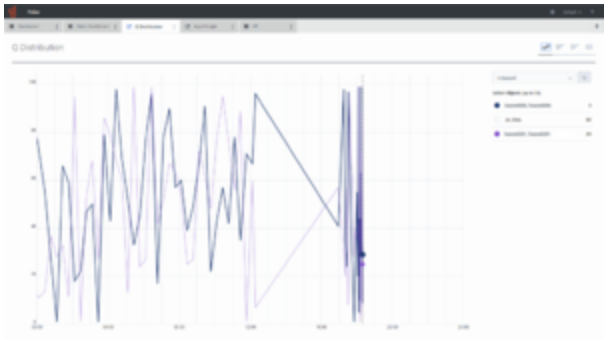
Expand reports to dashboard



Click the more icon in the top right corner of a widget and select **Expand to Tab** to see a detailed view of your report. This expanded report opens within a new tab, so it will not impact your initial dashboard.

You can:

- Download the report data as a CSV file by selecting **Download Widget** from the the more menu.
- Make changes to the source widget by selecting **Edit** from the the more menu.
- Sort options, define objects, and define statistics you want to display.
- View different chart types available in the expanded widget:
  - **[+] Time Tracking**



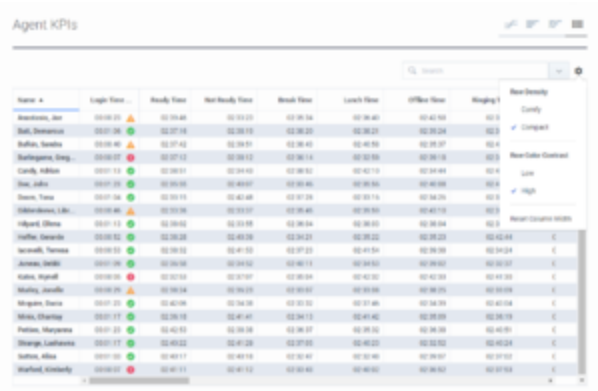
- **[+] Grouped Bar**

- **[+] Stacked Bar**

- **[+] Data**

  Starting with release 9.0.001, new options are available in the `Customize` menu:

  - **Row Density**:
    `Comfy` (default) or `Compact`
  - **Row Color Contrast**:
    `Low` (default) or `High`
  - **Reset Column Width** - resets columns width to default values.



What do I do next?

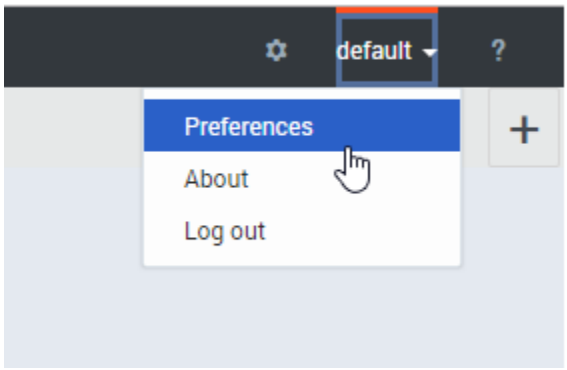
You might want to learn more about:

- Manage dashboards and wallboards
- Dashboard and wallboard examples
- Add report widgets
- Popular real-time reports
- Display external content using an IFRAME widget

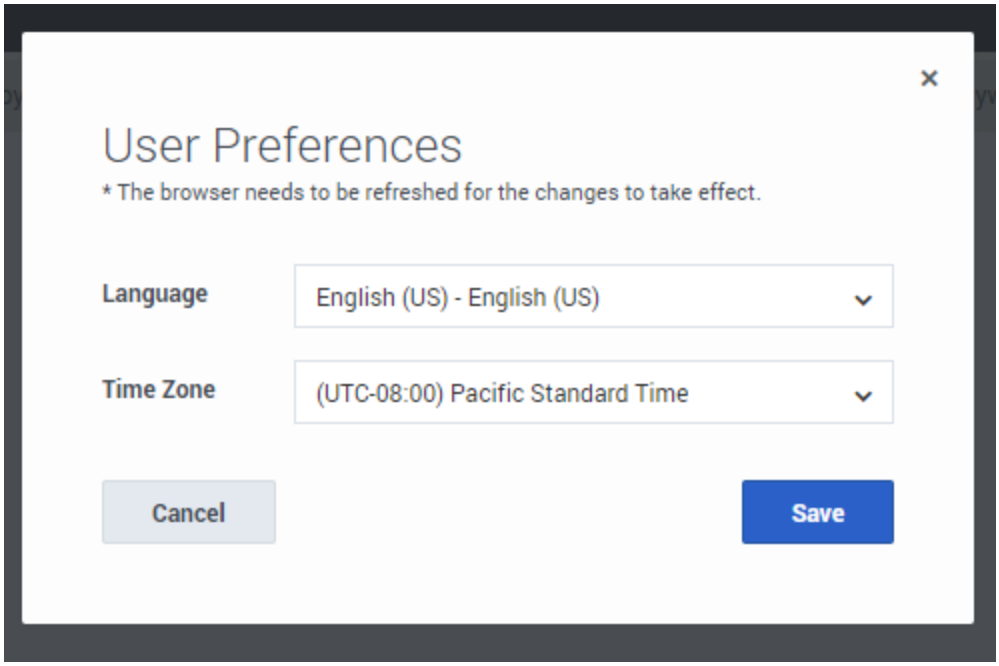
Genesys Pulse User Preferences

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Starting with release 9.0.004, you can use Genesys Pulse `Preferences` menu to set Language and Time Zone:

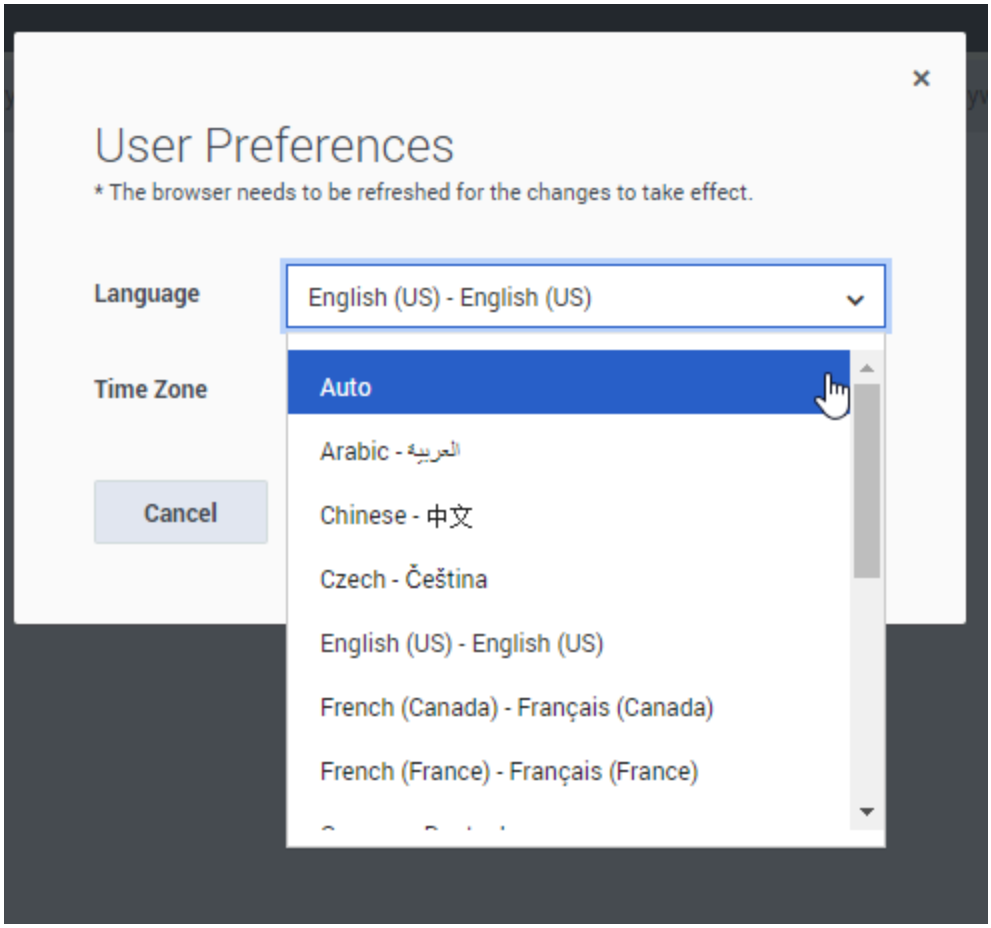


User Preferences



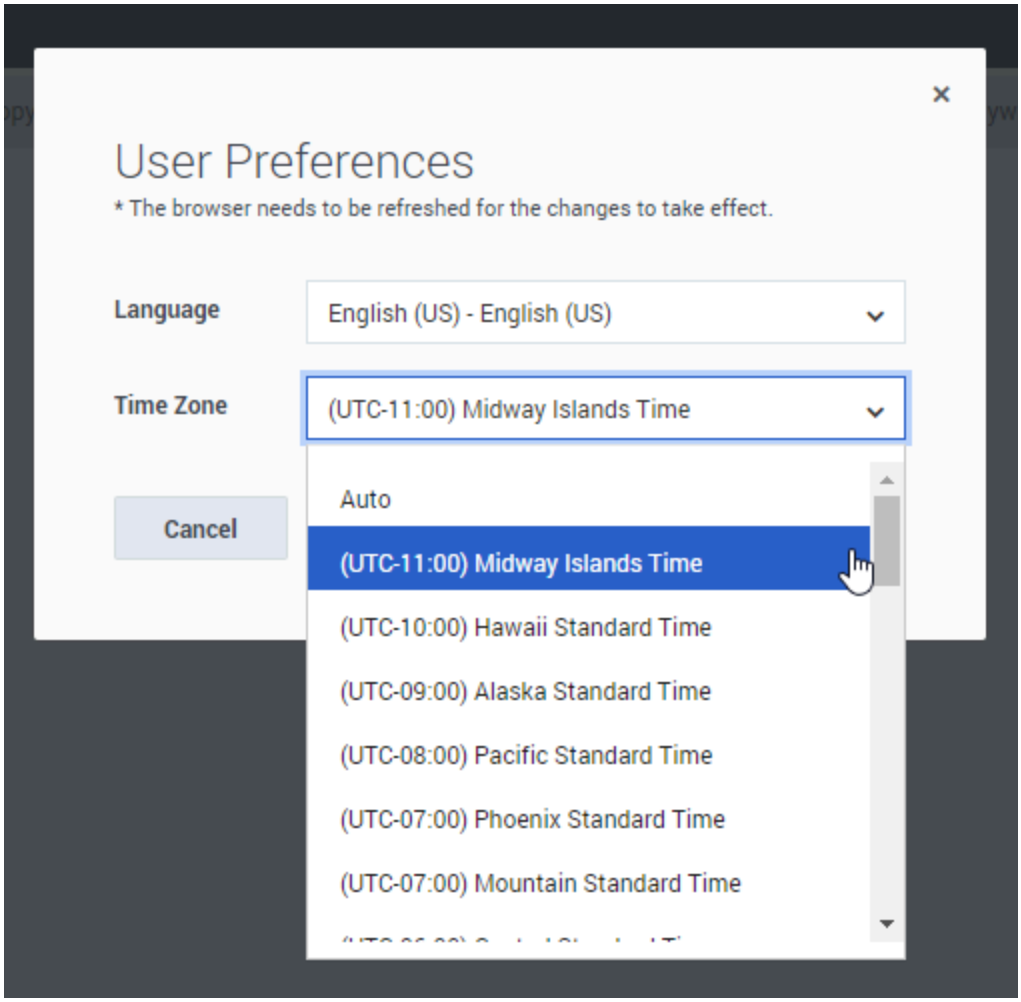
This dialog allows to choose user interface language from installed language packs and time zone from Time Zones available in Genesys Configuration Server.

Language



For Language, selecting "Auto" means that the language specified in the browser settings will be used. In case the Language Pack (which corresponds to the language specified in the browser) settings is not available, English language is used.

Time Zone



For `Time Zone`, selecting "Auto" means that the local client machine time zone is used.

Accessibility

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Genesys provides a Voluntary Product Accessibility Template® - VPAT® report from ITI, to document conformance of Genesys Pulse to WCAG 2.1 Level A specification. The VPAT® report is a standardized template for documenting conformance to various accessibility specifications. VPAT® report provided by Genesys follows the W3C/WAI's WCAG 2.1 specification, as this is an international standard adopted and recognized by our customers worldwide. The Genesys VPAT® can be downloaded here: Genesys Pulse Accessibility Conformance Report.

What is WCAG

Web Content Accessibility Guidelines (WCAG) 2.1 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities. These guidelines address accessibility of web content on desktops, laptops, tablets, and mobile devices. Following these guidelines will also often make Web content more usable to users in general.

Screen Readers

Starting with release 9.0.005, Genesys Pulse supports screen reader in the following desktop environment:
Windows 10, NVDA Version 2020.1 with Google Chrome 81 and Mozilla Firefox 76.

Although, Genesys recommends the above-mentioned configuration in order to assist users with vision, hearing, or mobility impairments in gaining greater access, Genesys Pulse will work with other screen readers like VoiceOver or JAWS and content is read as long as the screen reader model is supported on that particular browser.

> **Important**

- Not all Genesys Pulse Widget Types provide the same level of experience when using with assistive technologies like screen readers. Genesys recommends the following Widget Types to be used in such cases:
  - Grid widget
  - Donut widget
  - KPI widget
  - Wallboard KPI widget
  - List widget
  - Text widget
  - Alert widget
  - Data view
- Genesys Pulse provides limited support of screen readers in management interfaces.

Keyboard Navigation

Starting with release 9.0.003, Genesys Pulse supports keyboard navigation.

Basic Navigation Shortcuts

The following shortcuts are available to navigate among components:

- Tab—Moves the focus to the next component (menu, field, button, view, and so on).
- Shift + Tab—Moves the focus to the previous component (menu, field, button, view, and so on).

In most cases movement occurs from left to right and from top to bottom.

The following shortcuts are available to manipulate controls (menus, check boxes, and buttons):

- ENTER—For buttons, tabs, and menu items, executes the associated action or selects the associated option.
- SPACE—For buttons and check boxes, executes the associated action or selects the associated option.
- DOWN/UP ARROW—Moves down or up in menus. All menus can be opened with the DOWN ARROW.
- LEFT/RIGHT ARROWS—Moves within the group of related radio button options.
- END/HOME—Moves to the first or last item in the menu.

Limitations

- Keyboard navigation from widget to widget on the dashboard does not rely on the visual order.
- Historical data on the `Line` chart is not accessible by keyboard navigation.
- Widget summary is not accessible by keyboard navigation.
- Widget content can not be scrolled with keyboard navigation.
- Sorting on the `Grid` widget and Management screens can not be performed with keyboard navigation.

Browser Zoom and Text Resizing

Genesys Pulse supports zooming in and out, or resizing text using the browser's built-in controls. This makes it easier for some viewers to read text on the screen.

The following shortcuts are typical for browser's zooming in and out:

	Windows	macOS
Zoom In	`Ctrl` and '+'	⌘ and '+'
Zoom Out	`Ctrl` and '-'	⌘ and '-'

Dashboards and Wallboards

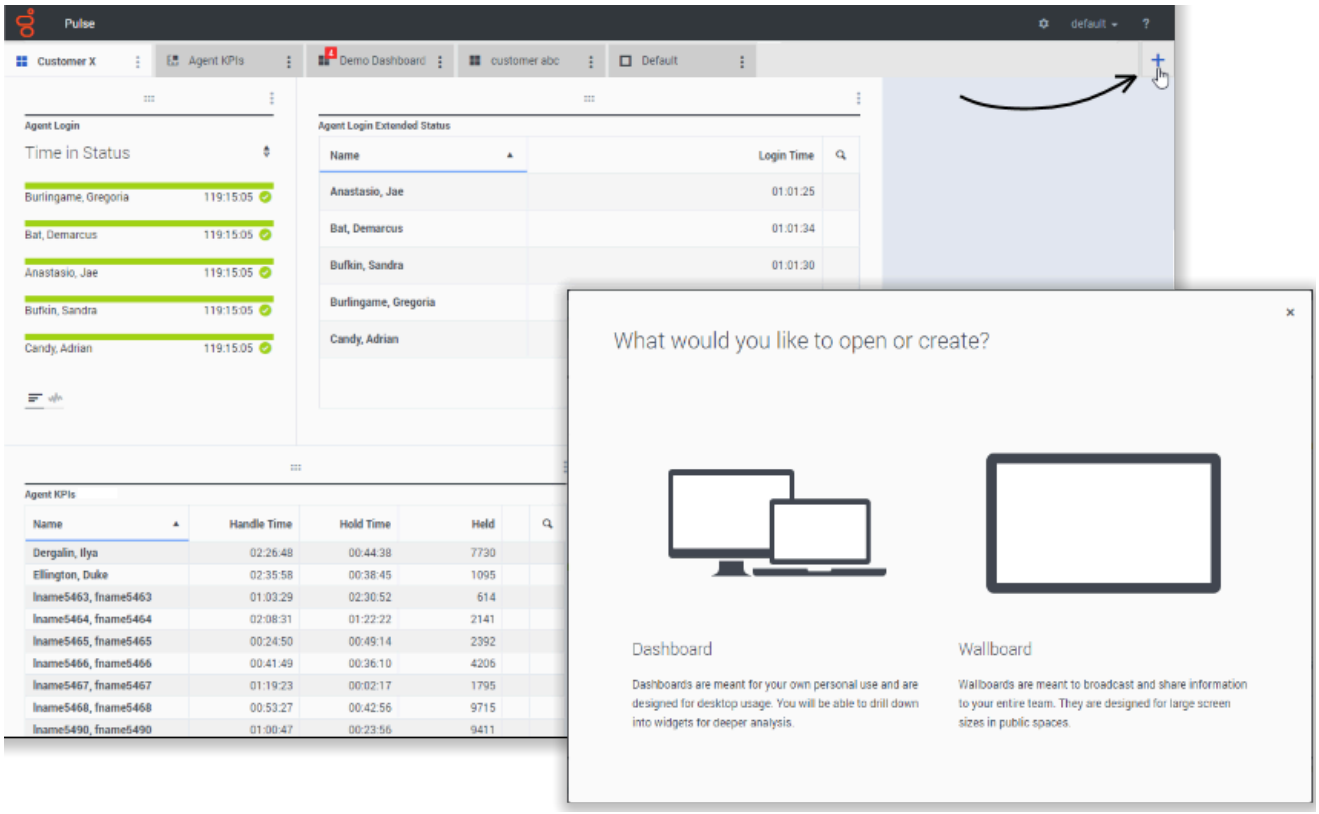
> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Use Pulse dashboards and wallboards to display real-time reports within widgets, so that you can monitor your contact center to suit your needs.

Dashboards are for personal use, and provide drill-down reports and contain more detail than a wallboard.

Wallboards can broadcast information on a large screen for a team of people. You can use only KPI widgets on your wallboards.

Add a dashboard or wallboard

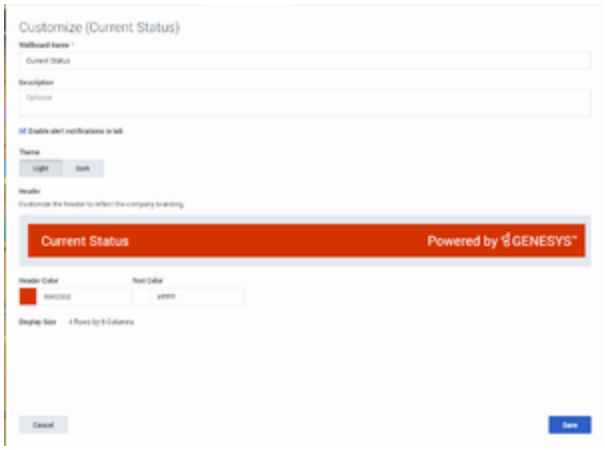


To open or create a new dashboard or wallboard, click **Add a Dashboard**.

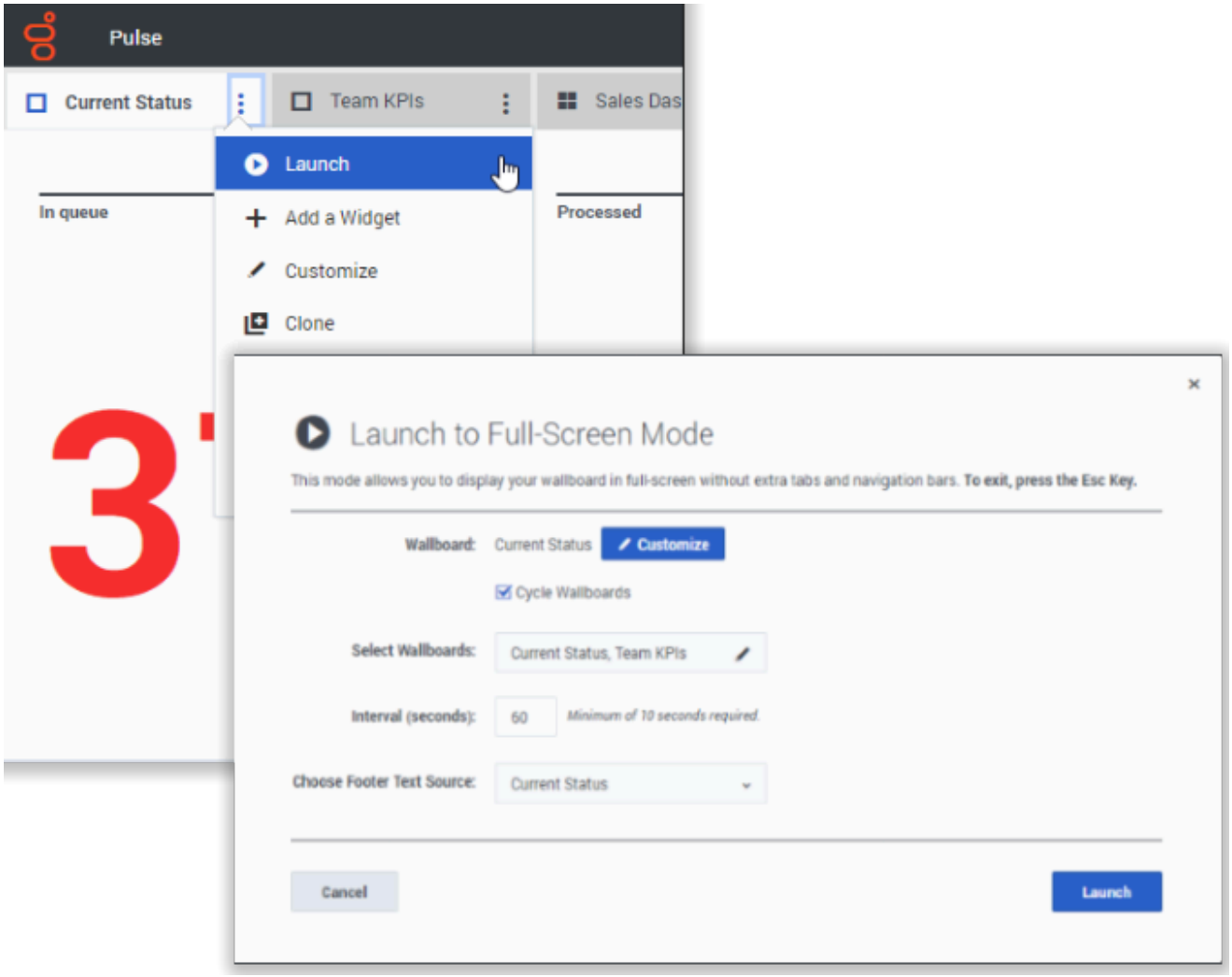
Then you can choose between a dashboard and a wallboard.

The wizard guides you through the rest of the steps.

Once a dashboard or wallboard is created you can edit the title and set other options, such as Alert Notifications or the wallboard color theme. Select **Customize** from the dashboard menu to adjust settings.


Customize (Current Status)
Current Status
Powered by GENESYS

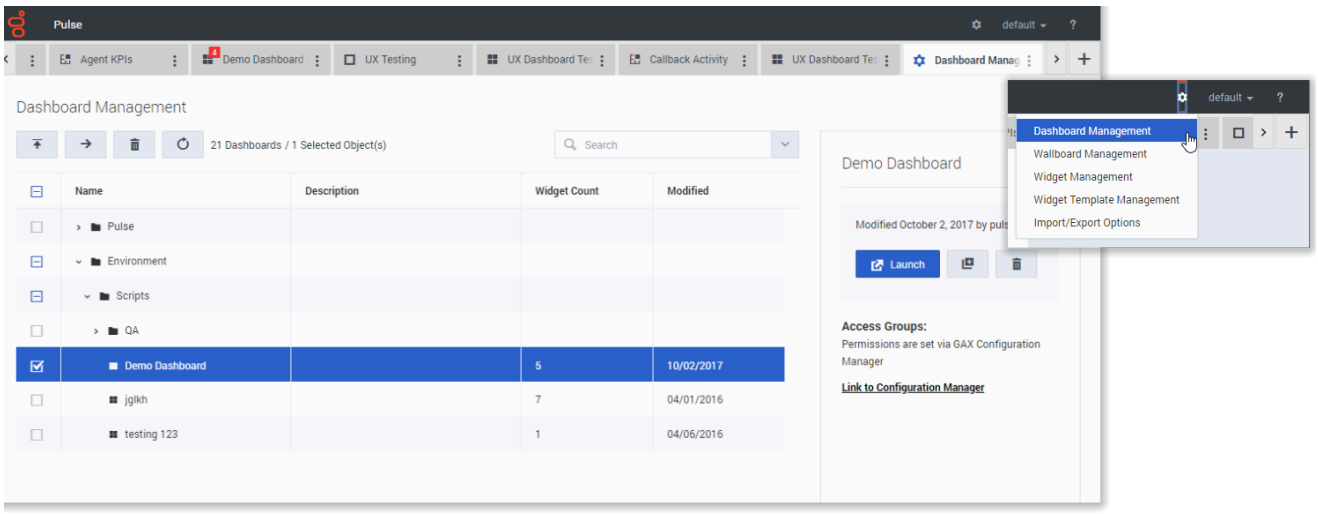
Display wallboard data in full-screen mode



Select **Launch** from the wallboard More menu to display the data in full-screen mode.

You can choose several wallboards to cycle. You can use pinned to the bottom Text Widget (see the Widget Types page for more info) as a news ticker. This Footer Text Source (pinned Text Widget) will remain unchanged while wallboards are cycling.

Manage shared dashboards and wallboards



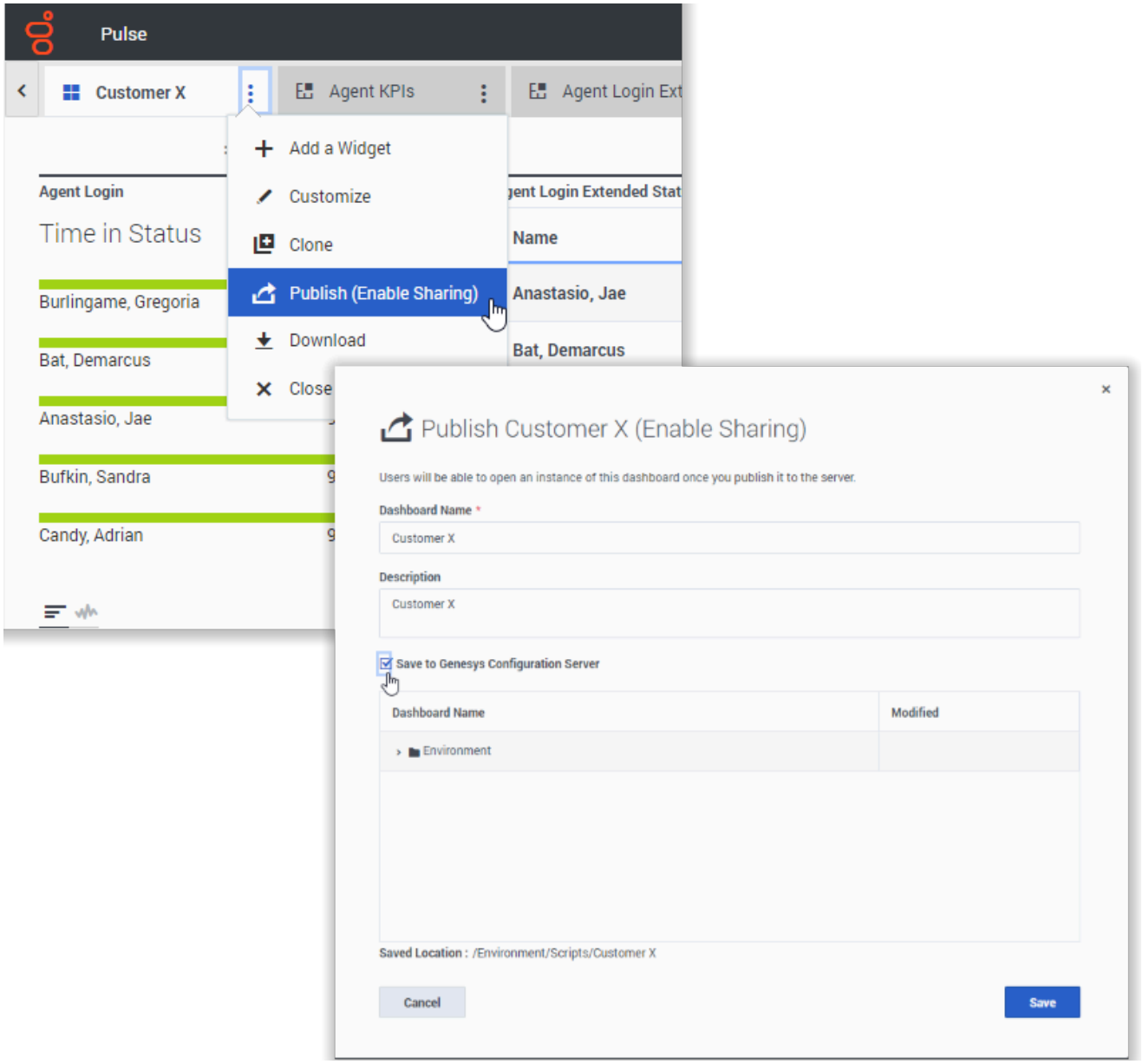
To manage shared dashboards and wallboards select **Manage**.

From here you can perform actions on dashboards and wallboards, including assigning them to groups of users.

Genesys Pulse lists saved and shared items in a table and displays item details to the right.

> ## Tip
> See Widget Templates to learn how to simplify widget creation.

Hide or share your custom dashboard or wallboard with other users



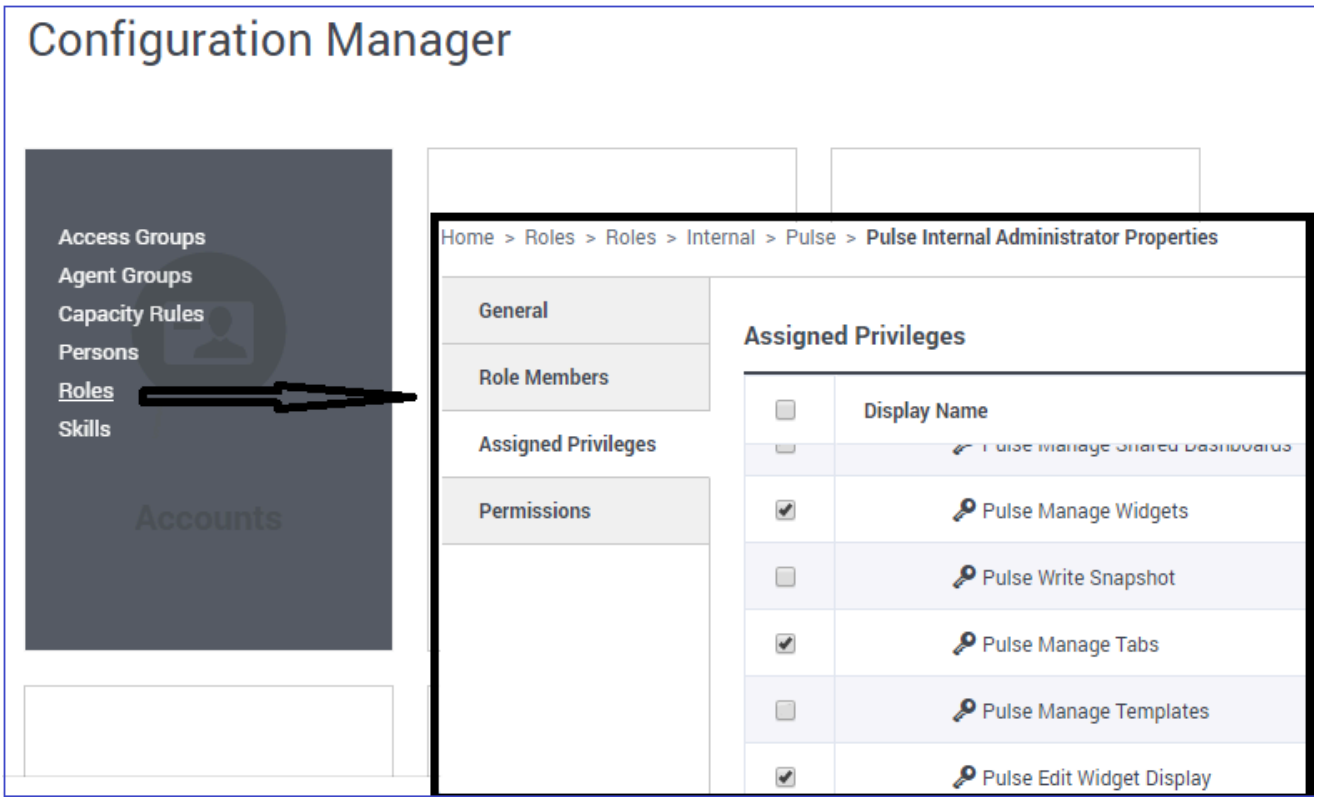
You can share your custom dashboard or wallboard with others (for example, with a user group such as Sales Team Leads). When you **Publish** or **Save As** from the more menu, you must select **Save to Genesys Configuration Server**, and choose the directory to save and share the dashboard with others. Be sure to give it a name specific to the user's needs.

Use Dashboard Management to hide your dashboard from others. Select a dashboard, click **Link to Configuration Manager** on the right under **Access Groups**, and set permission settings for people

who will view your dashboards.

> **Important**
>
> To prevent others from using your dashboards, you need the GAX permissions: `Access Configmanager`; `Read Scripts`; and `Create/Full Control of Scripts`.
>
> To save dashboards or wallboards to Genesys Configuration Server, you need `Full Control` access to the target directory.

Allow users to customize dashboards



Your Genesys Pulse users might want to modify their dashboards or wallboardss. You can enable this by granting them the proper permissions.

In GAX, on the **Configuration Manager** page, under **Accounts**, go to **Roles** and find the role assigned to the user.

Edit the privileges granted by the **Role** on the **Assigned Privileges** tab in the **Pulse** section to allow following actions:

- **Pulse Manage Tabs**—User can launch and close dashboards and expand widgets to tab.
- **Pulse Edit Widget Display**—User can modify widget display options.
- **Pulse Manage Widgets**—User can create, remove, or modify all widget options.

What do I do next?

You might want to learn more about:

- Dashboard and wallboard examples
- Add report widgets to your dashboard or wallboard
- Popular real-time reports
- Displaying external content using an IFRAME widget

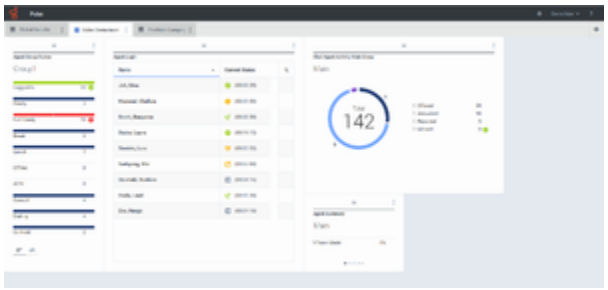
Dashboard and Wallboard examples

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

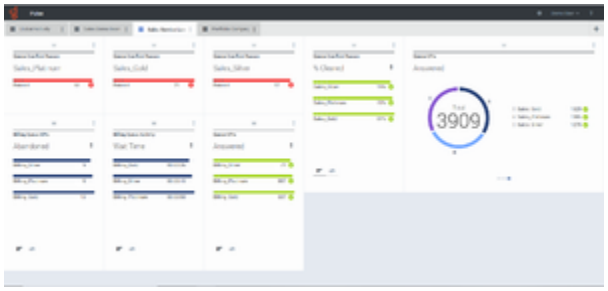
You can use the following examples to help you decide which real-time reports to display on your dashboard or wallboard.

Dashboard examples

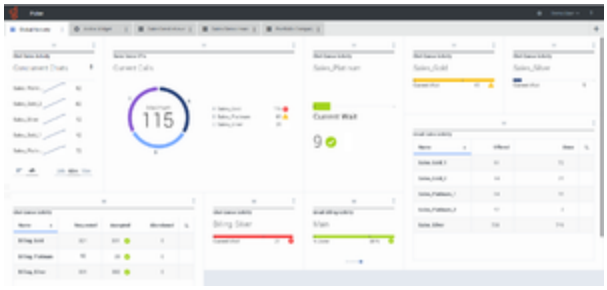
Sales team lead dashboard



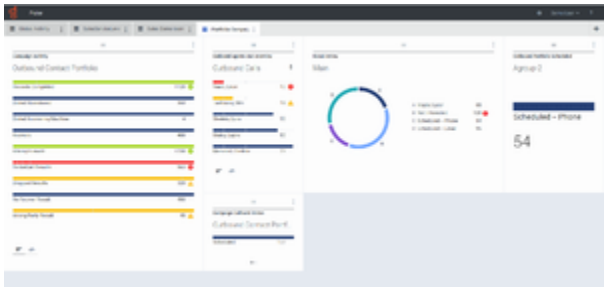
Sales service level dashboard for a supervisor



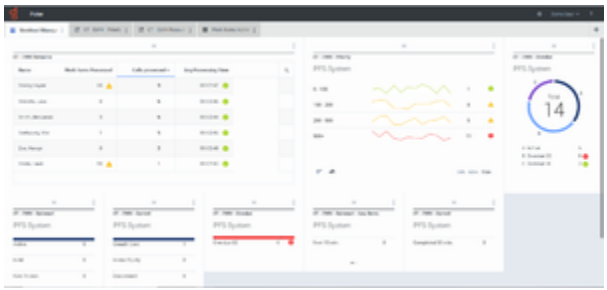
Multi-channel dashboard for a supervisor



Outbound campaign dashboard for a supervisor



Back-office dashboard for a supervisor



Wallboard example

Sales wallboard

Popular Reports

> **Important**
>
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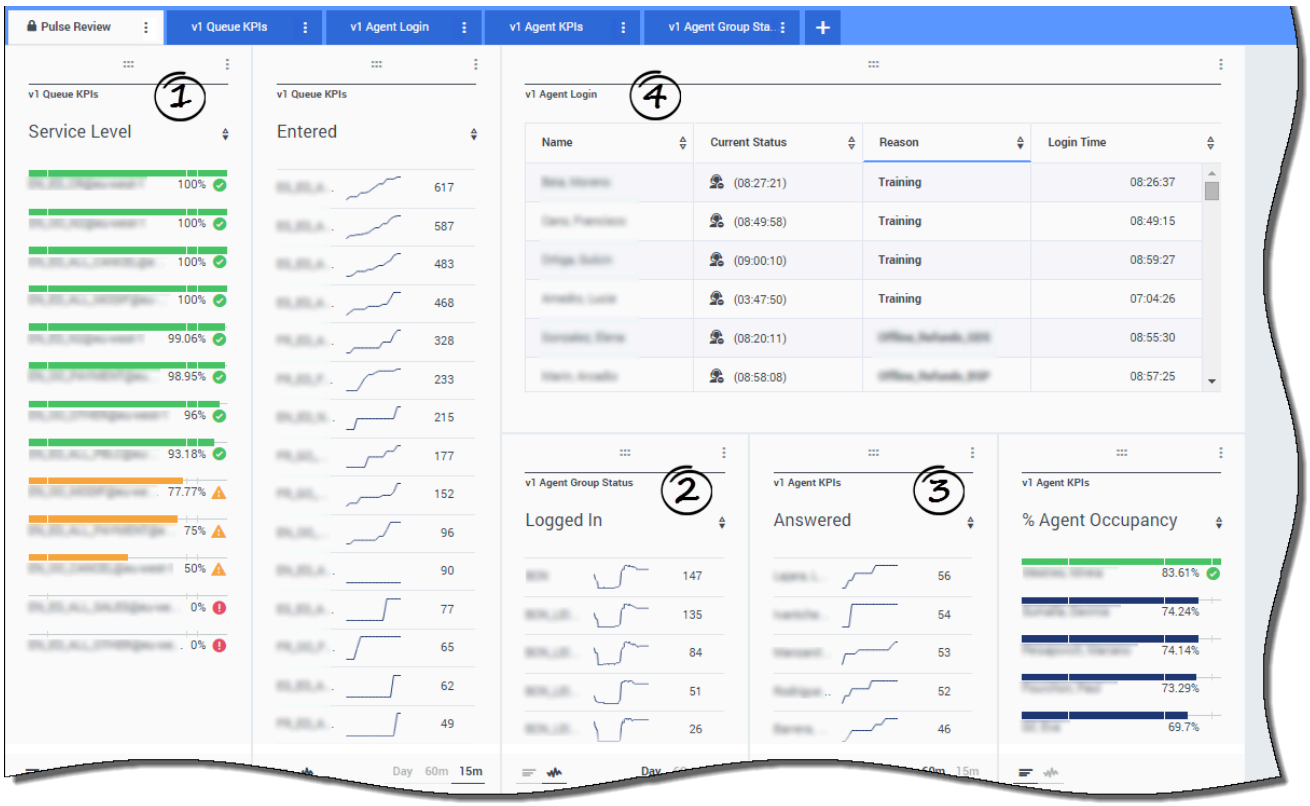
You can include the popular real-time reports in your dashboard, so you can quickly start monitoring your contact center. First you need to decide what you want to know about your contact center.

Genesys Pulse dashboard reports



Supervisors need to know at-a-glance what is happening in their contact center. Genesys Pulse displays these reports in widgets, which can easily be expanded to dashboard size as data, bar, and

time tracking charts.

Most often supervisors ask the following:

1. Will we meet our operational targets?
2. How can I manage agent workload across different teams?
3. How are my agents performing?
4. Are my agents properly assigned?

Meet your operational targets

You can quickly analyze all call activity to determine any action that is needed to reach your target from the **Queue KPI** report. Similarly, you can analyze chat activity through the **Chat Queue KPI** report.

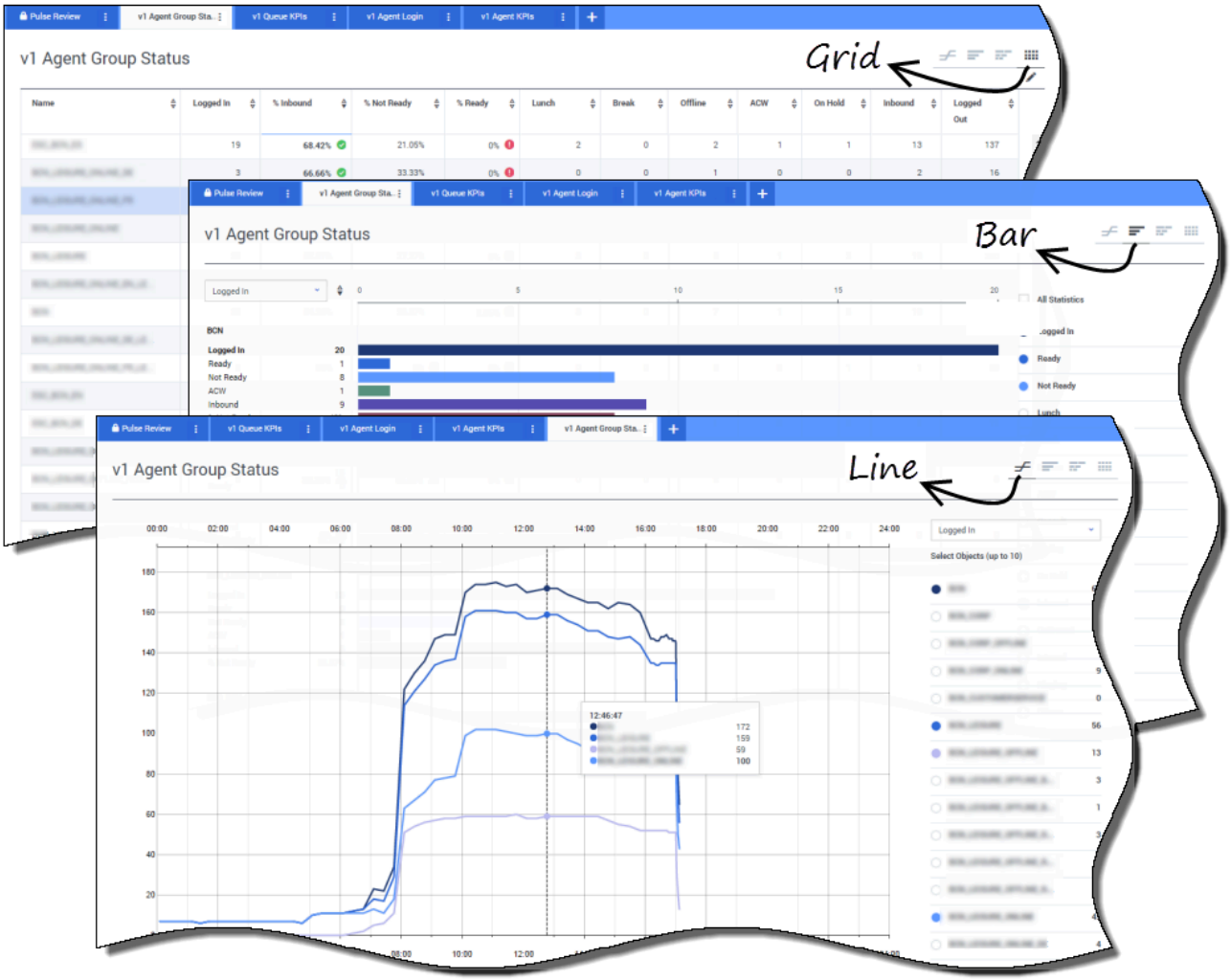
A key performance indicator (KPI) in a contact center is often related to abandoned interactions, so it is critical to have a comprehensive understanding of why contacts abandon (for example, lengthy wait times).

Contact center management develops the criteria or level of service that their customers expect. This report provides the primary view used to determine if the contact center is meeting those established operational targets.

In the examples, the reports show KPIs (for example, Service Level, Calls Answered, Current Calls in queue, ASA, and AHT) for each segment (Virtual Queue related to customer business):

1. The data chart helps you identify how to configure specific thresholds based on your SLA.
2. The first bar chart shows the Service Level performance with a better granularity and identify times when the service level could be degraded.
3. The second bar chart shows the Service Level performance and other KPIs to measure the call distribution performance.
4. The time tracking chart shows the Service Level trend within the current day.

How can I manage agent workload across different teams?



In order to manage the workload across different teams, supervisors can monitor their employee availability and behavior in the **Agent Group Status** reports. This provides supervisors an at-a-glance view of available staff and their current states. For example, you can see what percentage of agents are on calls, on hold, waiting for calls, or not ready with reason.

In the expanded view:

- The data chart KPIs and the current status of your workforce.
- The bar chart shows the distribution of agent status for each team.
- The time tracking chart helps you compare the trend of agents logged in for each team.

How are my agents performing?

You can see the KPIs of an agent group in your contact center in the **Agent KPI** reports. You can analyze other media-specific activity from the **Chat Agent KPI** and **Email Agent KPI** reports.

Agents manage many transactions and states in addition or related to answered calls. Genesys Pulse shows you all the data in a single report to provide supervisors with an understanding of agent performance based on the first call resolution. For example, you can see transfers compared to the number of calls answered, which can indicate unresolved first contact customer inquiries.

In the expanded view:

- The data chart shows Agent KPIs and the current status of your workforce.
- The bar chart shows agent status and activity. Supervisors can sort agents by specific interests. For

example, the supervisor can sort agents by calls answered.

- The time tracking chart compares the trend of calls answered by each agent.

Are my agents properly assigned?

You need to make sure that all aspects of your business are covered. You can see your individual agent properties, status, and the media they manage in the **Agent Login** report. With this report, supervisors can ensure the agents are logged in where they should be and managing the media for which they are responsible.

In the examples:

- The first data chart shows the reason why agents in a specific group are not ready.
- The second data chart shows the properties related to the call currently handled by agents. It includes 4 KVPs: Service Type, Service Sub Type, Customer Segment and Business Result.

What do I do next?

You might want to learn more about:

- Add report widgets to your dashboard or wallboard
- Displaying external content using an IFRAME widget

Standard Report Templates

> **Important**
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Genesys Pulse includes templates for the most popular reports. You can use these templates to quickly add report widgets to your dashboard. Here is an overview of reports that may be included. You will also find links to statistic definitions for each report type.

Agent reports

See Agent statistic definitions.

Agent Group Status

Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can ensure the agents are logged in where they should be and managing the media for which they are responsible.
Objects: Agent Groups, Place Groups.

[+] Statistics

- Logged In
- Ready
- Not Ready
- Break
- Lunch
- Offline
- ACW
- Consult
- Dialing
- On Hold
- Inbound
- Outbound
- Internal
- Ringing
- Logged Out
- % Read
- % Not Ready
- % Inbound

Agent KPI

Agents manage many transactions and states in addition or related to answered calls. Viewing all the data in a single report provides the supervisor with an understanding of agent's performance as a function of first call resolution.
Objects: Agent, Agent Place, Agent Groups, Place Groups.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Break Time
- Lunch Time
- Offline Time
- Ringing
- Answered
- Answered (last Hr)
- Abandoned Ringing
- Calls Dropped
- Out
- Internal
- Held

Agent Login

This report provides a quick analysis indicating some kind of action and provides the primary view used to determine if the contact center is meeting criteria or level of service that customers expect.
Objects: Agent.

[+] Statistics

- Current Status
- Time in Status
- Login Time
- Continuous Login Time
- Reason
- Employee Id
- Place
- Login Id
- Extension
- Position
- Current Status KVP
- Service Type
- Service Sub Type
- Customer Segment

	Time • Dialing Time • Handle Time • In Time • Out Time • Hold Time • ACW Time • Consult Time • Internal Time • Offered	• Transfers Made • Consult Made • Short Talk < 10s • AHT • Avg ACW Time • Avg Hold Time • Avg In Time • Avg Out Time • Avg Ring Time • Agent Occupancy	• Switch	• Business Result

IWD Agent Activity

This report presents agent or agent group activity as it relates to the processing iWD work items type contacts.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

• Offered • Accepted • Rejected • Terminated • Processed	• Timed Out • Transfers Made • Processing Time • Avg Processing Time

IWD Queue Activity

This queue report provides an overview of current or near real-time activity associated with the iWD queues.
Objects: Staging Area.

[+] Statistics

• Entered • Stopped • Moved • Max Processed	• Min Processed • Current Waiting • Current In Queue

Campaign reports

See Campaign statistic definitions.

> **Important**
>
> To use Callback templates you must configure Genesys solution for Callback metrics. See Callback Solution Guide for more information.

Campaign Activity

This report allows you to monitor the activity associated with outbound campaigns.
Objects: Calling List, Campaign.

[+] Statistics

- Hit Ratio
- Estimated Time
- Records Completed
- Dialed Abandoned
- Dialed Answering Machine
- Answers
- Attempt Busies
- Attempts Cancelled
- Attempts made
- DoNotCall Results
- Dropped Results
- Fax Modem Results
- No Answer Result
- Wrong Party Result
- SIT Detected

Campaign Callback Status

This report presents information related to campaign initiated callbacks.
Objects: Calling List, Campaign, Campaign Calling List.

[+] Statistics

Completed

- Missed
- Scheduled
- Personal Completed
- Personal Missed
- Personal Scheduled

Campaign Group Activity

This report allows you to monitor the activity associated with outbound Campaign Groups.
Objects: Campaign Group.

[+] Statistics

- Activated
- Deactivated
- Running
- System Error
- Waiting Agents
- Waiting Ports
- Waiting Records

Campaign Group Status

This report allows you to monitor the current state and duration associated with outbound campaign group activity. Allowed
Objects: Campaign Group.

[+] Statistics

- Current State
- System Error
- Dialing Mode
- Waiting Agents
- Waiting Ports
- Waiting Records

eServices reports

See eServices statistic definitions.

Chat Agent Activity

This report presents agent or agent group activity as it relates to the processing of chat contacts.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Ringing Time
- Handle Time
- AHT
- % Occupancy
- Offered
- Offered (15m)
- % Accepted
- % Rejected
- % Missed
- Short < 30s
- Concurrent Chats
- Avg Chat Duration
- Min Chat Duration
- Max Chat Duration
- Chat Duration
- Customer Avg Wait
- Customer Max Wait
- Avg Greeting Time
- Max

Chat Queue Activity

This report allows you to monitor Chat Queue Group activity.
Objects: Queue Group, Queue.

[+] Statistics

- Service Level
- Requested
- Accepted
- Abandoned
- Requested (15m)
- Accepted (15m)
- Current Wait
- Wait Time
- AWT

Email Agent Activity

This report presents agent or agent group activity as it relates to the processing of Email type contacts.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- % Email Occupancy
- Ringing Time
- Handle Time
- AHT
- Offered
- Offered (hr)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (hr)
- Rejected
- Rejected (hr)
- Missed
- Missed (hr)
- Done
- Done (hr)
- % Done
- % Trans Made
- Transfers Made
- Unsolicited sent

- Accepted
- Accepted (15m)
- Rejected
- Rejected (15m)
- Missed
- Missed (15m)
- % Trans Made
- Transfers Made

- Greeting Time
- Avg Response Time
- Max Response Time
- Avg Message Size
- Agent Reply Total Number
- Agent Reply Total Time
- Total Agent Message Size
- Total Agent Message Count

Email Queue Activity

This queue report presents an overview of current or near real-time activity in the individual email queues.
Objects: Staging Area.

[+] Statistics

- Entered
- Stopped
- Moved
- Max Processed
- Min Processed

eServices Agent Activity

This report allows you to monitor agent group KPIs related to eServices (chat, email, SM) media and determine behavior problems that need to be addressed.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

- Utilization
- Login Time
- Email In Process
- Email Offered
- Email Accepted
- Email Processed
- Chat In Process
- Chat Offered
- Chat Accepted
- Chat Processed
- Chat Process Time

eServices Queue KPIs

This queue report presents an overview of current or near real-time activity for eServices channels. Allowed Objects: Staging Area.

[+] Statistics

- Email Waiting
- Email In Process
- Email In Queue
- Chat Waiting
- Chat In Process
- Chat In Queue
- Social Waiting
- Social In Process
- Social In Queue
- Work Item Waiting
- Work Item In Process
- Work Item In Queue

	• Email Process Time	• Social in Process • Social Offered • Social Accepted • Social Processed • Social Process Time	

Facebook Media Activity

This report presents agent or agent group activity as it relates to the processing of social media interactions.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

• Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m)	• Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Facebooks

Twitter Media Activity

This report presents agent or agent group activity as it relates to the processing of social media interactions.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

• Offered • Offered (60m) • % Accepted • % Rejected • % Missed • Accepted • Accepted (60m)	• Rejected • Rejected (60m) • Missed • Missed (60m) • Concurrent Twitters

Queue reports

See Queue statistic definitions.

Callback Activity

This report provides call activity statistics associated with Callback queues.
Objects: Queue Group, Queue.

[+] Statistics

- Accepted Callbacks
- Answered Callbacks
- In Queue
- Total Wait Time
- Total Wait Time Answered

Queue KPIs

This reports presents a representation of all the agents assigned to a group and their current states, which provides supervisors a quick look at available staff and an at-a-glance view of their current states.
Objects: Queue Group, Queue, Route Point.

[+] Statistics

- Service Level
- Service Level (10s)
- Service Level (20s)
- Service Level (30s)
- Service Level (45s)
- Service Level (60s)
- Distinct Entered
- Entered
- Abandoned
- Abandoned Ringing
- Cleared
- Answered
- Answered < 10s
- Answered 10 and 20s
- Answered < 30s
- Answered < 60s
- Current Calls
- Current AWT
- Max Calls
- Min Calls
- Forwarded
- Oldest Call Waiting
- Max Answer Time
- ASA
- AHT
- AWA
- AWT
- % Abandoned
- % Cleared
- Wait Time
- Agents Logged In
- Agents Ready
- % Agents Ready

Queue Overflow Reason

This reports presents reasons why calls were cleared from queues.
Objects: Queue Group, Queue, Route Point.

[+] Statistics

- Entered
- Cleared
- % Cleared
- Overflow Closed
- Overflow Special Day
- Overflow Emergency
- Overflow Dissuaded
- Overflow Route
- Overflow Voicemail
- Overflow Message
- Overflow Outsourced

Agent Statistics

> **Important**
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Report	Statistic	Definition
Agent Group Status	Ready	The number of agents who are currently in the Ready state. Typically, it represents the total number of agents waiting for customer interactions or specific tasks.
Agent Group Status	Not Ready	The number of agents who are currently logged in and who are currently in the NotReady state. Typically, it represents the total number of agents not available to handle incoming interactions.
Agent Group Status	Break	The number of agents who are in Not Ready state with Reason Break.
Agent Group Status	Lunch	The number of agents who are in Not Ready state with Reason Lunch.
Agent Group Status	Offline	The number of agents who are in Not Ready state with Reason different from Lunch and Break.
Agent Group Status	ACW	The current number of agents in the AfterCallWork status. Typically this status happens when an agent is no longer talking with the customer but still requires additional time to handle properly customer requests.
Agent Group Status	Consult	The current number of agents in CallConsult status (participating in consultation calls).
Agent Group Status	Dialing	The current number of agents in CallDialing status (dialing calls).
Agent Group Status	On Hold	The current number of agents in CallOnHold status; that is, where

Report	Statistic	Definition
		the agent has one or more calls on hold.
Agent Group Status	Inbound	The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls.
Agent Group Status	Outbound	The current number of agents in CallOutbound status; that is, where the agent is conducting one or more outbound calls.
Agent Group Status	Internal	The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls.
Agent Group Status	Ringing	The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent.
Agent Group Status	Logged Out	The number of agents that are currently logged out from Genesys environment.
Agent Group Status	% Ready	The percentage of agents ready to handle customers calls.
Agent Group Status	% Not Ready	The percentage of agents in a not ready status.
Agent Group Status	% Inbound	The percentage of agents handling customer calls.
Agent KPIs	Login Time	The total time that monitored agents were logged in. This metric does not include logged-in time when the switch is disconnected from Stat Server. When this metric is applied to an Agent Group, this metric calculates the total login time for all the agents belonging to the specified group.
Agent KPIs	Ready Time	The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval. When this metric is applied to an Agent Group, this metric calculates the total ready time for all the agents belonging to the specified group.
Agent KPIs	Not Ready Time	The total time that an agent's DN completed being in

Report	Statistic	Definition
		NotReadyForNextCall status during the reporting interval. When this metric is applied to an Agent Group, this metric calculates the total not ready time for all the agents belonging to the specified group.
Agent KPIs	Break Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason Break.
Agent KPIs	Lunch Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason Lunch.
Agent KPIs	Offline Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason different from Break and Lunch.
Agent KPIs	Ringing Time	The total amount of time that calls were ringing on an agent's phone.
Agent KPIs	Dialing Time	The total amount of time that calls were dialing on an agent's phone.
Agent KPIs	Handle Time	The total time agents spend handling inbound, internal or outbound calls.
Agent KPIs	In Time	The total time agents spend handling inbound calls.
Agent KPIs	Out Time	The total time agents spend handling outbound calls.
Agent KPIs	Hold Time	The total time agents spend on hold.
Agent KPIs	ACW Time	The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.
Agent KPIs	Consult Time	The total time agents spend handling consultative calls.
Agent KPIs	Internal Time	The total time agents spend handling internal calls.
Agent KPIs	Offered	The total number of calls offered to an agent.
Agent KPIs	Answered	The total number of incoming calls answered by the agent.

Report	Statistic	Definition
Agent KPIs	Answered (last Hr)	The total number of incoming calls answered by the agent in the last hour.
Agent KPIs	Abandoned Ringing	The total number of calls abaondoned while agent desktop was ringing.
Agent KPIs	Calls Dropped	The total number of calls forwarded from one agent desktop to another (RONA).
Agent KPIs	Out	The total number of outbound calls handled by the agent.
Agent KPIs	Internal	The total number of internal calls handled by the agent.
Agent KPIs	Held	The total number of calls put on hold by the agent.
Agent KPIs	Transfers Made	The total number of voice interactions transferred by this agent during the reporting interval.
Agent KPIs	Consult Made	The total number of voice consultations made by this agent.
Agent KPIs	Short Talk < 10s	The total number of times this agent's DN completed being in Call status of less then specified duration (10s).
Agent KPIs	AHT	The average handling time represents the total time an agent spends handling inbound, outbound, internal, consultation, on hold and after call work tasks divided by the total number of inboud, outbound and internal calls.
Agent KPIs	Avg ACW Time	The average After-Call-Work time represents the total time an agent spends on ACW status divided by the total number of time this agent was on ACW.
Agent KPIs	Avg Hold Time	The average Hold time represents the total time an agent spends on Hold status divided by the total number of time this agent put customer on hold.
Agent KPIs	Avg In Time	The average In time represents the total time an agent spends handling an incoming calls divided by the total number of time this agent was handling

Report	Statistic	Definition
		inbound calls.
Agent KPIs	Avg Out Time	The average Out time represents the total time an agent spends handling an outbound calls divided by the total number of time this agent was handling outbound calls.
Agent KPIs	Avg Ring Time	The average Ring time represents the total time an agent desktop was ringing divided by the total number of time this agent desktop was ringing.
Agent KPIs	Agent Occupancy	The percent of time an agent spends handling calls versus their total login time.
Agent Login	Current Status	The current state (status) of a specified agent. Some examples of an agent's status include CallInbound, CallOutbound, and CallConsult.
Agent Login	Time in Status	The time agent spent in Current State.
Agent Login	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Agent Login	Continuous Login Time	Current continuous time Agent remained logged in. Applied to GroupAgents and GroupPlaces this statistics calculates total of all Agents (Places) in the Group.
Agent Login	Reason	Reason(s) selected by Agent.
Agent Login	Employee Id	Agent's Employee ID.
Agent Login	Place	Agent's Place.
Agent Login	Switch	Agent's Switch.
Agent Login	Login Id	Agent's Login ID.
Agent Login	Extension	Agent's Extension.
Agent Login	Position	Agent's Position.
Agent Login	Current Status KVP	The current state (status) of a specified agent to use in formulas for KVPs (Service Type, Service Sub Type, Customer Segment, Business Result).
Agent Login	Service Type	Service Type associated to the call segmentation. Must be

Report	Statistic	Definition
		defined in the callflow as KVP.
Agent Login	Service Sub Type	Service Sub Type associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Customer Segment	Customer Segment associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Business Result	Business Result associated to the call segmentation. Must be defined in the callflow as KVP.
IWD Agent Activity	Offered	The total number of work items that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
IWD Agent Activity	Accepted	The total number of work items that were offered for processing and that were accepted during the specified period.
IWD Agent Activity	Rejected	The total number of work items that were offered for processing to an agent or agent group, and that were rejected, during the specified period.
IWD Agent Activity	Terminated	The total number of work items that were terminated by an agent or agent group during the specified period.
IWD Agent Activity	Processed	The total number of work items handled by an agent or agent group during the specified period.
IWD Agent Activity	Timed Out	The total number of work items that were accepted, pulled, or created and subsequently revoked by this resource or agent group during the specified period because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.
IWD Agent Activity	Transfers Made	The total number of work item transfers made by this agent or agent group during the specified period. Applied to GroupAgents

Report	Statistic	Definition
		or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
IWD Agent Activity	Processing Time	The total amount of time that work items either: were in processing at this place or this agent's or agent group desktop at the beginning of the reporting interval and finished processing within the same reporting interval or Started processing within the reporting interval and finished processing within the same reporting interval.
IWD Agent Activity	Avg Processing Time	The average amount of time that an agent, a place, or a group thereof spent handling work items interactions.

Campaign Statistics

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> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Report	Statistic	Definition
Campaign Activity	Hit Ratio	The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)-that is, a call is answered by a human voice-relative to the number of all dialing attempts made (DialMade) during the same time period.
Campaign Activity	Estimated Time	The estimated time, in minutes, to complete a campaign or calling list.
Campaign Activity	Records Completed	The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be taken.
Campaign Activity	Dialed Abandoned	The total number of dialing attempts with a call result of Abandon. CampAbandoned statistics pertain to a specified campaign or to a specified calling list.
Campaign Activity	Dialed Answering Machine	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side.
Campaign Activity	Answers	The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered

Report	Statistic	Definition
		by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.
Campaign Activity	Attempt Busies	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party.
Campaign Activity	Attempts Cancelled	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.
Campaign Activity	Attempts made	Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.
Campaign Activity	DoNotCall Results	The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the 'Do not call list' when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt.
Campaign Activity	Dropped Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.
Campaign Activity	Fax Modem Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.
Campaign Activity	No Answer Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.
Campaign Activity	Wrong Party Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person

Report	Statistic	Definition
		but not the intended person.
Campaign Activity	SIT Detected	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call.
Campaign Callback Status	Completed	The total number of callbacks completed. The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.
Campaign Callback Status	Missed	The total number of callbacks missed. A callback is considered as 'missed' if it is scheduled for a certain period of time, but for some reason the callback is not performed.
Campaign Callback Status	Scheduled	The total number of callbacks scheduled.
Campaign Callback Status	Personal Completed	Total number of personal callbacks completed. Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully.
Campaign Callback Status	Personal Missed	Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback.
Campaign Callback Status	Personal Scheduled	The total number of personal callbacks scheduled.
Campaign Group Activity	Activated	The total amount of time that a specific campaign group was in StatusActivated status. StatusActivated status indicates that the campaign has been

Report	Statistic	Definition
		loaded for a specified group, but that no dialing has yet occurred.
Campaign Group Activity	Deactivated	The total amount of time that a specific campaign group stays in deactivated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group.
Campaign Group Activity	Running	The total amount of time that a specific campaign group stays in StatusRunning status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress.
Campaign Group Activity	System Error	The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped.
Campaign Group Activity	Waiting Agents	The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped.
Campaign Group Activity	Waiting Ports	The total time during which a specified campaign group has been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped.
Campaign Group Activity	Waiting Records	The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped.
Campaign Group Status	Current State	The current state of a campaign or a particular group in a campaign. The state of a campaign is determined by one of three possible object statuses -

Report	Statistic	Definition
		StatusDeactivated, StatusActivated, or StatusRunning and additional durable actions, which can accompany a particular status.
Campaign Group Status	System Error	The time since the system condition SystemError started for a specified campaign group.
Campaign Group Status	Dialing Mode	The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode.
Campaign Group Status	Waiting Agents	The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group.
Campaign Group Status	Waiting Ports	The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped.
Campaign Group Status	Waiting Records	The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped during the specified period.

eServices Statistics

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to eServices Statistics

Report	Statistic	Definition
Chat Agent Activity	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Chat Agent Activity	Ready Time	The total time this agent spent waiting for the next chat in Ready state.
Chat Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for chat media.
Chat Agent Activity	Ringing Time	The total amount of time that chat popup was alerting the agent desktop. In case if Agent handles several chats in parallel only first Chat Inviting time will be counted in this statistic.
Chat Agent Activity	Handle Time	The total amount of time the agent spent handling chats. The duration is not limited to the chat focus time. If Agent handles multiple chats in parallel they will be counted multiple times.
Chat Agent Activity	AHT	The average amount of time the agent spent handling chat The duration is not limited to the chat focus time.
Chat Agent Activity	% Occupancy	The ratio of time handling chat sessions to the total login time of the Agent. If agent handles multiple Chats in parallel this statistic can be greater than 100%.
Chat Agent Activity	Offered	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat

Report	Statistic	Definition
		type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	Offered (15m)	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	% Accepted	The percentage of chats accepted by the agent based on total of chats offered.
Chat Agent Activity	% Rejected	The percentage of chats rejected by the agent based on total chats offered.
Chat Agent Activity	% Missed	The percentage of chats missed by the agent based on total chats offered.
Chat Agent Activity	Accepted	The total number of chats that were offered for processing and that were accepted by Agent during the specified period.
Chat Agent Activity	Accepted (15m)	The total number of chats that were offered for processing and that were accepted by agent during the specified period.
Chat Agent Activity	Rejected	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Rejected (15m)	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Missed	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	Missed (15m)	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	% Trans Made	The percentage of chats transfered to another agent based on total of chats offered.
Chat Agent Activity	Transfers Made	The total number of chat transfers made by this agent or agent group during the specified period. This stat type counts

Report	Statistic	Definition
		each transfer instance separately including those where the agent transfers the same interaction more than once.
Chat Agent Activity	Short < 30s	The total number of times Agent completed chat sessions within less than specified duration.
Chat Agent Activity	Concurrent Chats	The total number of concurrent chats currently happening.
Chat Agent Activity	Avg Chat Duration	Average duration spent with a customer while handling a chat session.
Chat Agent Activity	Min Chat Duration	Minimum duration spent with a customer while handling a chat session.
Chat Agent Activity	Max Chat Duration	Maximum duration spent with a customer while handling a chat session.
Chat Agent Activity	Chat Duration	Total duration spent with a customer while handling a chat session.
Chat Agent Activity	Customer Avg Wait	Avg customer wait for agent while handling a chat session.
Chat Agent Activity	Customer Max Wait	Max customer wait for agent while handling a chat session.
Chat Agent Activity	Avg Greeting Time	Avg duration before first agent greeting while handling a chat session.
Chat Agent Activity	Max Greeting Time	Max duration before first agent greeting while handling a chat session.
Chat Agent Activity	Avg Response Time	Average time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Max Response Time	Maximum time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Avg Message Size	Average size of the message sent by agent while handling a chat session.
Chat Agent Activity	Agent Reply Total Number	Total number of repllies sent by the agent to the customer.
Chat Agent Activity	Agent Reply Total Time	Total time an agent spent replying to a customer.
Chat Agent Activity	Total Agent Message Size	Total number of symbols agent typed in message.
Chat Agent Activity	Total Agent Message Count	Total number of messages sent

Report	Statistic	Definition
		by agent.
Chat Queue Activity	Service Level	A ratio of chats accepted to chat requested.
Chat Queue Activity	Requested	Total number of Chats Requested.
Chat Queue Activity	Accepted	Total number of Chats Accepted by Agent.
Chat Queue Activity	Abandoned	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Requested (15m)	Total number of Chats Requested.
Chat Queue Activity	Accepted (15m)	Total number of Chats Accepted by Agent.
Chat Queue Activity	Current Wait	Current number of Chats waiting to be accepted.
Chat Queue Activity	Wait Time	Total time chat spent waiting before being abandoned or accepted by Agent.
Chat Queue Activity	AWT	Avg time chat spent waiting before being abandoned or accepted by Agent.
Email Agent Activity	Login Time	The total time that monitored agents were logged in.. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Email Agent Activity	Ready Time	The total time this agent spent waiting for the next email.
Email Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for email media.
Email Agent Activity	% Email Occupancy	The ratio of time handling email sessions to the total login time of the Agent.
Email Agent Activity	Ringing Time	The total amount of time that email popup was alerting the agent desktop.
Email Agent Activity	Handle Time	The total amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent Activity	AHT	The average amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent Activity	Offered	The total number of emails that

Report	Statistic	Definition
		were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	Offered (hr)	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	% Accepted	The percentage of emails accepted by the agent based on total of emails proposed.
Email Agent Activity	% Rejected	The percentage of emails rejected by the agent based on total of emails proposed.
Email Agent Activity	% Missed	The percentage of emails missed by the agent based on total of emails proposed.
Email Agent Activity	Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Accepted (hr)	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Rejected	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Rejected (hr)	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Missed	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Missed (hr)	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Done	The total number of inbound emails that were terminated by an agent or agent group during the specified period.

Report	Statistic	Definition
Email Agent Activity	Done (hr)	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	% Done	The percentage of emails terminated by the agent based on total of emails proposed.
Email Agent Activity	% Trans Made	The percentage of emails transfered to another agent based on total of emails proposed.
Email Agent Activity	Transfers Made	The total number of email transfers made by this agent or agent group during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Email Agent Activity	Unsolicited sent	The total number of emails sent by the agent without being solicited by customers.
Email Queue Activity	Entered	The total number of email interactions that entered the queue during the specified period.
Email Queue Activity	Stopped	The total number of email interactions for which processing has stopped while in this queue during the reported time period.
Email Queue Activity	Moved	The total number of emails that were moved from this queue to any other queue during the specified period.
Email Queue Activity	Max Processed	The maximum number of emails that either were awaiting processing or were in processing within the contact center during the specified period.
Email Queue Activity	Min Processed	The minimum number of emails that were either waiting processing or in processing within the specified period.
eServices Agent Activity	Utilization	The percentage of time an agent was active processing contacts as compared to current time.

Report	Statistic	Definition
eServices Agent Activity	Login Time	The total time that monitored agents were logged in.
eServices Agent Activity	Email In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Email Offered	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Email Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Email Processed	The total number of emails handled and processed by an agent or agent group during the specified period.
eServices Agent Activity	Email Process Time	The total amount of time the agents/agent groups spent processing email and SMS transactions.
eServices Agent Activity	Chat In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Chat Offered	The total number of chats that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Chat Accepted	The total number of chats that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Chat Processed	The total number of Chats handled and processed by an agent or agent group during the

Report	Statistic	Definition
		specified period.
eServices Agent Activity	Chat Process Time	The total amount of time the agent/agent groups spent processing chat transactions.
eServices Agent Activity	Social in Process	The total number of current interactions being handled by this resource at the moment of measurement.
eServices Agent Activity	Social Offered	The total number of social Media interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Social Accepted	The total number of social Media interactions that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Social Processed	The total number of Social Media interactions handled by an agent at this place or this agent at his desktop during the specified period.
eServices Agent Activity	Social Process Time	The total amount of time the agent/agent group spent processing social media transactions.
eServices Queue KPIs	Email Waiting	The Total Number of Email interactions that are currently waiting to be processed.
eServices Queue KPIs	Email In Process	The Total Number of Email interactions that are currently being processed.
eServices Queue KPIs	Email In Queue	The Total Number of Email interactions that are currently in Interaction Queue.
eServices Queue KPIs	Chat Waiting	The Total Number of Chat interactions that are currently waiting to be processed.
eServices Queue KPIs	Chat In Process	The Total Number of Chat interactions that are currently being processed.
eServices Queue KPIs	Chat In Queue	The Total Number of Chat interactions that are currently waiting to be processed and that are currently being processed.
eServices Queue KPIs	Social Waiting	The Total Number of Social Media

Report	Statistic	Definition
		interactions that are currently waiting to be processed.
eServices Queue KPIs	Social In Process	The Total Number of Social Media interactions that are currently being processed.
eServices Queue KPIs	Social In Queue	The Total Number of Social Media interactions that are currently in Interaction Queue.
eServices Queue KPIs	Work Item Waiting	The Total Number of Work Item interactions that are currently waiting to be processed.
eServices Queue KPIs	Work Item In Process	The Total Number of Work Item interactions that are currently being processed.
eServices Queue KPIs	Work Item In Queue	The Total Number of Work Item interactions that are currently in Interaction Queue.
Facebook Media Activity	Offered	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	Offered (60m)	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	% Accepted	The percentage of posts accepted by the agent based on total of Facebooks offered.
Facebook Media Activity	% Rejected	The percentage of posts rejected by the agent based on total Facebooks offered.
Facebook Media Activity	% Missed	The percentage of posts missed by the agent based on total Facebooks offered.
Facebook Media Activity	Accepted	The total number of posts that were offered for processing and that were accepted by Agent during the specified period.
Facebook Media Activity	Accepted (60m)	The total number of posts that were offered for processing and that were accepted by agent during the specified period.
Facebook Media Activity	Rejected	The total number of posts that

Report	Statistic	Definition
		were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Rejected (60m)	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Missed	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Missed (60m)	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Concurrent Facebooks	The total number of concurrent Facebooks currently happening.
Twitter Media Activity	Offered	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	Offered (60m)	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	% Accepted	The percentage of Tweets accepted by the agent based on total of Twitters offered.
Twitter Media Activity	% Rejected	The percentage of Tweets rejected by the agent based on total Twitters offered.
Twitter Media Activity	% Missed	The percentage of Tweets missed by the agent based on total Twitters offered.
Twitter Media Activity	Accepted	The total number of Tweets that were offered for processing and that were accepted by Agent during the specified period.
Twitter Media Activity	Accepted (60m)	The total number of Tweets that were offered for processing and that were accepted by agent during the specified period.
Twitter Media Activity	Rejected	The total number of Tweets that were offered for processing and

Report	Statistic	Definition
		that were rejected during the specified period.
Twitter Media Activity	Rejected (60m)	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Missed	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Missed (60m)	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Concurrent Twitters	The total number of concurrent Twitters currently happening.

Queue Statistics

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Report	Statistic	Definition
Callback Activity	In Queue	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.
Callback Activity	Accepted Callbacks	Total number of customers that accepted a callback.
Callback Activity	Answered Callbacks	Total number of calls that were answered by an agent.
Callback Activity	Total Wait Time	Total amount of time all interactions spent in queue. This is not an average.
Callback Activity	Total Wait Time Answered	Total amount of time interactions that were answered spent in queue. This is not an average.
Queue KPIs	Service Level	A ratio of calls answered to distinct calls entered queue or route point.
Queue KPIs	Service Level (10s)	A ratio of calls answered within 10 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (20s)	A ratio of calls answered within 20 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (30s)	A ratio of calls answered within 30 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (45s)	A ratio of calls answered within 45 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (60s)	A ratio of calls answered within 60 seconds to distinct calls entered queue or route point.
Queue KPIs	Distinct Entered	The total number of first entries of voice interactions on a

Report	Statistic	Definition
		specified queue or at a specified route point. Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time.
Queue KPIs	Entered	The total number of calls entered on a specified queue or at a specified route point. Typically, you might have several calls entering in the same queue for one single voice interaction to change target after a specific timeout.
Queue KPIs	Abandoned	The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This metric does not include the voice interactions abandoned while ringing.
Queue KPIs	Abandoned Ringing	The total number of virtual or live voice interactions abandoned while an agent desktop is ringing when the customer line is dropped for any reason.
Queue KPIs	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue KPIs	Answered	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent.
Queue KPIs	Answered < 10s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less

Report	Statistic	Definition
		than 10 seconds.
Queue KPIs	Answered 10 and 20s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent between 10 and 20 seconds.
Queue KPIs	Answered < 30s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 30 seconds.
Queue KPIs	Answered < 60s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 60 seconds.
Queue KPIs	Current Calls	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.
Queue KPIs	Current AWT	The average time of live calls currently waiting at a distribution DN, typically a VQ.
Queue KPIs	Max Calls	The maximum number of voice interactions simultaneously waiting in this queue for the day.
Queue KPIs	Min Calls	The minimum number of voice interactions simultaneously waiting in this queue during the last hour.
Queue KPIs	Forwarded	The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding.
Queue KPIs	Oldest Call Waiting	The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point.
Queue KPIs	Max Answer Time	The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent.
Queue KPIs	ASA	The average amount of time a voice call waits on a specified

Report	Statistic	Definition
		queue or at a specified route point before the interaction is answered.
Queue KPIs	AHT	The average amount of time spent handling an Interaction distributed directly from this mediation DN.
Queue KPIs	AWA	The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is abandoned.
Queue KPIs	AWT	The average amount of time an interaction waits on a specified queue or at a specified route point.
Queue KPIs	% Abandoned	Percentage of calls that entered this queue or route point and were abandoned while in queue or while ringing on agent's DN. (it includes all calls entered in the queue).
Queue KPIs	% Cleared	Percentage of calls that entered this queue or route point and were cleared. (it includes all calls entered in the queue).
Queue KPIs	Wait Time	The total time calls waited in the queue.
Queue KPIs	Agents Logged In	The number of agents that are currently logged into a given queue.
Queue KPIs	Agents Ready	The number of agents who are currently in the ready state and are logged in to the specified queue.
Queue KPIs	% Agents Ready	The number of agents who are in the ready state versus the agents who are currently logged in to the specified queue.
Queue Overflow Reason	Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of

Report	Statistic	Definition
		queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.
Queue Overflow Reason	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	% Cleared	Percentage of Calls that Entered Queue or Route Points and were subsequently Cleared.
Queue Overflow Reason	Overflow Closed	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Special Day	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Emergency	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available,

Report	Statistic	Definition
		the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Dissuaded	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Route	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Voicemail	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Message	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Outsourced	The total number of voice interactions that were cleared

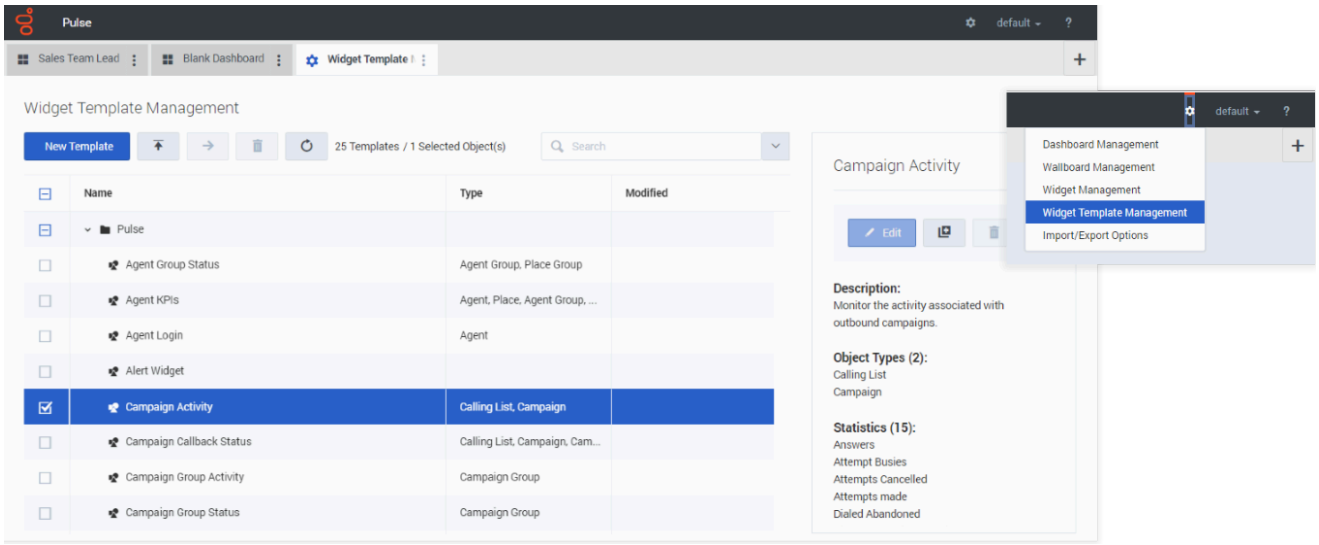
Report	Statistic	Definition
		from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
IWD Queue Activity	Entered	The total number of work item interactions that entered the queue during the specified period.
IWD Queue Activity	Stopped	The total number of work item interactions for which processing has stopped while in this queue during the reported time period.
IWD Queue Activity	Moved	The total number of work items that were moved from this queue to any other queue during the specified period.
IWD Queue Activity	Max Processed	The maximum number of work items that either were awaiting processing or were in processing within the contact center during the specified period.
IWD Queue Activity	Min Processed	The minimum number of work items that were either waiting processing or in processing within the specified period.
IWD Queue Activity	Current Waiting	The total number of work item interactions that are currently waiting to be processed.
IWD Queue Activity	Current In Queue	The total number of work item interactions that are currently in interaction queue.

Manage Report Templates

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

You can create and use templates to simplify widget creation. Any users with the appropriate privileges can create or modify the templates. You can then create various widgets using your report template.

Settings



To manage shared widget templates, select **Manage**.

The easiest way to create a template is to clone and edit an existing widget template within Genesys Pulse. Genesys Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify the available templates.

To create a widget template, you must add or configure:

- One or more object types.

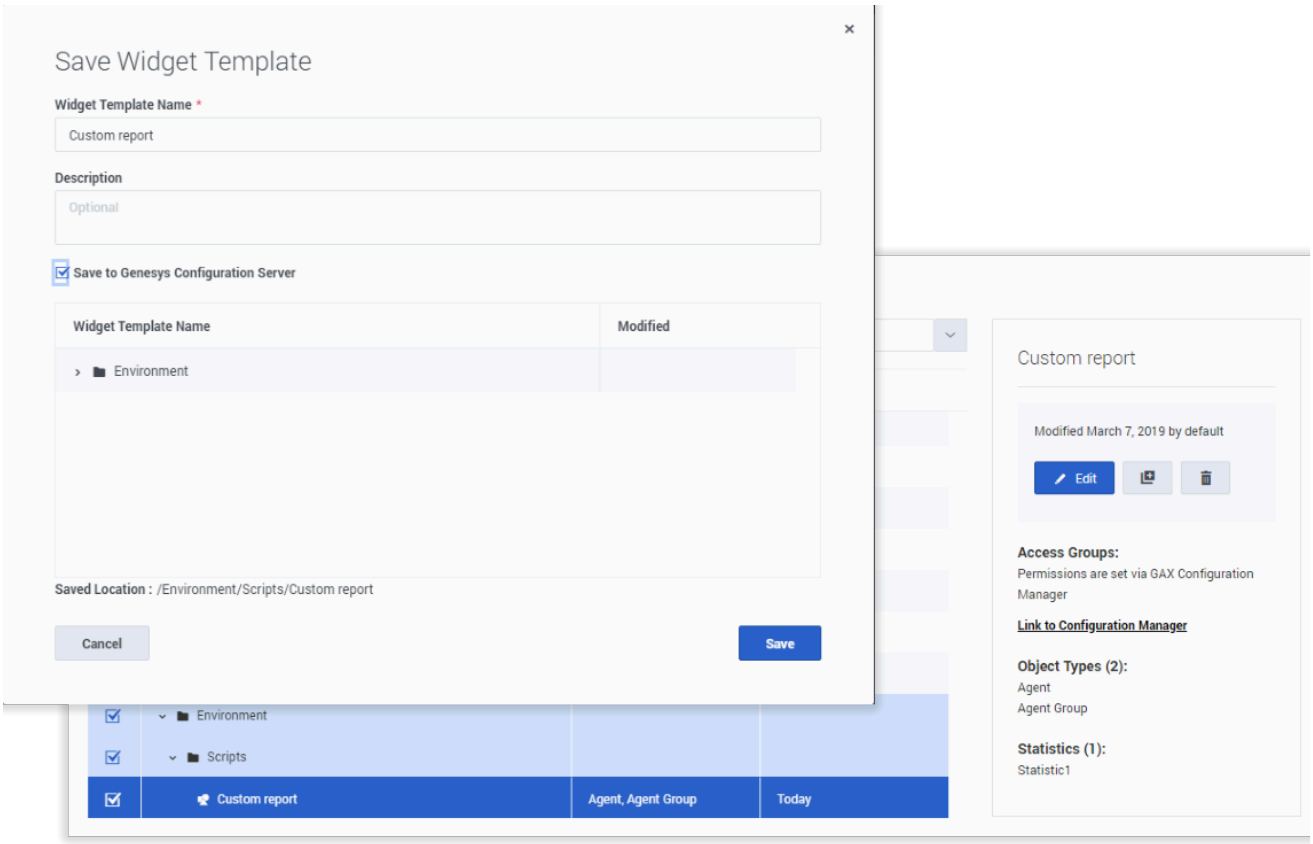
- One or more statistics (at least one non-string statistic).
- One widget type with specific options to display the information.

You can hide or unhide the statistics and display options when you create or edit widgets.

> **Tip**
>
> You can clone the `Text Widget` template to create your own presets for further use.

> **Important**
>
> You can edit only user-created templates, unless the **editable_templates** option in the **[pulse]** section of the Genesys Pulse Application object is set to `true`. Genesys Pulse overwrites any changes made to predefined templates with the original predefined templates every time Genesys Pulse starts, unless you set the **[pulse]/install_templates** option to `false`.

Hide templates from other users



When you create your widget templates you can choose to prevent others from seeing and using your templates.

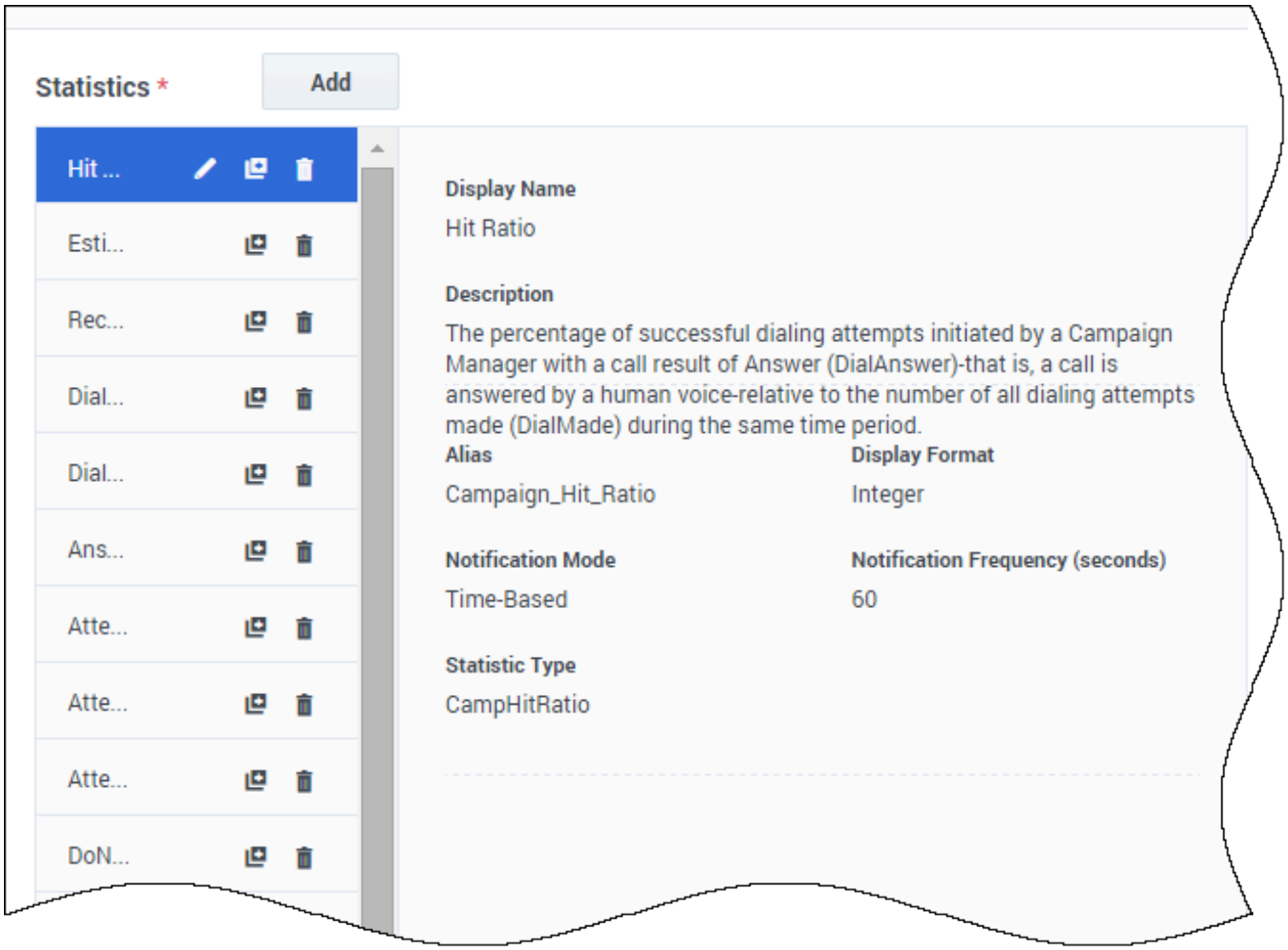
> **Important**
>
> To prevent other users from using your widget templates, you must have the GAX permissions: Access Configmanager; Read Scripts; and Create/Full Control of Scripts.

When you save your templates, choose the option **Save to Genesys Configuration Server**.

Then, from the template management, click **Link to Configuration Manager** on the right under **Access Groups**.

From here, you can define what permissions people have for your templates.

Select statistics



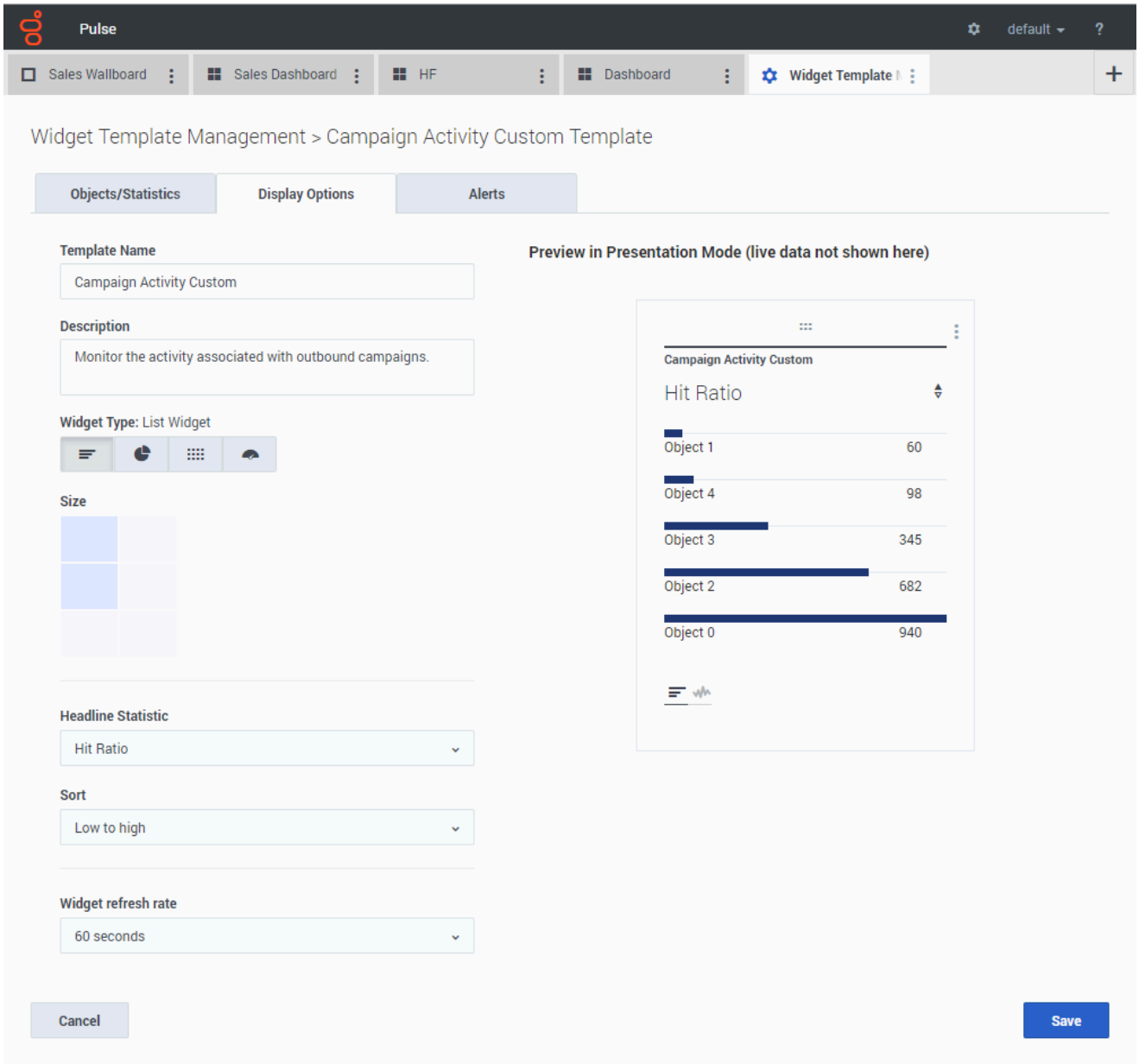
Within the Genesys Pulse statistic definition, you can specify statistic parameters regardless of whether they are available on any Stat Server in your environment. This means you must also update the Stat Server options to ensure that the Stat Server connected to Genesys Pulse contains the corresponding options (for example, statistic types and filters). You can show or hide statistics as needed.

You must add at least one non-string statistic.

Choose the statistics and properties to include in your template. See report templates and statistics details.

Genesys Pulse displays statistic details when you select a statistic. This information includes the components of the StatType definition and other parameters that form the request that Genesys Pulse sends to Stat Server. You can modify a statistic definition within Genesys Pulse when you create, clone, or edit a template.

Display options



Define the display options of your report widget to validate your template. This is what users see, but they can then change the options on their own dashboard while they create or edit widgets.

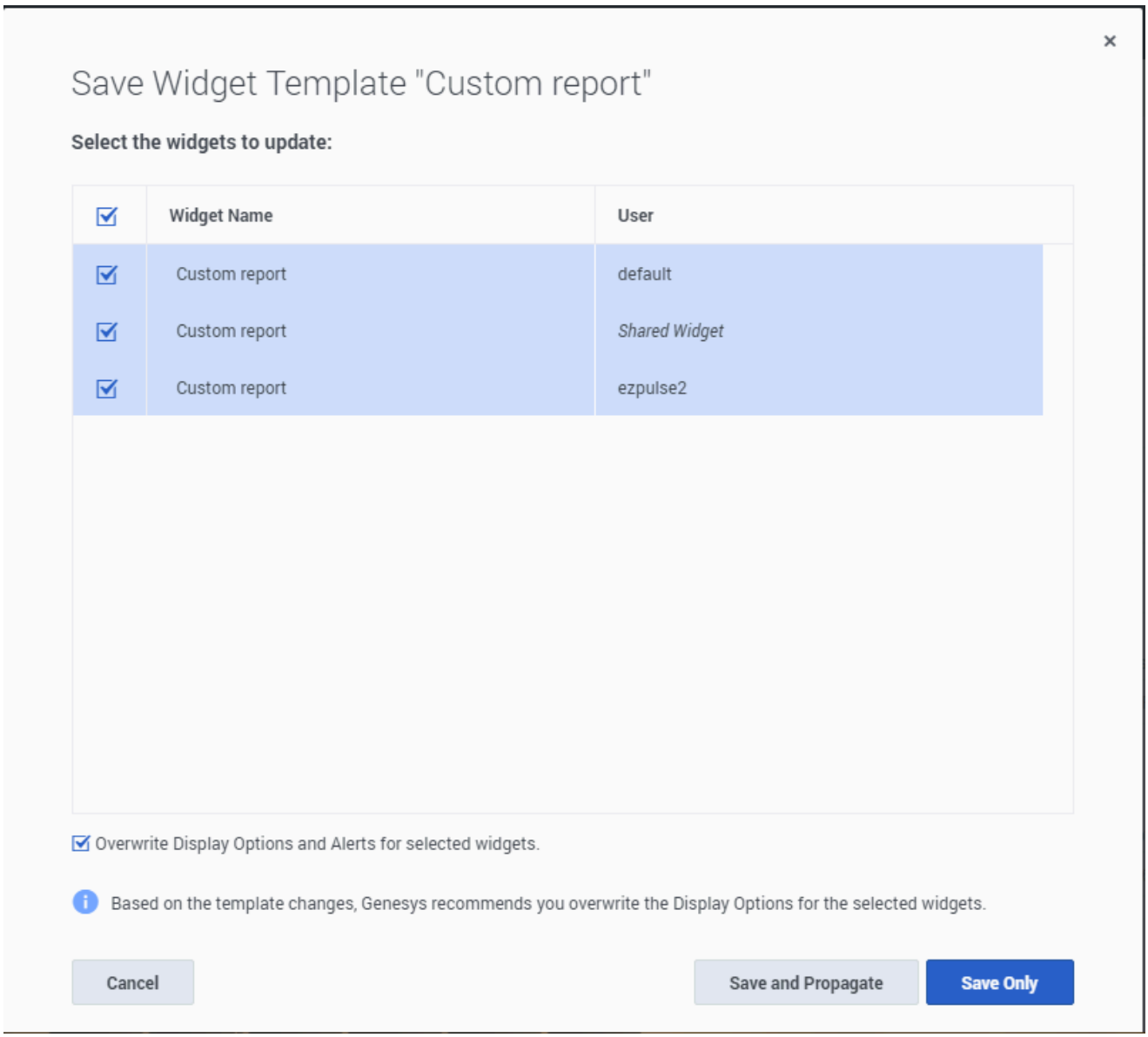
- Name the report widget and provide title.
- Select the Widget Type to display.
- Select additional available options.
  Note: The maximum value for the bar charts in List and KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this

widget.

- Select options associated with the visualization (for example, size).

> **Tip**
> The Line widget type is not available in the Template Wizard. You can choose this type when you create a widget with individually (not By Group) selected objects.

Propagate template changes



When editing is finished and you click **Save**, Genesys Pulse displays a list of all user widgets that use the template. Genesys Pulse lists the titles and owners of the widgets.

- Select which widgets should be updated.
- If needed, Genesys Pulse provides the `Overwrite Display Options and Alerts for selected widgets` checkbox.
  - If you select the checkbox, Genesys Pulse updates the widget type, headline, all other display options in the widgets (except refresh rate) and configuration of Alerts for statistics, as well as the statistic definitions and allowed object types.

- If you do not select the checkbox, Genesys Pulse updates only the statistic definitions and allowed object types.

What do I do next?

You might want to learn more about:

- Widget Types
- Popular real-time reports
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas
- Template function library

Statistic Properties

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

When you select a statistic within the template wizard, Genesys Pulse displays the values of the statistic properties. These statistic properties are described below.

> **Tip**
> You can modify a statistic definition while defining a template. See Report templates and statistics details.

Alias

The Alias must be a unique name that represents the technical name of the statistic. Use an ASCII letter for the first character.

Display Alias

The Display Alias is the name displayed on the report.

Description

The Description provides the functional meaning of the statistic.

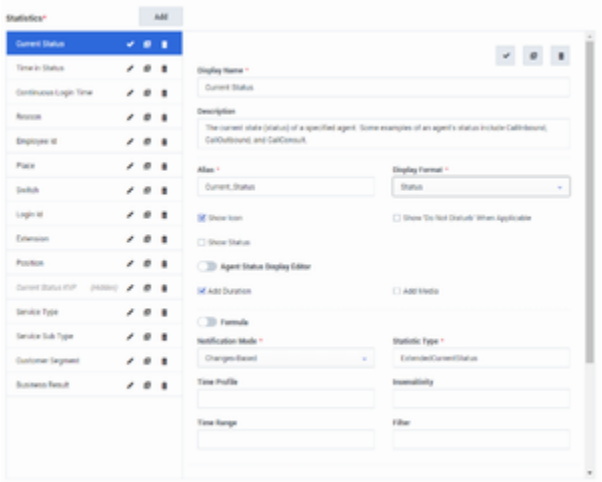
Display Format

The Display Format specifies whether values are shown as time or numbers, and, if numbers, the number of decimal places. Depending on the statistic you chose, the available formats in the drop-down list are time-based or numerical.

List of Values: Time, Integer, Number, Percent, String, Status

Starting with release 9.0.0, new **Status** display format is available for statistic with `Statistic Type = ExtendedCurrentStatus`. The **Status** display format allows to select the current agent status properties that you want to display:

- `Show Status`
- `Show Icon`
- `Add Duration`
- `Add Media`
- `Show 'Do Not Disturb' when applicable`



Agent Status Display Options

Starting with release 9.0.001, the `Advanced Display Options Editor` is available for the `Status` display format. It allows to fully replace the standard representation with a user-designed representation based on the JavaScript string literals syntax.

The following variables can be used to construct the status to display:

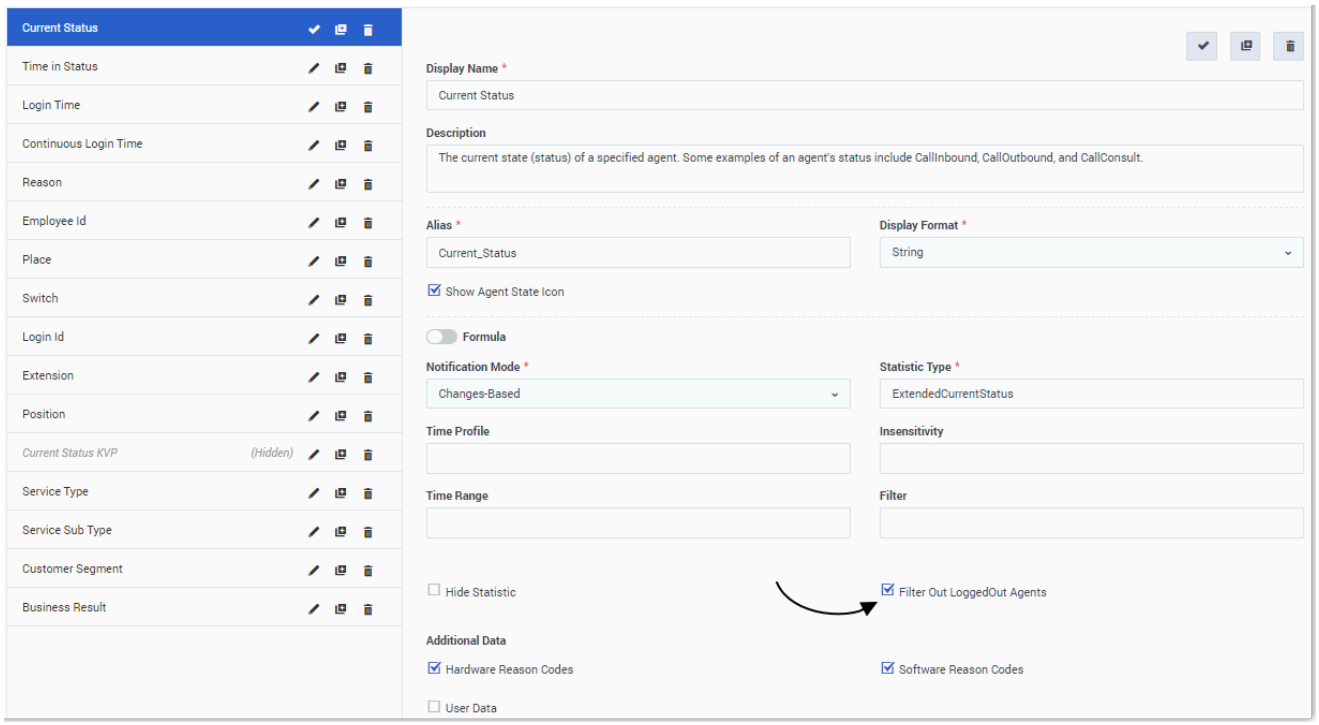
- `${status}`–status name
- `${media}`–media name
- `${duration}`–duration of the current status in the time format (hh:mm:ss)
- `${dnd}`–duration of the "Do Not Disturb" status in the time format (hh:mm:ss). The `Show "Do Not Disturb" When Applicable` checkbox must be selected to display the `Do Not Disturb` status and duration even if the `${dnd}` variable is defined in the custom format via the Editor.

When the `${media}` or `${dnd}` value is unavailable, it is displayed as `Undefined`. To avoid this, you can specify conditions and use ternary operators.

Examples:

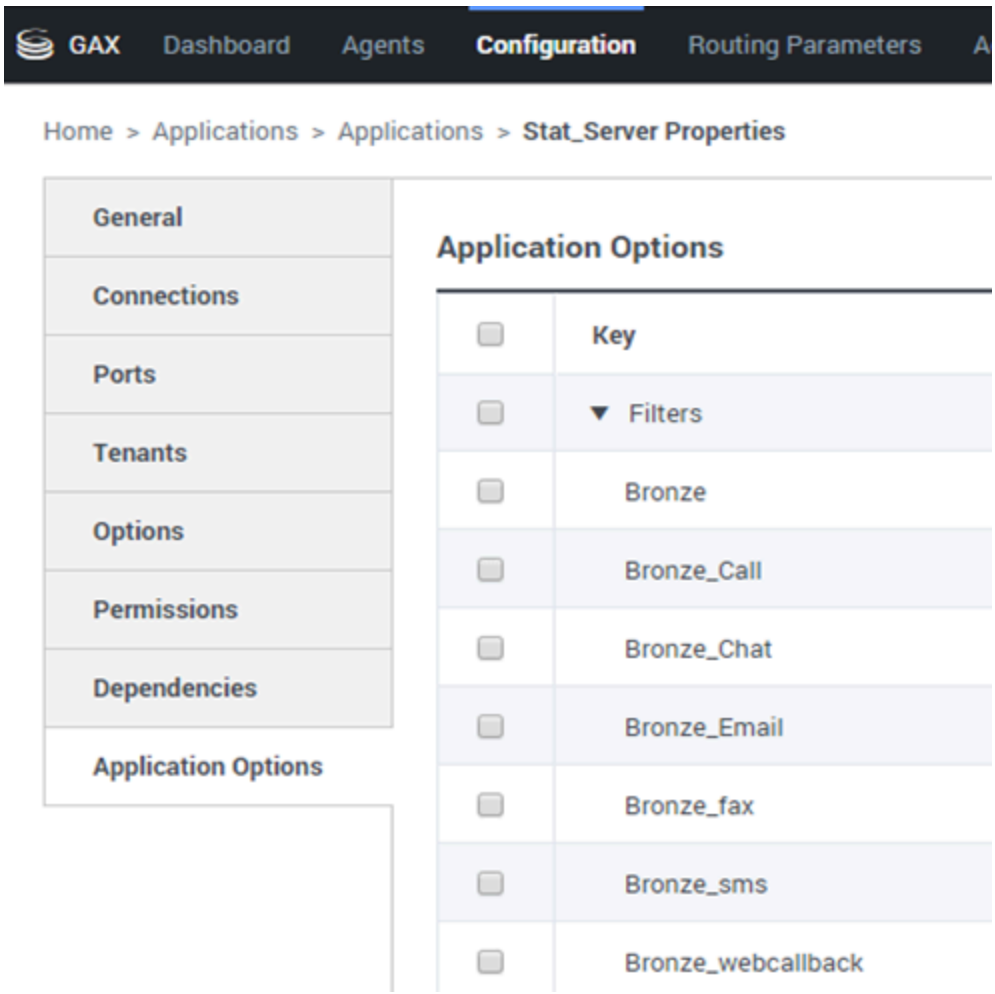
Display Format	Displayed data example
${media && !dnd ? media + " \|\| ": ""}${status}(${duration}) (standard format representation when all Status properties are checked)	voice || WaitForNextCall(00:23:12) or LoggedOut(01:20:15) or DoNotDisturb(00:03:10)
${duration + " in " + status}${media ? "(" + media+ ")" : ""}	00:23:12 in WaitForNextCall(voice) or 01:02:00 in LoggedOut

Filter Out LoggedOut Agents



You can filter agents in the `LoggedOut` status from your reports within a report template. The `Filter Out LoggedOut Agents` option works in conjunction with the `Current Status` statistics, which are based on the `ExtendedCurrentStatus` stat type. Once enabled, the `Filter Out LoggedOut Agents` option is applied to all statistics in the template.

Filters



The Filters represent statistical filters that define restrictive conditions on actions used while calculating the statistic. See the "Statistical Categories" chapter in the Stat Server User Guide to learn how to define filtered statistics.

The list of Filters is available in the Configuration section of GAX. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit or delete a filter.

Filters Example Suppose that you want to filter calls based on language: If the enterprise set up the key Language to identify language and the value Spanish for callers who speak Spanish, you could use the PairExists UserData function to search for calls with attached data in the Language/Spanish key-value pair.

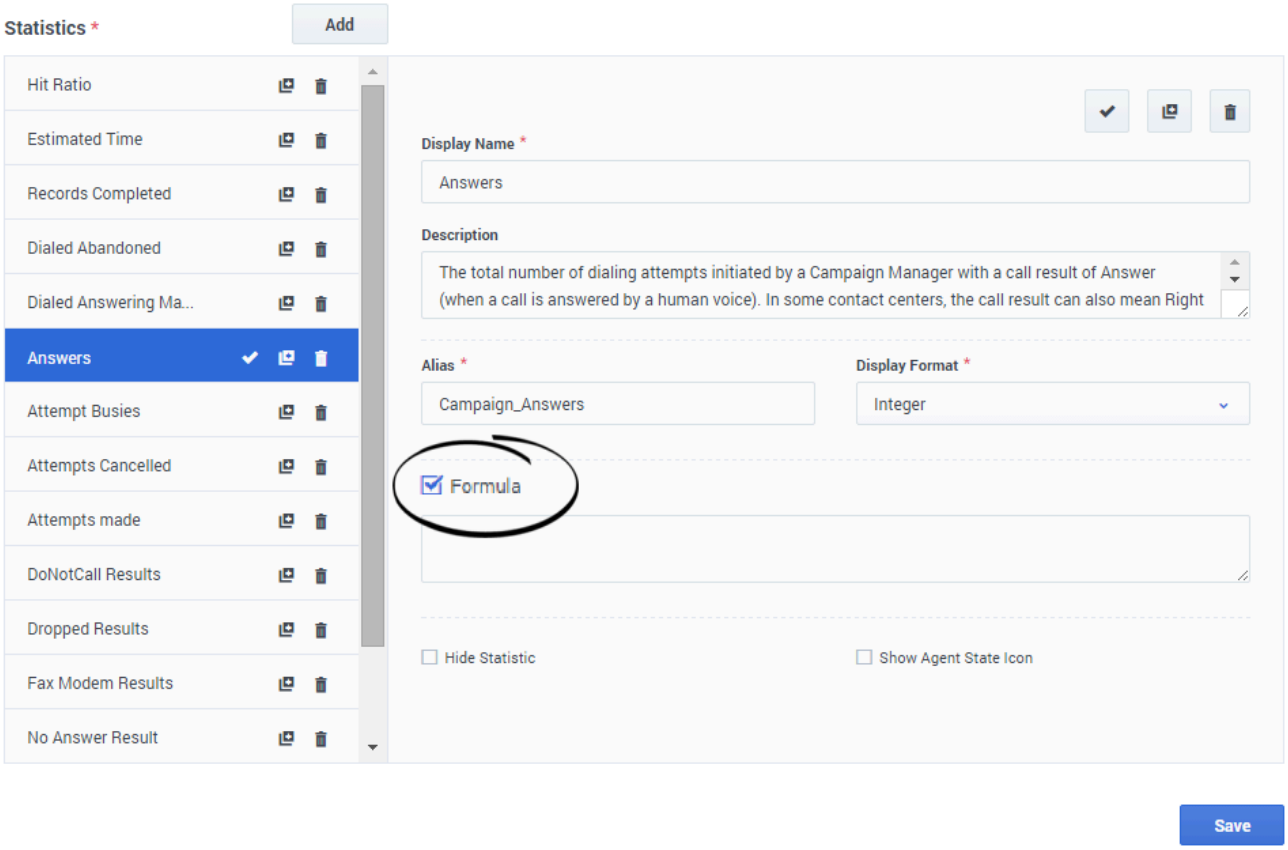
On the Options tab of the Stat Server Properties screen, you could add a SpanishLanguage option in

the [Filters] section and specify filtering for calls with attached data containing the key "Language" and the value "Spanish".

The example would have SpanishLanguage in the Name field and PairExists("Language","Spanish") in the Value field.

Now, when an agent attaches the "Spanish/Language" key-value pair to calls from a desktop application, the calls are filtered out of statistical calculations.

Formula



From the statistic detail pane, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.

Genesys Pulse assumes the offered calls are defined by a statistic alias `Offered` and the abandoned calls are defined by a statistic alias Abandoned.

The formula must return a Result value to be valid and can access any statistics of the template with

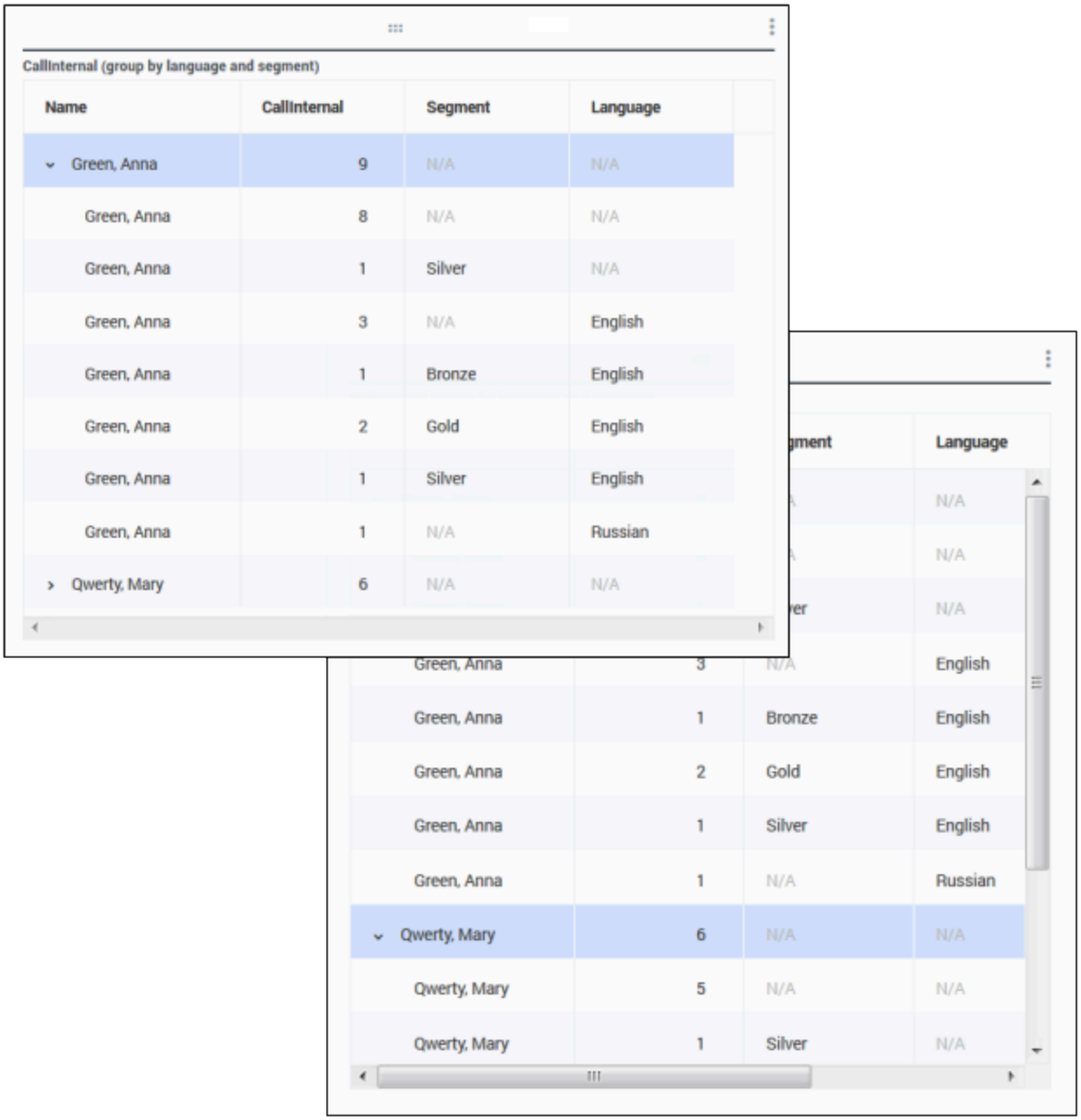
the following syntax: `Data.<Statistic-Alias>.Value`

All formulas must contain an assignment for the `Result` variable (for example, `Result=`). The `Result` of the formula calculation is the final value of this variable.

For example, here is a formula using the function `G.GetAgentNonVoiceStatus()`:

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, email);
```

Group by Columns



Important

- GroupBy support relies on Stat Server functionality that was introduced in release 8.5.103. See the Stat Server User Guide for more information on the GroupBy Feature.
- Genesys Pulse supports snapshots when GroupBy is applied to the same expression for either all or no statistics.
- When you use a GroupBy expression that involves user data which is changed during call, that call will be counted in the group with the old value (or no value) AND in the group with new value. Therefore, for the TotalNumber statistics, if you add up all values for all groups, you have more than the statistic's total value.

The GroupByColumns option facilitates provisioning of Genesys Pulse widgets and enable multi-dimensional data presentation (GroupBy capability) in Grid widgets and in the Data view on an expanded widget tab.

GroupBy columns should contain valid unique aliases, separated by comma.

StatType, used with GroupBy capability, must define the following additional attributes:

- **GroupBy**—contains grouping expressions separated by comma
- **GroupByColumns**—contains aliases for grouping expressions separated by comma

Example:

To monitor the number of internal calls grouped by Language and Segment, instead of explicitly defined and applied filters to a metric, define the GroupBy and GroupByColumns for the StatType in the Stat Server:

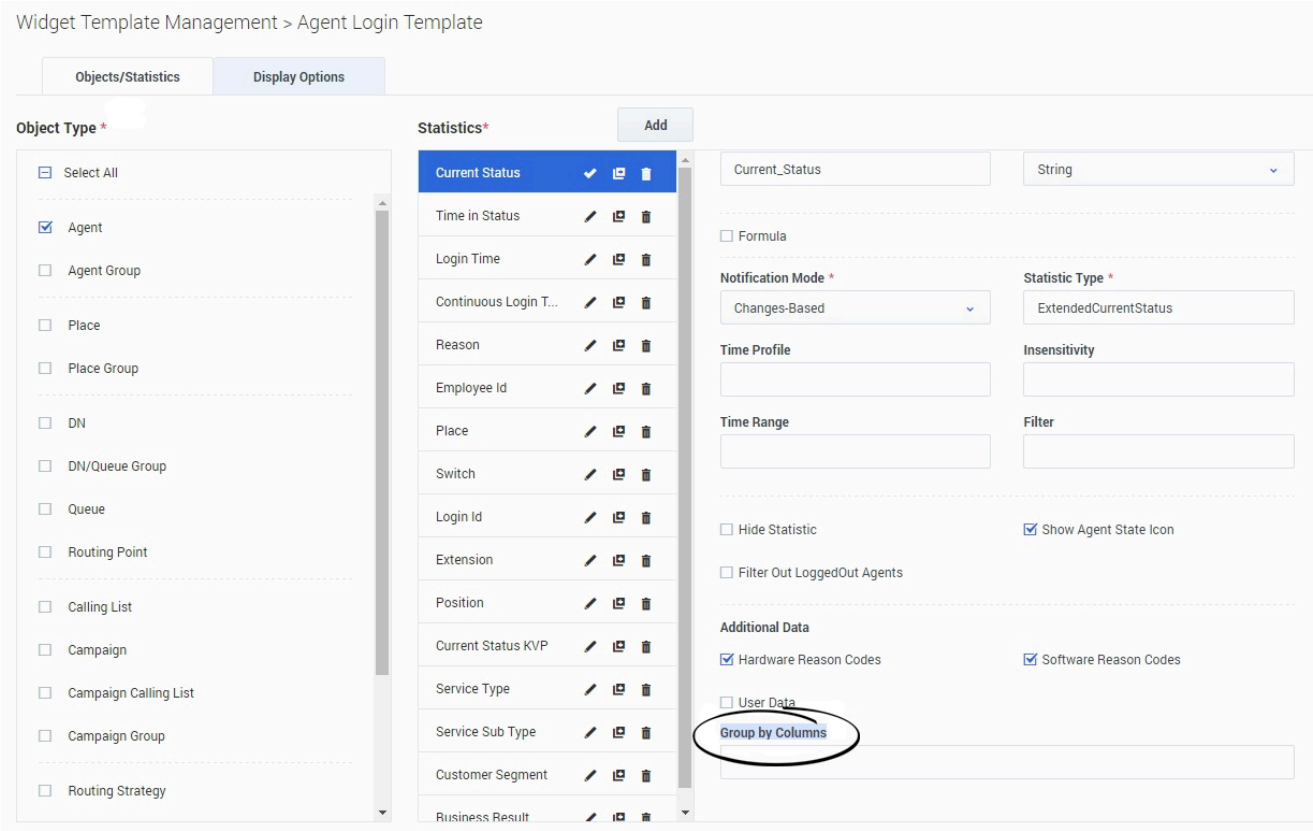
```
[Total_Calls_Grouped]
Category=TotalNumber
GroupBy=GetString(UserData,"Language"), GetString(UserData,"Segment")
GroupByColumns=Language, Segment
MainMask=CallInternal
Objects=Agent
Subject=DNAction
```

Include a metric based on this StatType in your widget template and make sure **Group By Columns** field is filled correctly with "Language, Segment" string.

Important

All metrics in the StatType GroupByColumns attribute aliases must be included in the **Group by Columns** field or all GroupBy data is ignored.

You can set the **Group by Columns** option when you create a template:



Insensitivity

Insensitivity describes a condition for Stat Server to send updates of statistical values to its clients. An increase in the value of this parameter usually decreases network traffic, but it also reduces reporting accuracy, because values are not updated as frequently. This setting is not visible in Stat Server configuration, but rather, clients pass its value to Stat Server along with each statistic request.

Insensitivity plays no role for reset-based statistics. For time-based or change-based notification mode, Stat Server only reports the recalculated value if the absolute value of the difference between the previous value and the recalculated value or its percentage ratio to the recalculated value is at least equal to the number specified by Insensitivity.

For example, if the result has a long integer data type—as is the case for statistics measuring time—Stat Server uses the absolute difference in values for comparison. Given an Insensitivity setting of 5 in this case, Stat Server sends the recalculated result to its client when the absolute value of the difference between the new and old result is at least 5 (seconds, usually).

Notification Mode

The Notification Mode determines when Stat Server sends updated statistical values. These are the

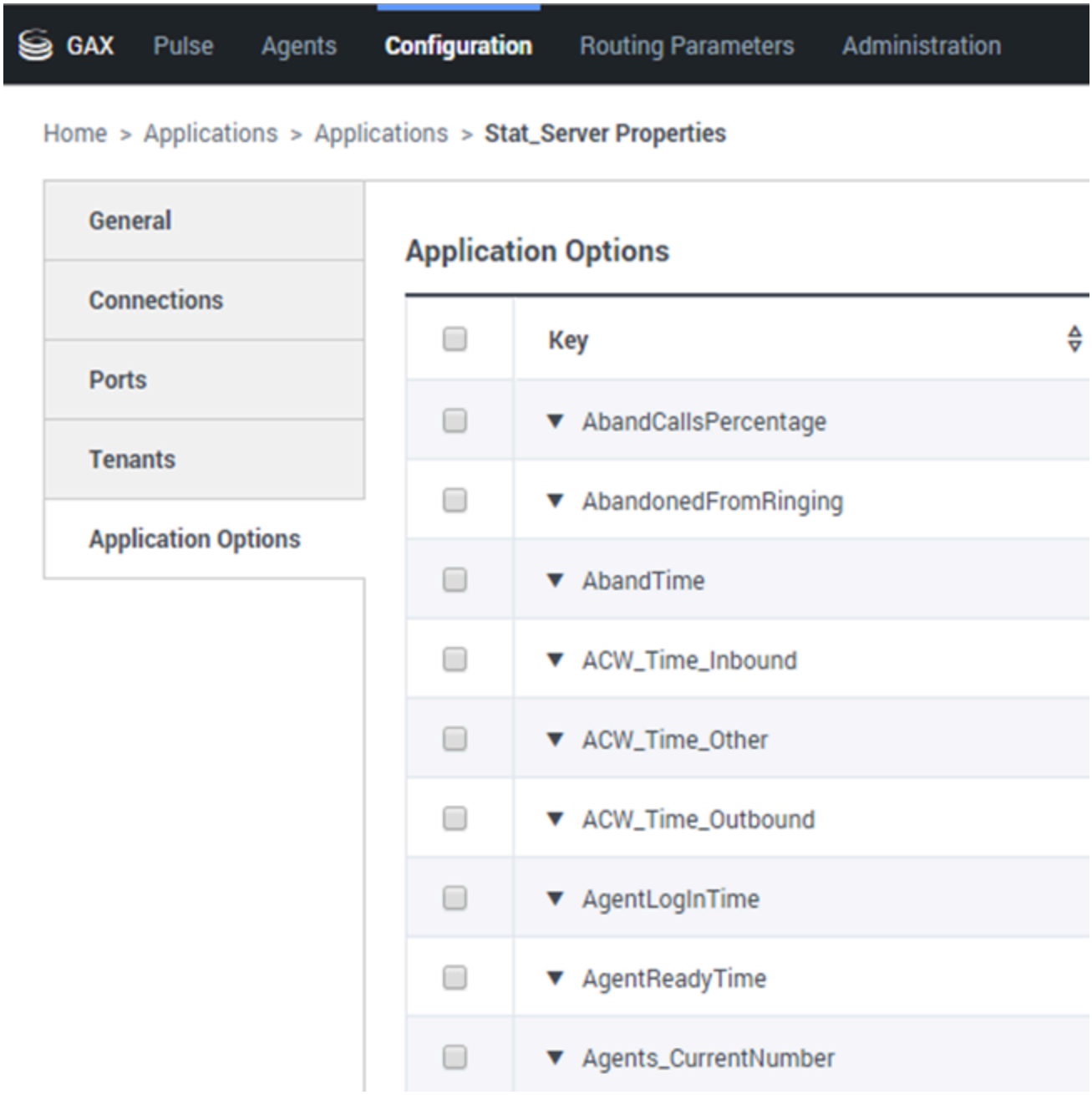
valid options:

- **Time-Based**—Select this Notification Mode to instruct Stat Server to recalculate the statistic by the frequency displayed in Notification Frequency property. Stat Server sends a new value to Genesys Pulse only when the absolute difference from the last reported value exceeds the Insensitivity property.
- **Change-Based**—Select this Notification Mode to instruct Stat Server to notify Genesys Pulse about changes immediately.
- **No Notification**—Select this option to instruct Stat Server to not report updates. Updates are turned off in this case.
- **Reset-Based**—Select this Notification Mode to instruct Stat Server to report Genesys Pulse value right before setting it to zero (0). CurrentState statistics cannot be requested with Reset-Based notification mode.

Notification Frequency

Use Notification Frequency to set how often, in seconds, Stat Server recalculates the statistic and notifies Genesys Pulse if the statistic changes by more than the valued displayed in the Insensitivity field. This field is only used when a Time-Based Notification Mode is selected for the statistic.

Statistic Type



The mandatory Statistic Type displays the parameters that define the statistic type within Stat Server.

The list of Statistic Types available in the environment should be accessible through the Genesys Administrator Extension (GAX) within the Configuration section. You can view them in the Application Options of the Stat Server application used by Genesys Pulse.

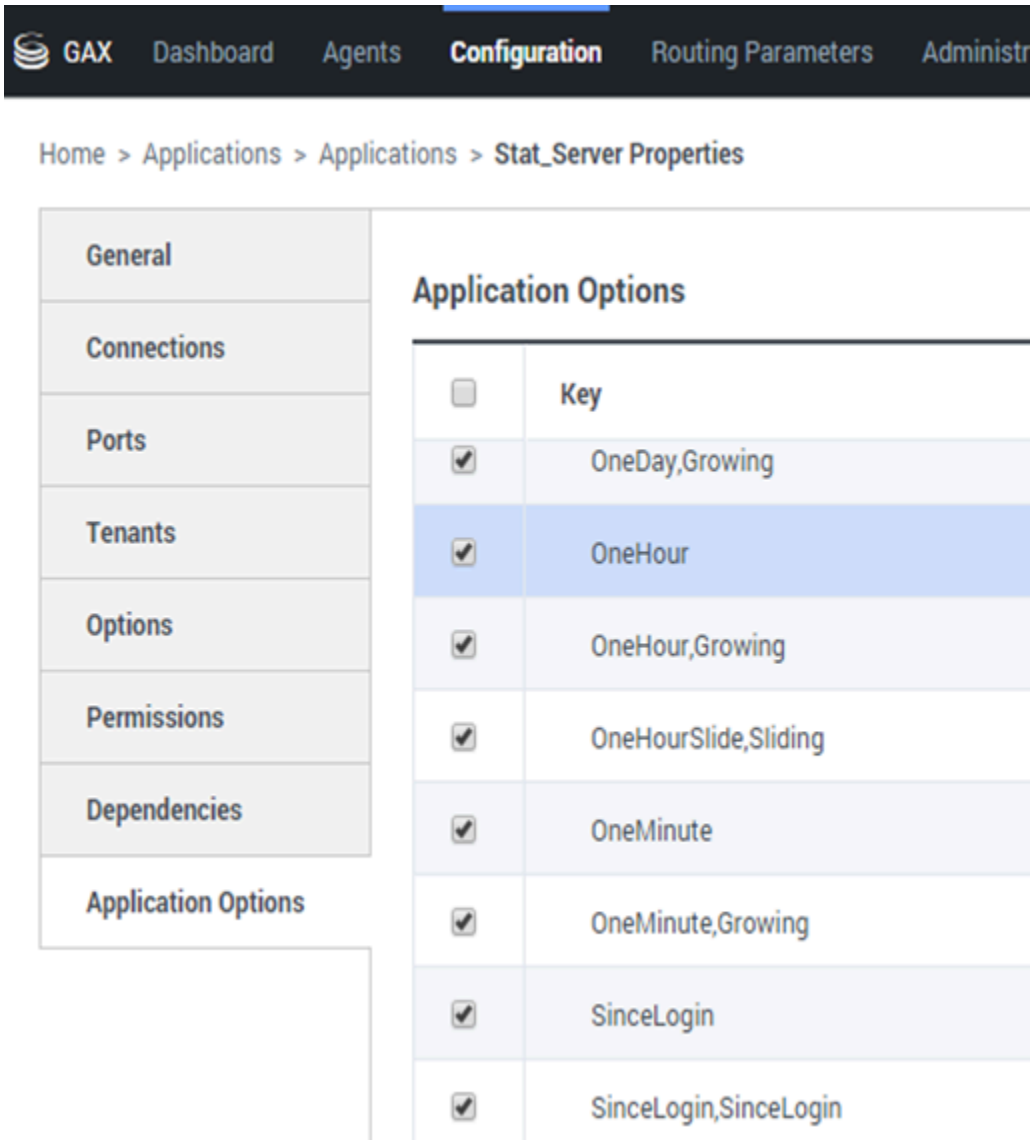
Your account must have privileges to access the Configuration section.

Within GAX, you can add, edit, or delete a statistic type.

This list should be the same as the list of statistic types detailed in the Genesys Pulse templates spreadsheet.

For more information on Stat Type definitions, see the Stat Server User Guide.

Time Profile



Use the Time Profile to define the Time Profile for the statistic and specify the interval over which historical aggregate values are calculated. All time profiles are defined as configuration options in the Time Profiles of the Stat Server Application object in Genesys Configuration. See the Stat Server User Guide for information about how to set up time profiles.

The list of Time Profiles available in the environment should be accessible in the GAX Configuration section. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit, or delete a Time Profile.

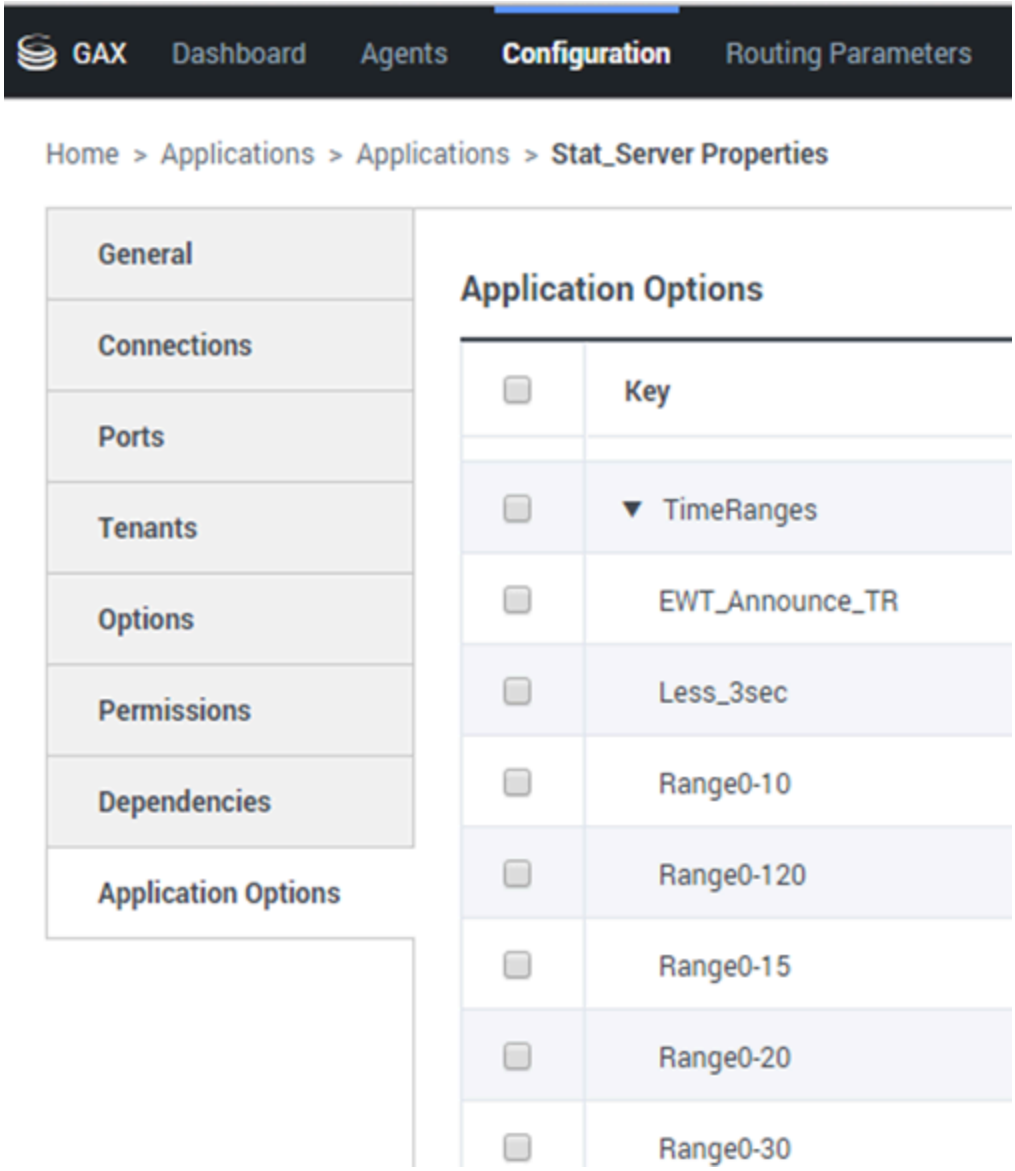
The Time Profile contains four main types:

- Growing
- Sliding
- Selection
- SinceLogin

Time Profiles Examples

- Default,Growing—The Default time profile uses a Growing interval type and resets statistics to zero (0) every night at midnight. The default value is set to 00:00.
- LastHour,Sliding—The LastHour time profile uses a Sliding interval type and tracks the last hour of activity with a sampling taken every 15 seconds. The default value is set to 3600:15.
- SinceLogin,SinceLogin—SinceLogin resets statistics to zero (**0**) at the moment of agent login. Statistics continue to accumulate as long as the agent is logged into (any) DN. The SinceLogin interval type aggregates statistical data only for agent-object statistics.
- Shifts,Growing—A time profile named Shifts resets statistics to zero when shifts change at 3:00 AM, 7:00 AM, 11:00 AM, 1:00 PM, 7:00 PM, and 1:00 AM. The default value is set to 3:00 +4:00, 13:00 +6:00.

Time Range



The Time Range specifies when to collect data for a limited set of statistics. See the Stat Server User Guide for information about how to set up time profiles.

The list of Time Ranges is available in the Configuration section of GAX. This view is available in the options of the Stat Server application used by the Genesys Pulse solution.

Your account needs to have privileges to access this section.

Within GAX, you can add, edit, or delete a time range.

Time Ranges apply to statistics in following categories:

- TotalNumberInTimeRange
- TotalNumberInTimeRangePercentage
- CurrentNumberInTimeRange
- CurrentNumberInTimeRangePercentage
- ServiceFactor1
- TotalTimeInTimeRange

Time Range Example

Suppose that you want to calculate the total number of calls answered within 30 seconds. To do so, enter Range0-30 in the Name field, and 0-30 in the Value field.

In this example, a Genesys Pulse statistic that calculates the total number of calls is based on the time range "Range0-30". If one call is answered after being in a queue for 25 seconds, a second call after 40 seconds, and a third call after 10 seconds, Stat Server counts only the first and third calls.

What do I do next?

You might want to learn more about:

- Widget templates
- Report formulas
- Template function library

Report Formulas

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

If you decide that one of your reports needs a different or additional statistic, you can edit the report's template to make that happen. You can accomplish this by adding a formula to the report template that retrieves the statistic or key performance indicator (KPI) you want.

Since you cannot change the standard templates provided, if you want to change one of the standard reports, just create a clone of the template and make changes in the new template.

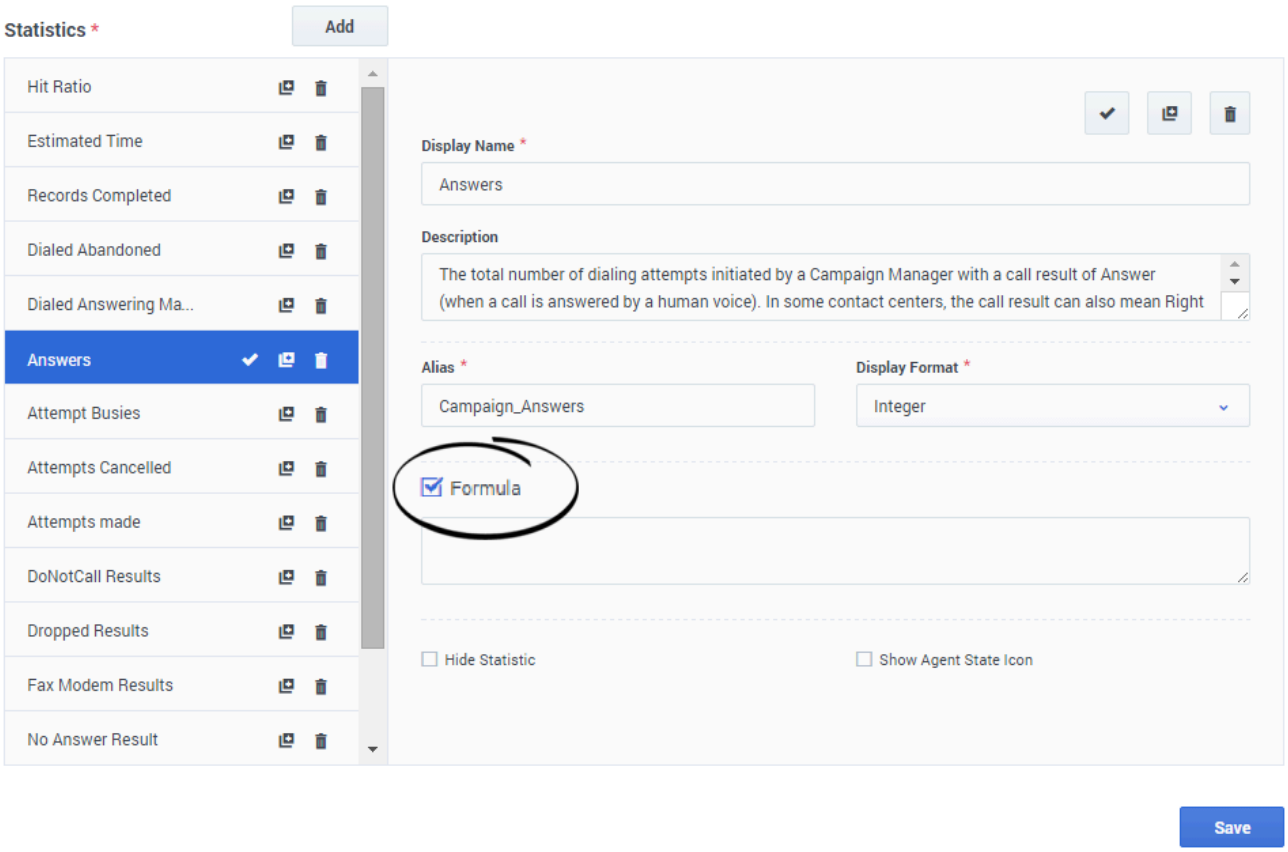
Who can create these statistics? If you can create and edit Genesys Pulse templates, you can use formulas.

> **Important**
> If you already know how to use the formulas, you can use the function library to help you create your formulas.

Add a Formula

From the statistic detail pane while editing a widget or template, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.



Display Percentages

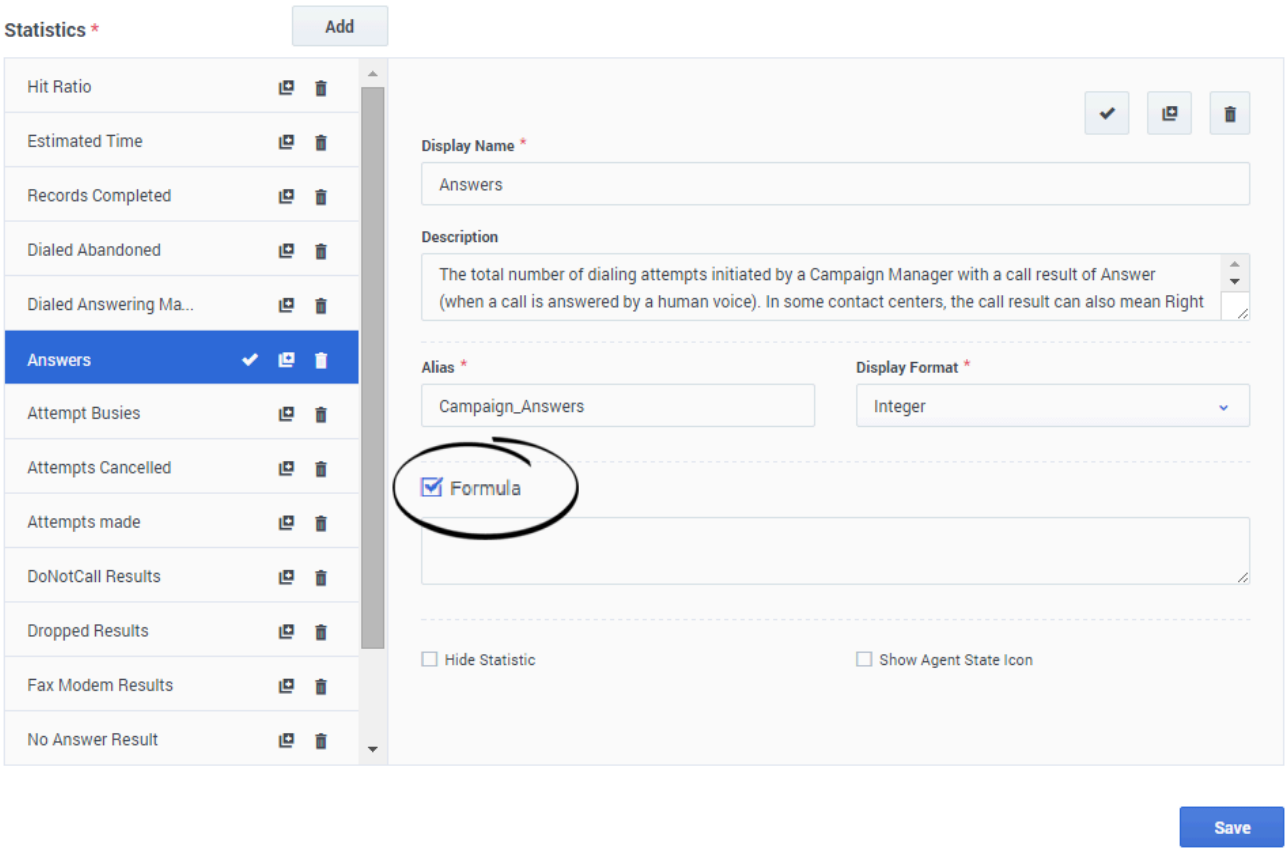
Let us say you want to display percentages based on two metrics. Just copy the following example using the statistics you want.

In this example, we want to retrieve the percentage of outbound calls out of the total of both inbound and outbound calls. The formula can access any statistic within a template with the following syntax: `Data.`*`Statistic-Alias`*`.Value`. The formula must return a valid `Result` value.

In the following formula, we assume the outbound calls are defined by a statistic alias `Outbound` and the inbound calls are `Inbound`.

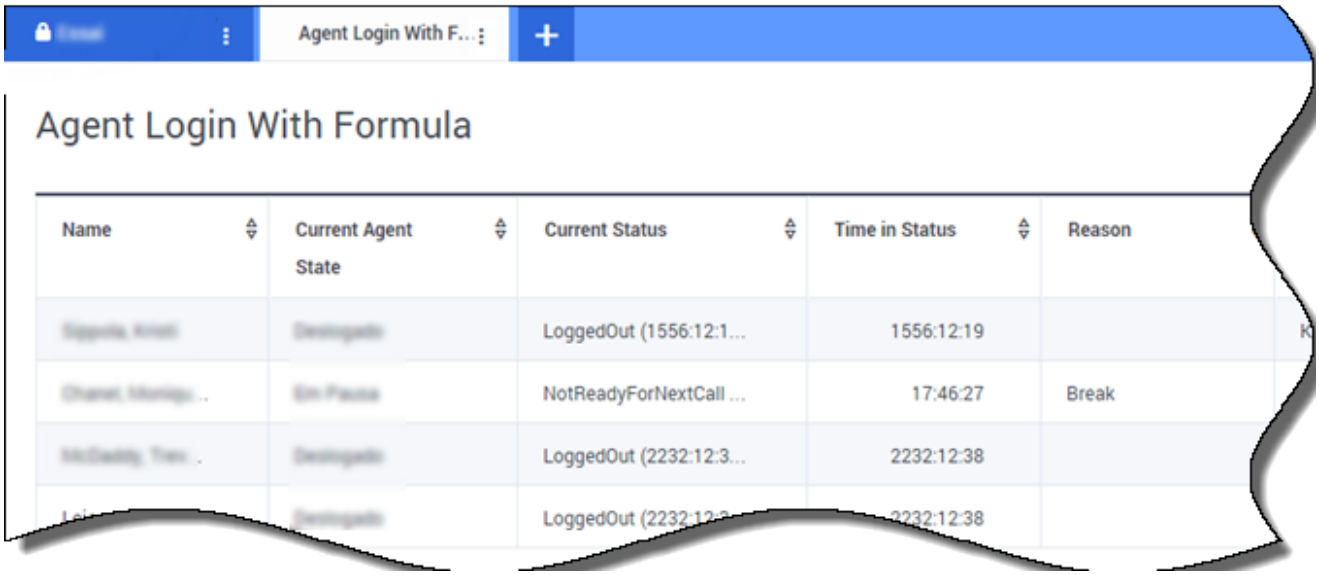
Formula: Calculate a Percentage

```
if ((Data.Outbound.Value + Data.Inbound.Value) != 0)
Result = 100 * Data.Outbound.Value / (Data.Outbound.Value + Data.Inbound.Value);
else Result = 0;
```



Display Agent Status KPIs

Let us say you want to display KPIs for agent status. Just use the `Current_Status` statistic.



How the Current_Status Statistic is Defined

The `Current_Status` statistic is defined by Stat Server options properties. The statistic type `ExtendedCurrentStatus` returns a specific object that can be further analyzed to provide only the Duration of the object.

```
[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

You can use formulas to find the information you need:

Show Agent Time in Current State

You can display the agent status duration using the `Current_Status` statistic.

Formula: Get Status Duration

```
Result = G.GetStatusDuration(Data.Current_Status.Value);
```

Show the Reason Code Selected by the Agent

You can display the reason code for the agent status.

Formula: Get Reason Code

```
Result = G.GetReasonCodes(Data.Current_Status.Value);
```

If you want to display more user data in addition to the Reason Code, you need to enable the Additional Data property (User Data) of the statistic and apply a formula to filter only the Reason Code from the resulting Current_Status, which contains both the User Data and Reason code.

Formula: Filter only Reason Code

```
var res = G.GetReasonCodes(Data.Current_Status.Value);
var x = res.split(';');
Result = "";
for (var i = 0; i < x.length; i++) {
    var s = x[i];
    if (s.indexOf("Break") > -1 ||
      s.indexOf("Offline") > -1 ||
      s.indexOf("Training") > -1 ) { Result = s; break; }
}
```

Formula: Get Reason Code by Media Type (chat in the example below)

```
function GetNRCode(state) {
        if (state === null || state.type !== "AgentCurrentState")
                return null;

        var res = "";
        var n = state.DNs.length;

        if (n > 0) {
                for (var i = 0; i < n; ++i) {
                        var dn = state.DNs[i];

                        if (dn.DNType === CFGNoDN && dn.DN === "chat") {
                                var actionsLength = dn.Actions.length;

                                for (var j = 0; j < actionsLength; j++) {
                                        if (dn.Actions[j].Action ===
"NotReadyForNextCall" ) {
                                                var userDataLength =
dn.Actions[j].Data.UserData.length;

                                                if (userDataLength > 0) {
                                                        for (var k = 0; k <
userDataLength; k++) {
                                if (dn.Actions[j].Data.UserData[k].Key === "ReasonCode")
{
                                                                res =
dn.Actions[j].Data.UserData[k].Value;
```

```
                                                                        break;
                                }
                            }
                        }
                    }
                }

                                break;
            }
                }
        }

        return res;
}

 Result = GetNRCode(Data.Current_Status.Value);
```

Formula: Get Reason Code For Voice

```
function GetVR(state) {
        if (state === null || state.type !== "AgentCurrentState")
                return null;

        var res = "";
        var n = state.DNs.length;

        if (n > 0) {
                for (var i = 0; i < n; ++i) {
                        var dn = state.DNs[i];

                        if (dn.DNType === 1 && dn.DN !== null) {
                                var actionsLength = dn.Actions.length;

                                for (var j = 0; j < actionsLength; j++) {
                                        if (dn.Actions[j].Action ===
"NotReadyForNextCall") {
                                                var userDataLength =
dn.Actions[j].Data.UserData.length;

                                                for (var h = 0; h < userDataLength; h++)
{
                                                        if
(dn.Actions[j].Data.UserData[h].Key === "ReasonCode") {
                                                                res =
dn.Actions[j].Data.UserData[h].Value;

                                                                break;
                                                        }
                                                }

                                                break;
                                        }
                                }
```

```
                                break;
                        }
                }
        }

        return res;
}

Result = GetVR(Data.Current_Status.Value);
```

> **Tip**
>
> The formula should be customized according to your environment. Please contact Genesys Customer Care for details.

Show Current Agent State by Media Type

You can display the current agent state by media type.

Formula - Get agent state by media type

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, 'email');
```

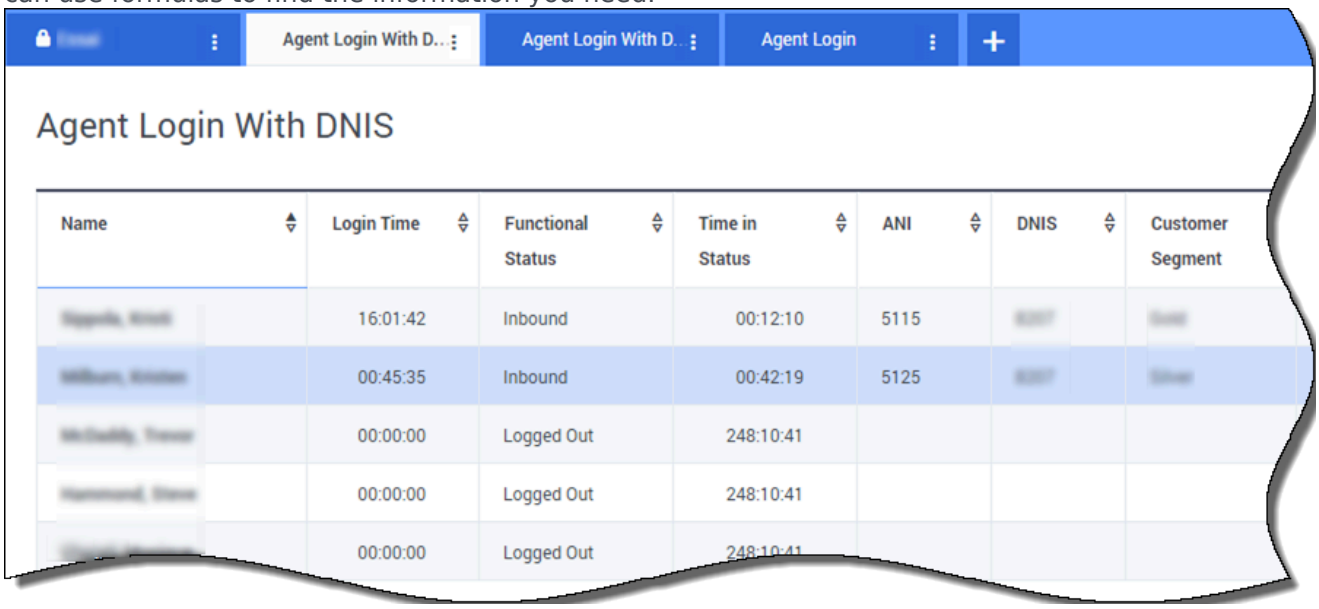
Display Agent Skills

You can display agent skills using the following formula. The result includes the name and level of each skill the agent has.

```
Result = "";
if (Object.Skills != null) {
    for (var i = 0; i < Object.Skills.length; i++) {
        var skill = Object.Skills[i];
        Result += skill.Name + " " + skill.Level +"; ";
    }
}
```

Display Interaction Properties

Let us say you want to display interaction properties including flow segmentation, ANI, and DNIS. You can use formulas to find the information you need:



Show the Customer Segment of the Interaction

You can display the customer segment defined by the `CustomerSegment` key-value pair of the interaction by using the following formula.

Formula: Get Customer Segment

```
Result = G.GetCustomerSegment(Data.Current_Status.Value);
```

Show the ANI of the Customer

You can display the ANI of the customer by using the following formula.

Formula: Get ANI

```
[Result = G.GetANI(Data.Current_Status.Value);
```

Show the DNIS of the Customer

You can display the DNIS of the customer by using the following formula.

Formula: Get DNIS

```
Result = G.GetDNIS(Data.Current_Status.Value);
```

What do I do next?

You might want to learn more about:

- Widget templates
- Statistic properties
- Template function library

Template Function Library

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Once you know how to use formulas, you can use this function library as reference for additional customization.

Below is a function library for Genesys Pulse standard templates as automatically generated from Genesys Pulse, starting with release 8.5.102.02.

GetAgentNonVoiceStatus(state, media) → {string}

Get agent's status name for the media other than Voice.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
`media`	string	Media name.

Returns:

Status name, if **state** and **media** are available, *empty string* if information about given media is not available in the given current state, *null* if **state** is null or not an agent state, or **media** is null, not specified or empty.

Type = string

GetAgentVoiceStatus(state) → {string}

Get agent's status name for the Voice media.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Status name, if **state** is available, *null* if **state** is null or not an agent state.

Type = string

GetANI(state, switchID) → {string}

Get a first available ANI attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

ANI value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetBusinessResult(state)

Get "Business Result" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent

		(typically, **Value** of the appropriate statistic).

Returns:

Business Result value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetCustomerSegment(state)

Get "CustomerSegment" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

CustomerSegment value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetDNIS(state, switchID) → {string}

Get a first available DNIS attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

DNIS value, if found, *empty string* if not found, *null* if **state** is null or not an

agent state.

Type = string

GetEmployeeId(state) → {string}

Get agent's Employee ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Employee ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetExtension(state) → {string}

Get agent's Extension designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Extension, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetLoginId(state) → {string}

Get agent's Login ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Login ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPlace(state) → {string}

Get agent's place designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Agent's Place name, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPosition(state) → {string}

Get agent's ACD Position designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's ACD Position, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetReasonCodes(state) → {string}

Get reason codes corresponding to the current status of the agent from all media types. Reason codes can be obtained only for the following agent statuses: LoggedIn, AfterCallWork, NotReadyForNextCall, WaitForNextCall.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Reason codes, splitted by '; ', if available, *empty string* if reason code is not available, *null* if **state** is null or not an agent state.

Type = string

GetServiceSubType(state)

Get "ServiceSubType" user data value.

Parameters:

Name	Type	Description

`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceSubType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetServiceType(state)

Get "ServiceType" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetStatusDuration(state) → {Number}

Get duration of the current status of the agent.

Parameters:

Name	Description
`state`	Current state of the agent, agent group, DN or campaign (typically, **Value** of the appropriate statistic).

Returns:

Duration, in seconds, if **state** is available, *null* if **state** is null.

Type = Number

GetSwitches(state, sep)

Get list of switches where agent is logged in.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
sep	string	Separator to use. Default is ';'.

Returns:

List of switches, if available, *empty string*, if agent is completely logged out, *null* if **state** is null or not an agent state.

GetUserDataValue(state, key)

Get value of the first found user data with given key.

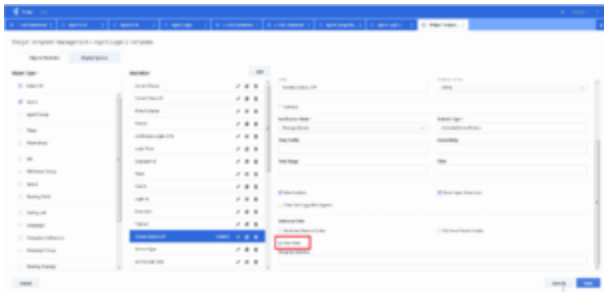
Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
key	string	User data key

Returns:

User data value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state or **key** is null.

In order to correctly use the `GetUserDataValue(state, key)` function, check the `User Data` checkbox in the Current state `(state)` statistic options:



Example:

The `Current_Status` statistic is defined by Stat Server options properties. The `ExtendedCurrentStatus` statistic type, defined below, returns a specific object that can be further analyzed.

```
[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

You can display the value of the attached User Data using the `Current_Status` statistic.

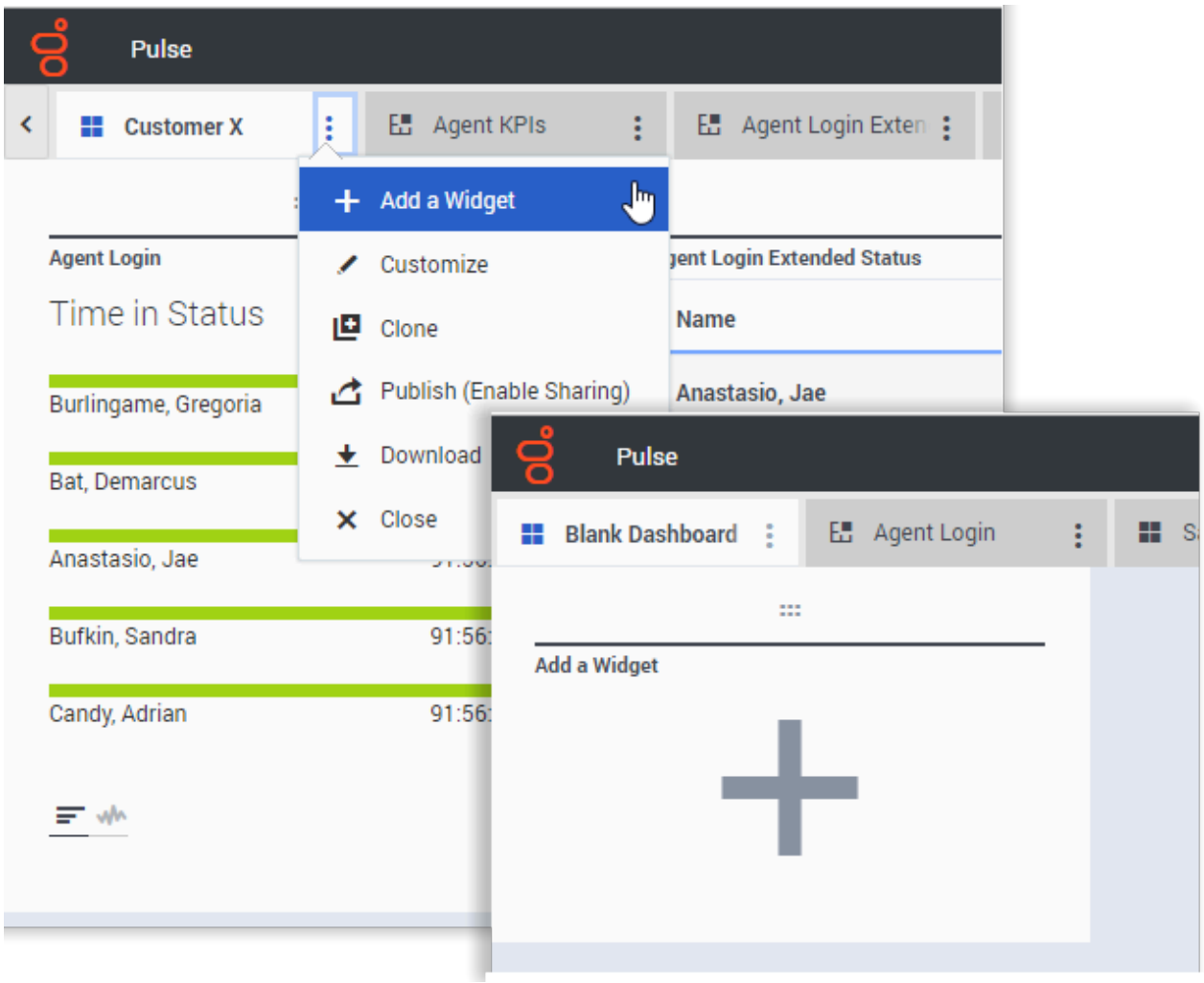
Formula: Get value of attached User Data with key 'NAME'
*Result = G.GetUserDataValue(Data.Current_Status.Value, '**NAME**');*

Add a Widget

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined report templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify widgets and report templates.

Add Reports

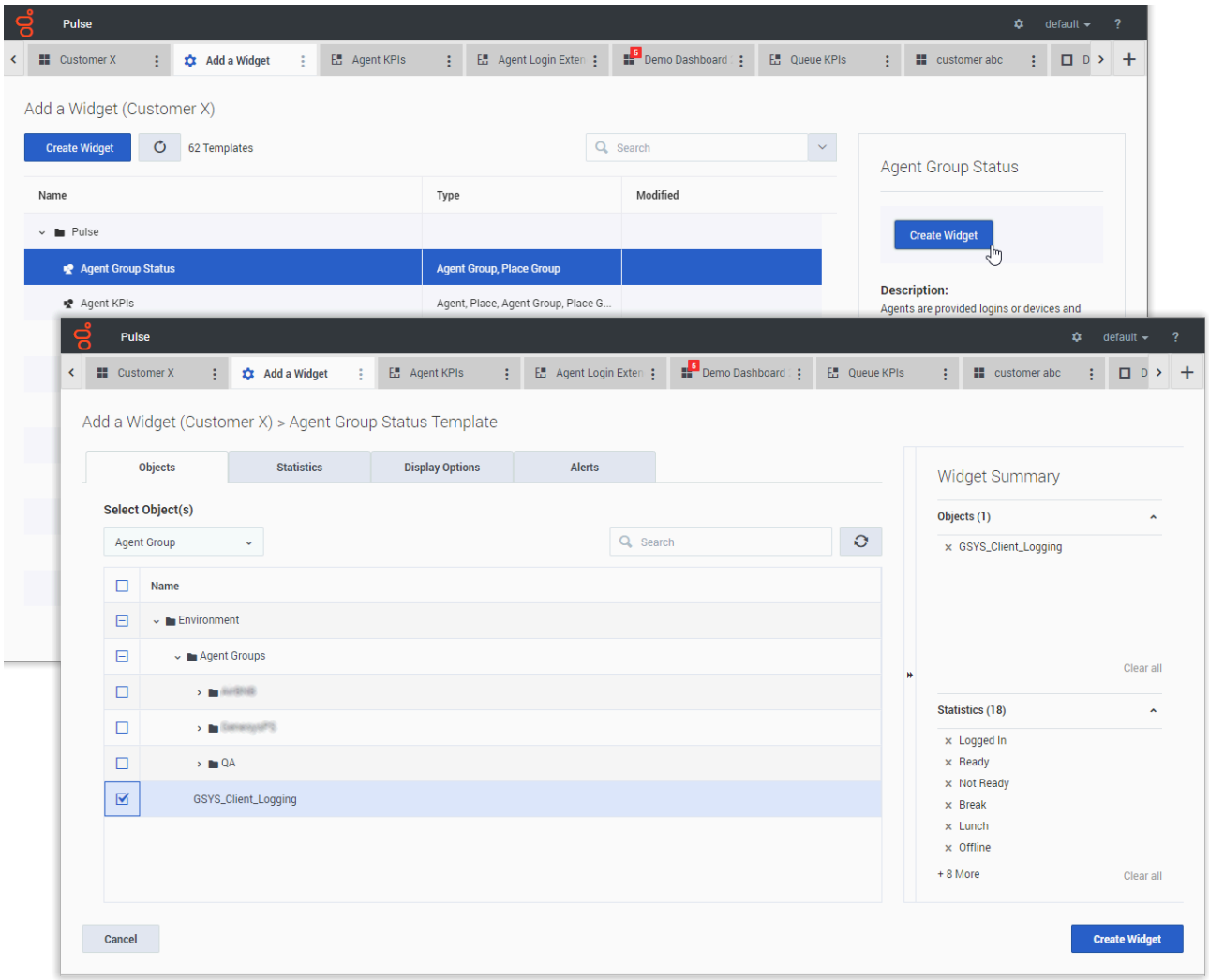


There are two ways you can add a report to your dashboard or wallboard:

- Click the more icon in the right corner and click **Add a Widget**.
- On empty dashboards and wallboards, click the **Add a Widget** icon.

Genesys Pulse opens a report builder to guide you.

Build a Report



Genesys Pulse guides you through the process of creating or changing report widgets. Click the standard report template you want to use and then click **Create Widget**.

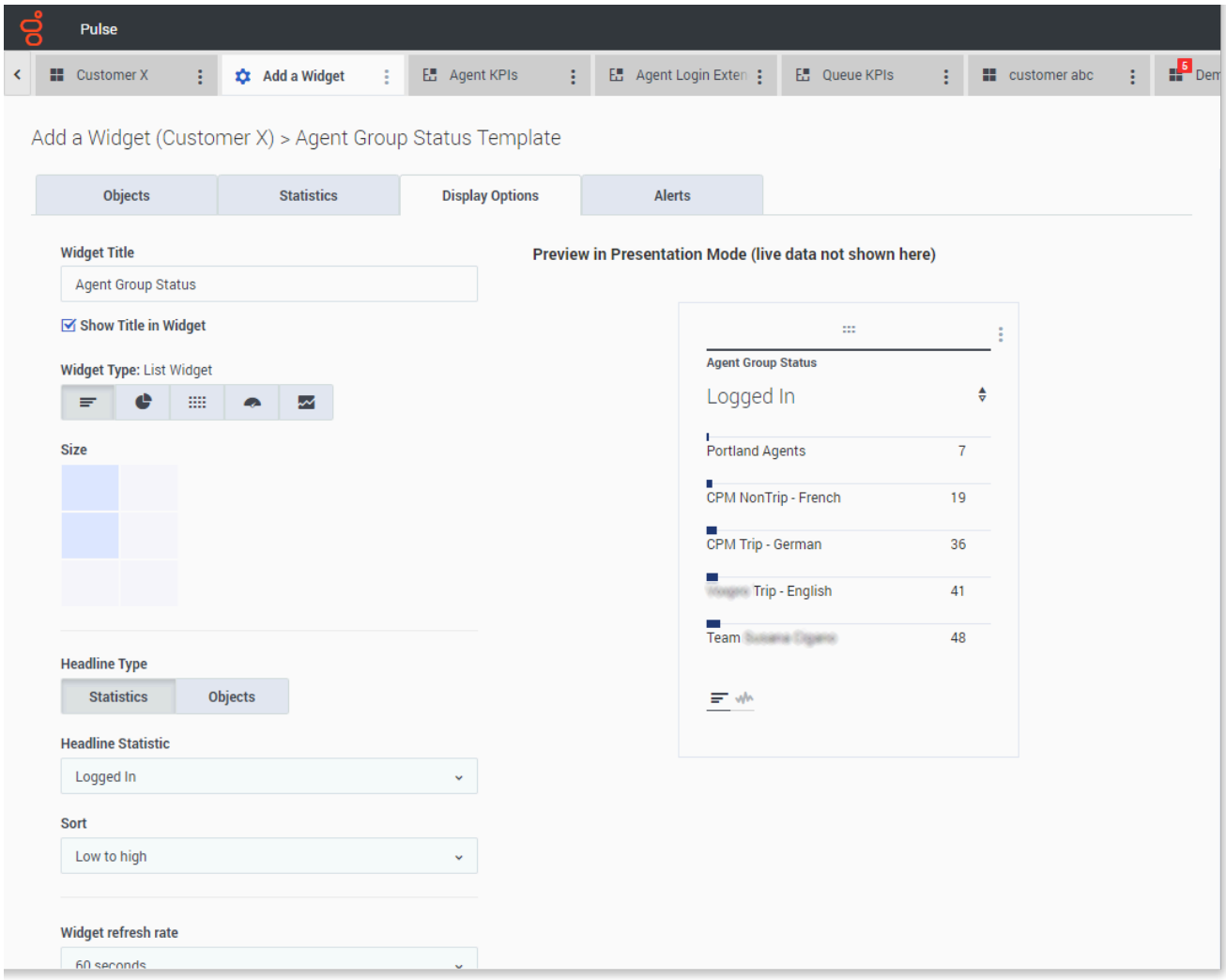
Select the **Objects** and **Statistics** that you want to see in your report.

Your report widget must have:

- One or more objects to measure. Your widgets must contain fewer than 100 objects.
- Add at least one non-string statistic.
- One widget type with specific display options.

Click the **Display Options** tab to define how you want to display your report.

Display Options



You need to define the default display settings for your widget. Users can change these options on their own dashboard.

- Provide a name for report title.
- Select from the available Widget Types to display.
- Select the Widget refresh rate.
- Select options associated with the visualization (for example, size).

What do I do next?

You might want to learn more about:

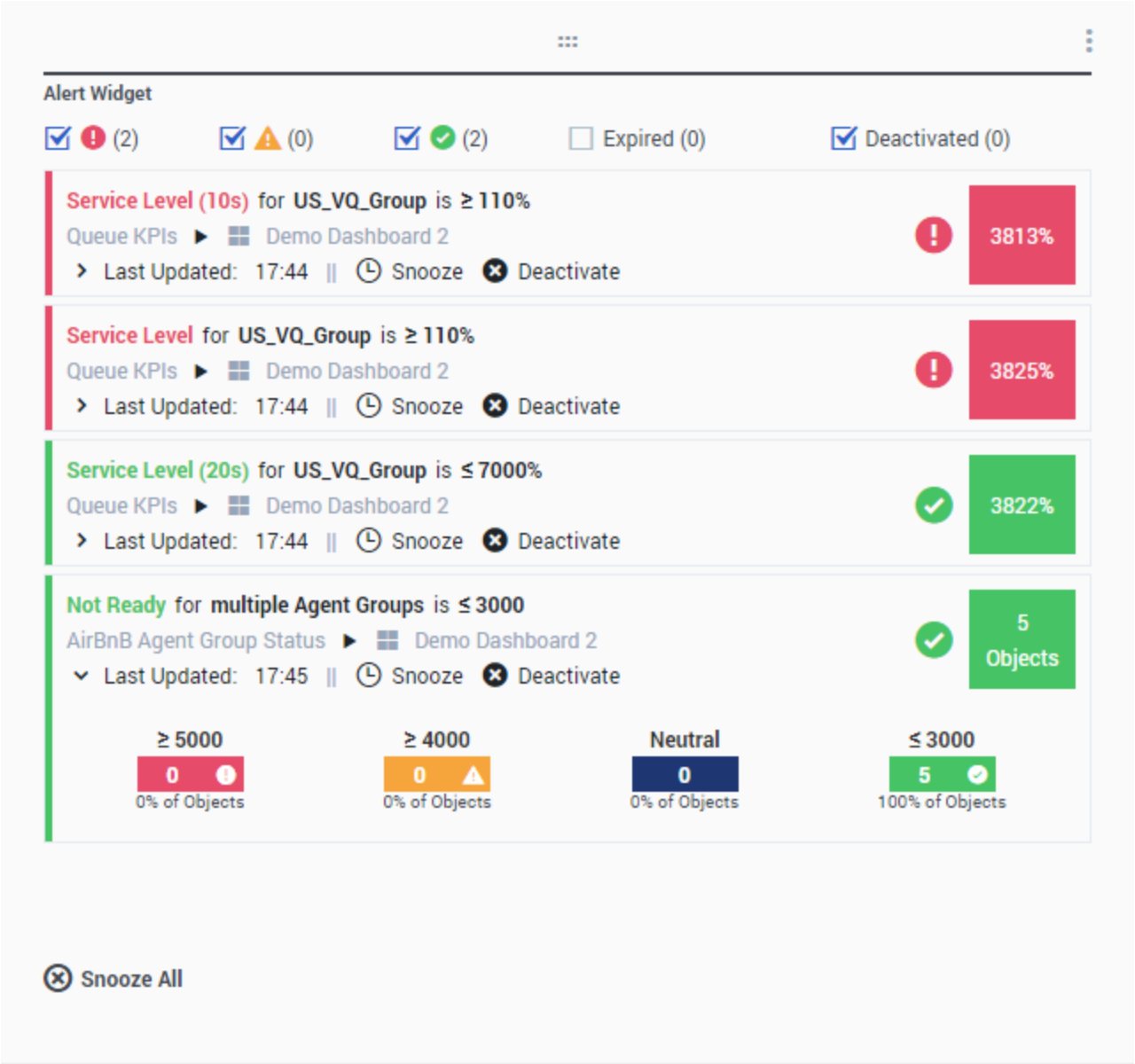
- Popular real-time reports
- Editing standard report templates
- Widget Types
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas

Widget Types

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

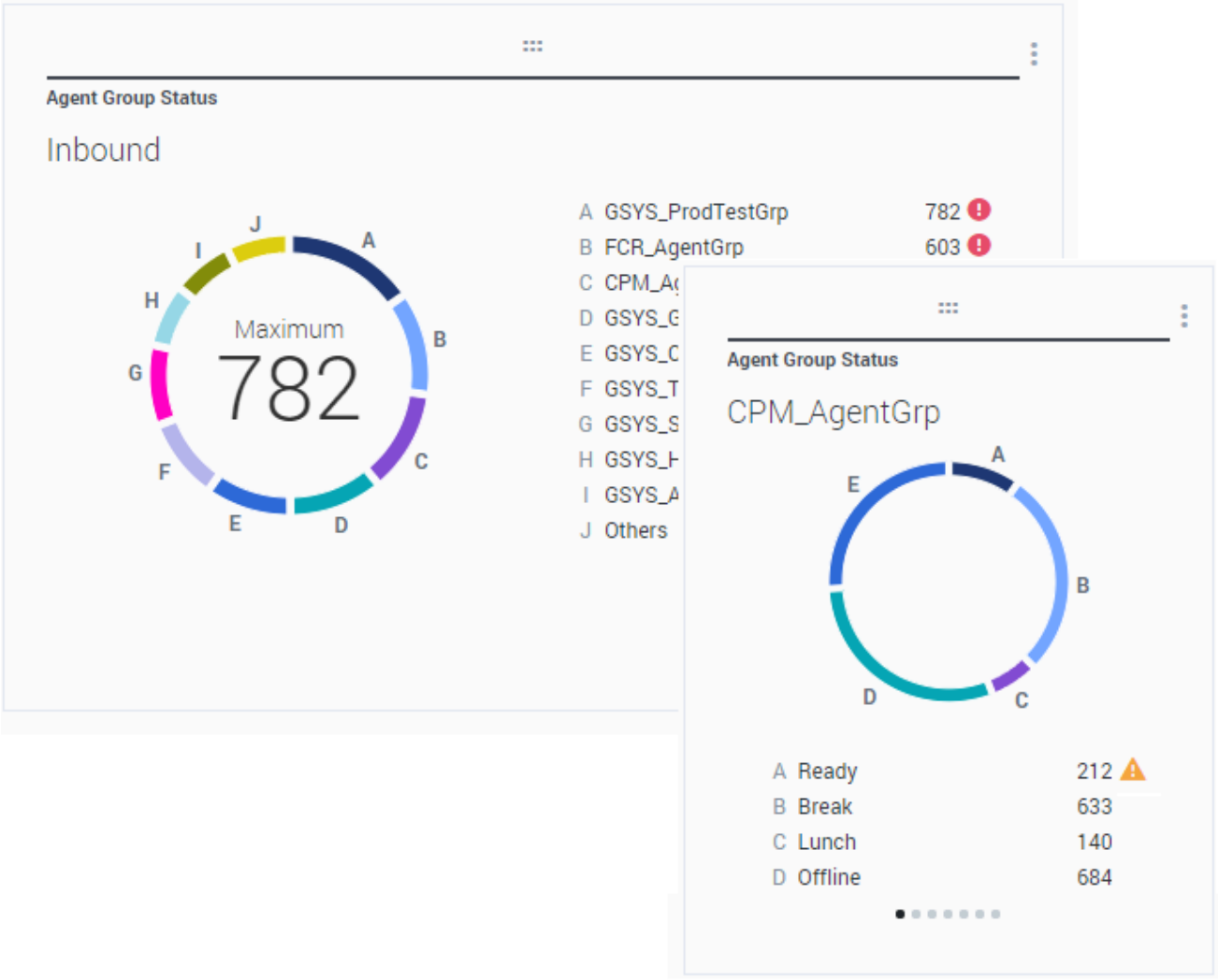
The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a report widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report. The Text widget is created from the `Text Widget` template and the Alert widget is created from `Alert Widget` template.

Alert widget



The Alert widget is created from the `Alert Widget` template. Alerts from widgets on specified dashboards (or wallboards) will be displayed on the Alert widget. Alerts can be deactivated (and reactivated later) or snoozed (the default snooze timeout is 15 minutes).

Donut widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie chart.

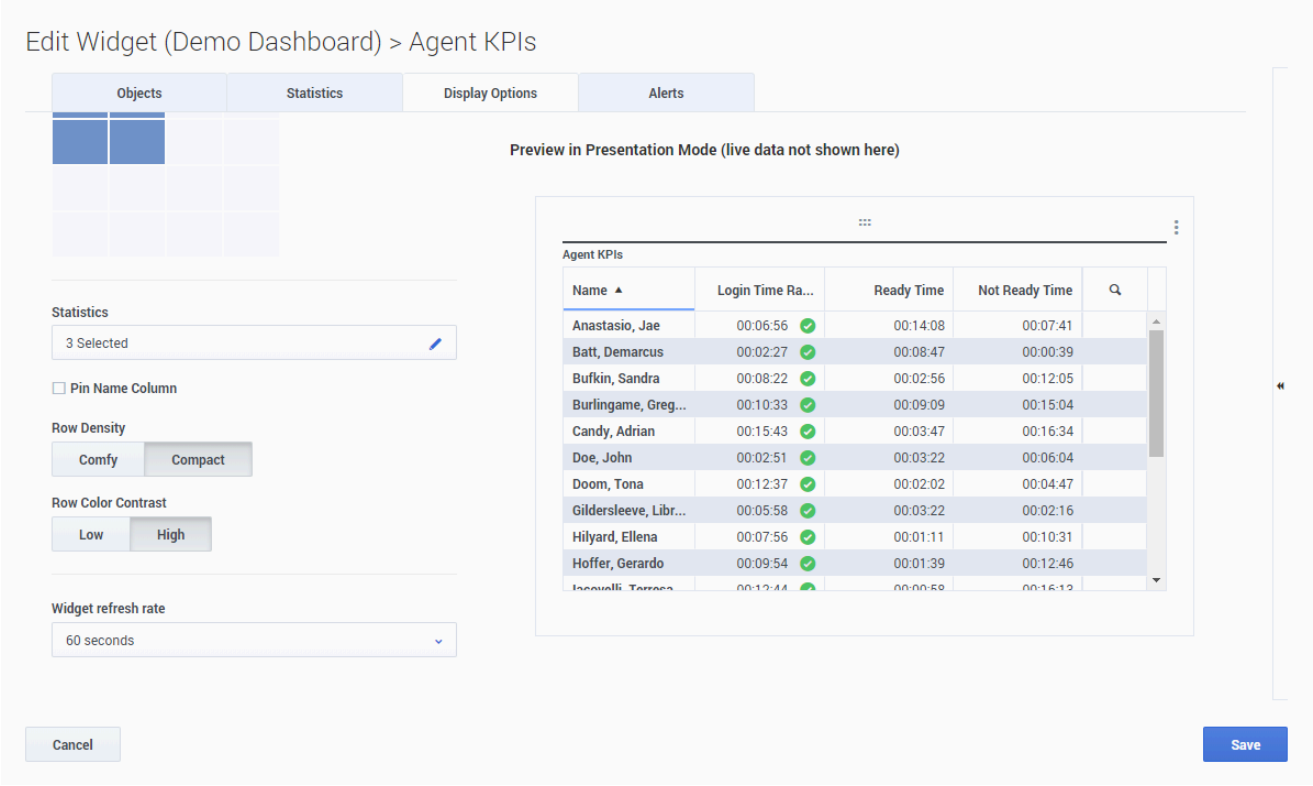
The Donut widget displays either:

- One statistic for up to ten specific objects. If more than 10 objects are defined, the widget displays specific values for nine of them and summarized `Others` value for the rest.
- One object with the values of up to ten defined statistics.

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

The `Total`, `Average`, `Maximum`, `Minimum`, or no value can be displayed in the center of the Donut widget.

Grid widget



The Grid widget displays a list of items and their related statistics.

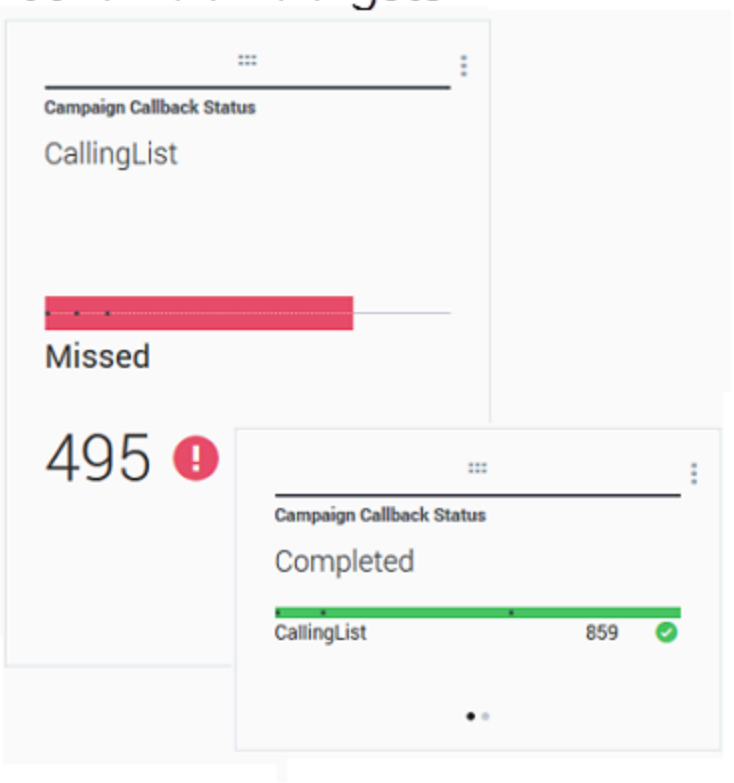
Starting with release 9.0.001, new options are available on the Display Options tab of the Widget Wizard for the Grid widget:

- **Row Density**:
  Comfy (default) or Compact
- **Row Color Contrast**:
  Low (default) or High

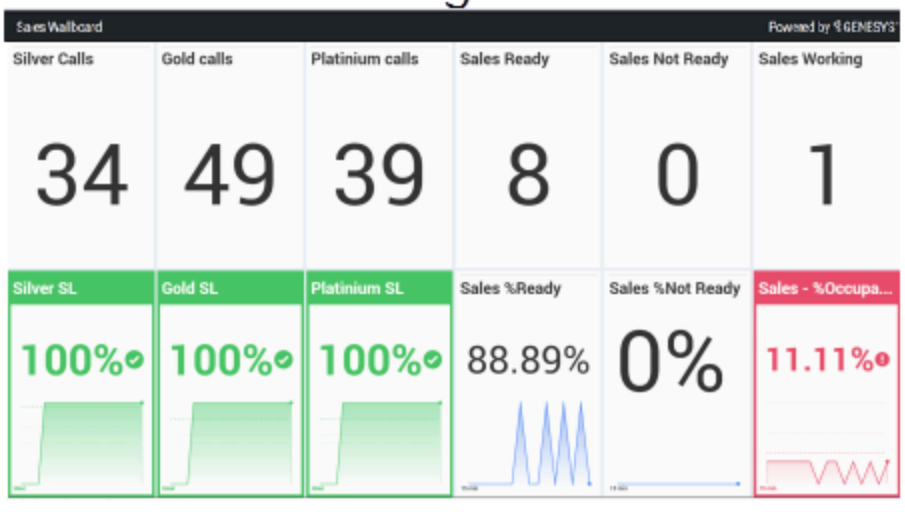
The Grid widget can display grouped by columns statistics.

KPI widget

dashboard KPI widgets



wallboard KPI widgets



> **Important**
>
> The maximum value for the bar charts in KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Dashboard KPI Widget

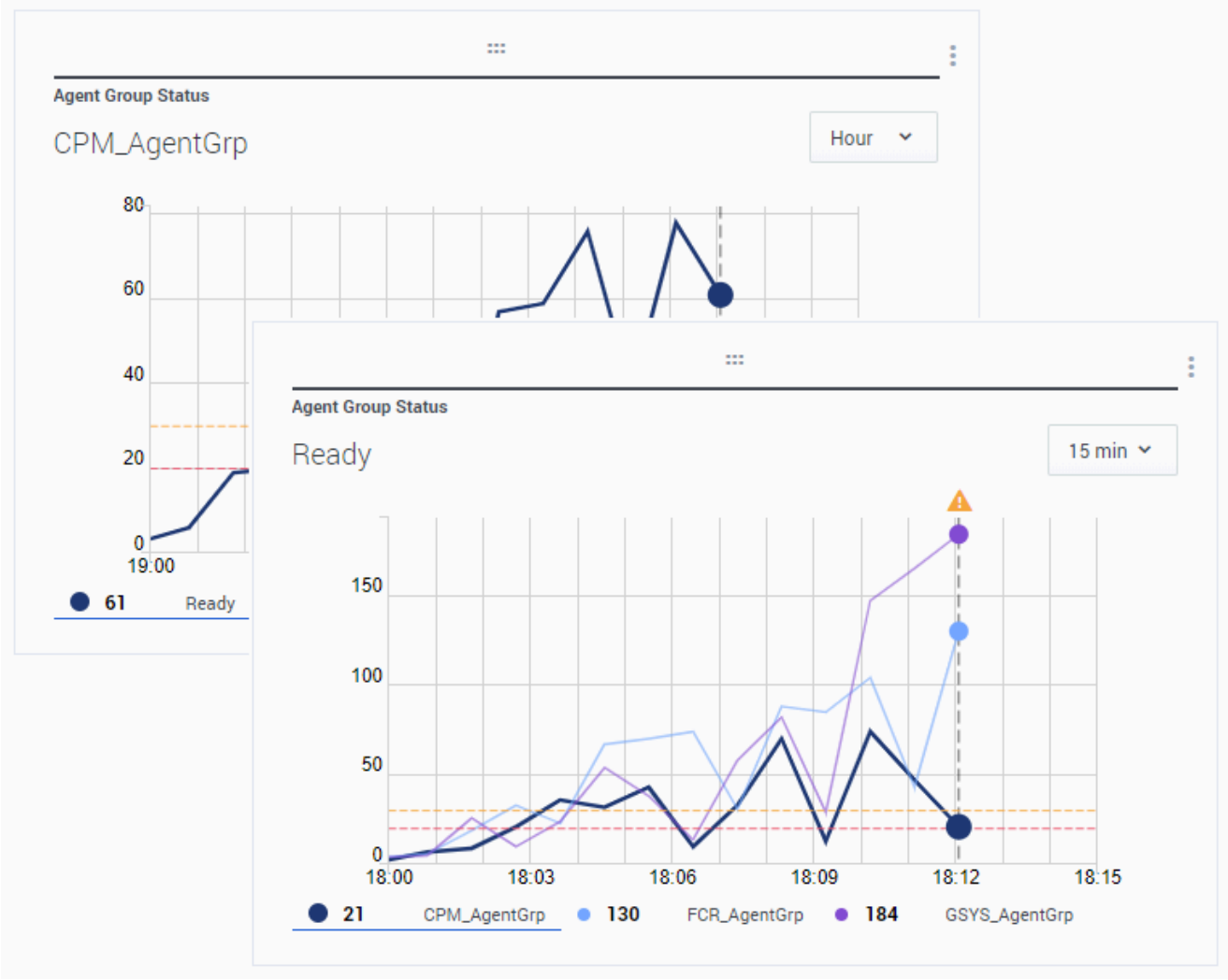
The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI Widget

The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can choose only between a regular or sparkline widget.

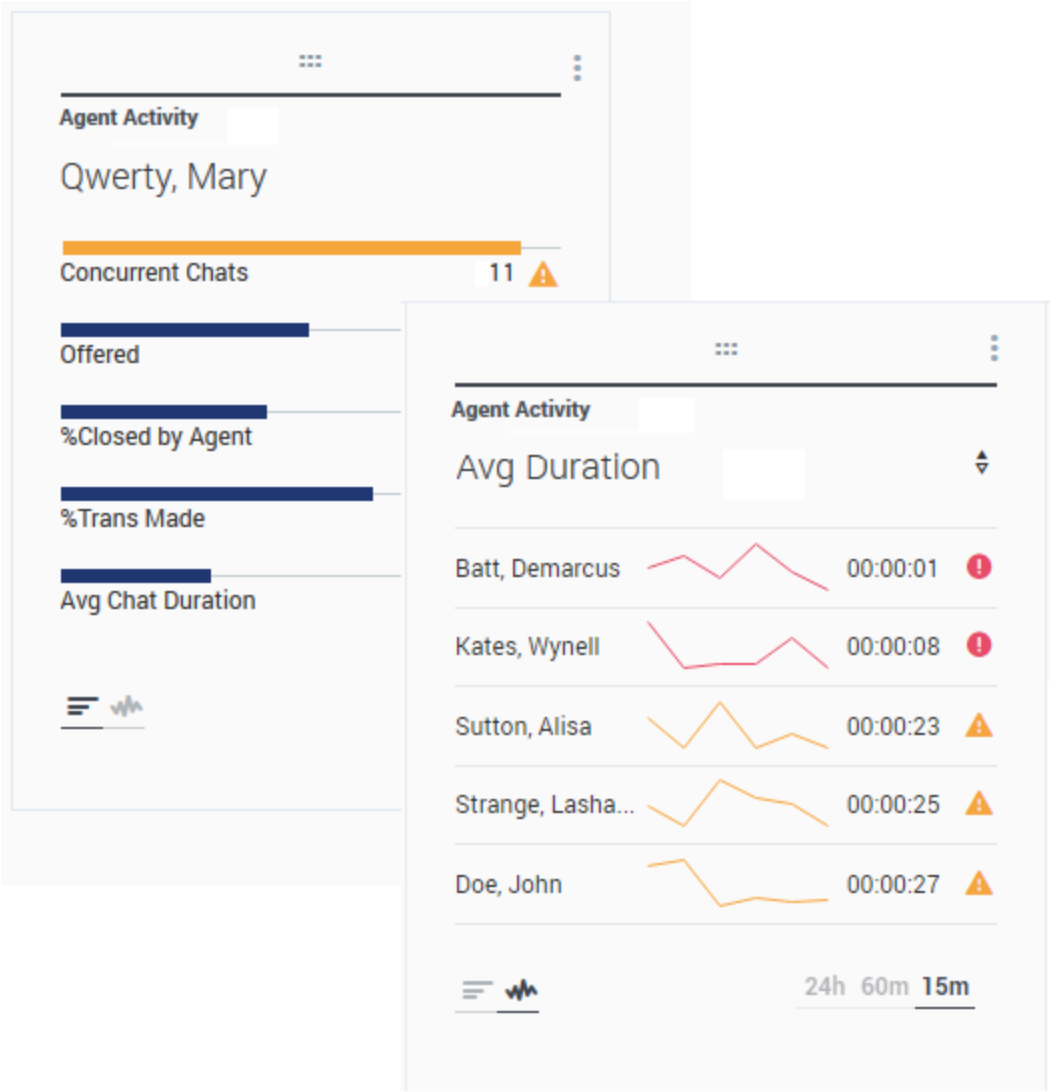
You can enable an additional line for a statistic trend if you change the **Format** option to **Sparkline**.

Line Chart



You can use the line chart to, for example, compare the trend of calls answered by each agent. You can choose the 15 minutes, one hour or one day display interval. Select up to three objects with the Headline type Statistics or up to three statistics with the Headline type Object.

List widget



The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

The maximum value for the bar charts in List widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

> **Important**

Non-numeric (error) values are converted to numeric to land on a straight line between the previous and next valid values.

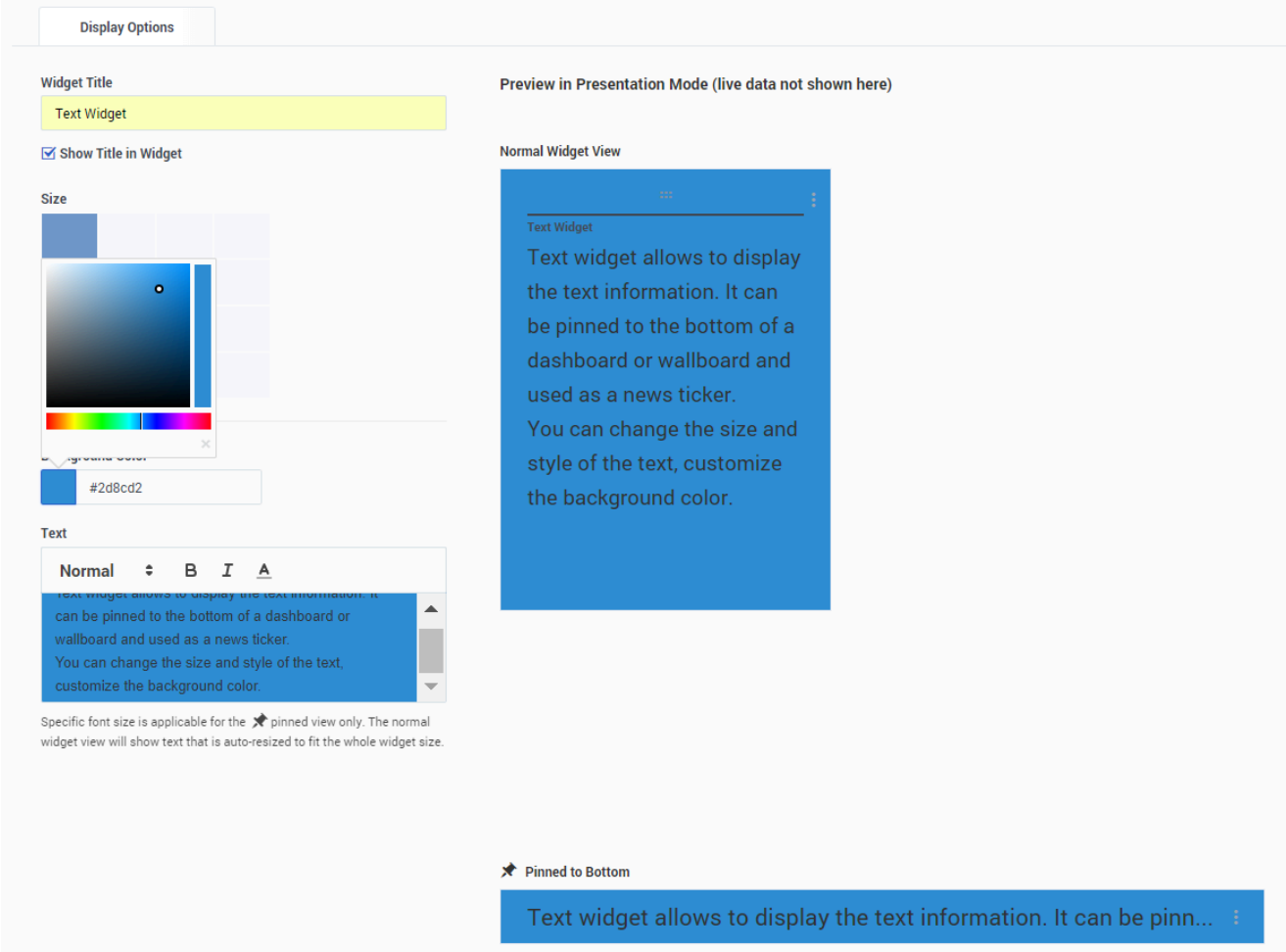
For example, if a statistic has the historical values:

`10, 10, 10, 10, Error, Error, Error, 50, 50, Null, 10.`

The chart values may be drawn on a straight line as:

`10, 10, 10, 10, 20, 30, 40, 50, 50, 30, 10.`

Text widget



The Text widget is created from the `Text Widget` template.

Starting with release 8.5.108, Genesys Pulse includes the ability to display broadcast information to

its audience with a text widget type. The text widget can be displayed as a news feed ticker and edited by Administrators.

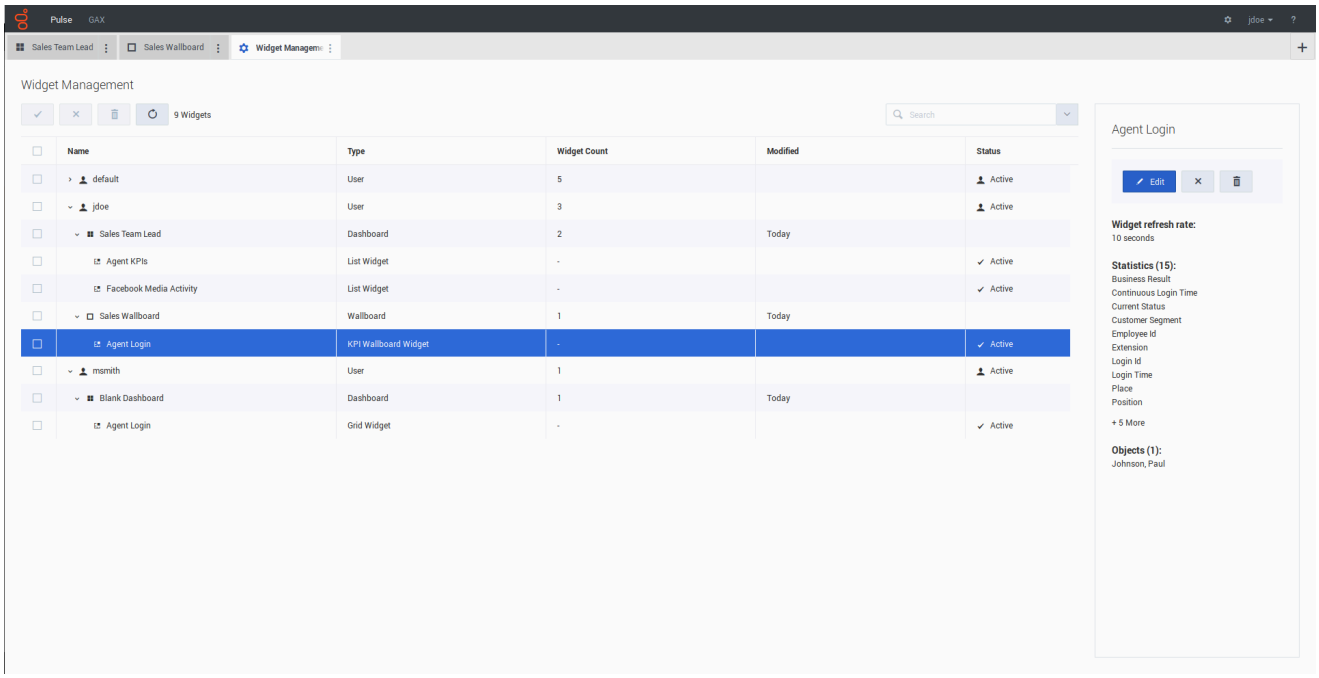
Starting with release 9.0.001, you can change the size, color, and style of the text and customize the background color. When created on a wallboard, text widget, by default, inherits the current wallboard's theme in the full-screen mode.

Widget Management

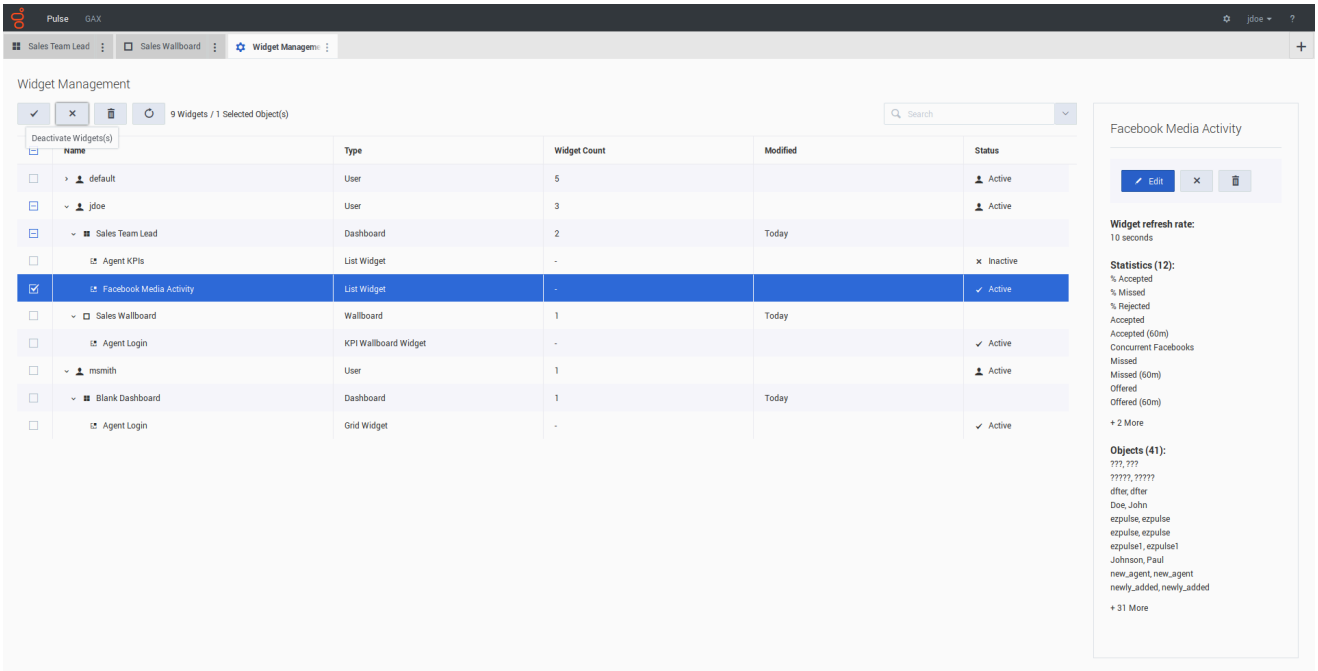
> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Overview

The `Widget Management` allows administrators to overview and perform basic operations like editing, removing, and activating/deactivating widgets belonging to any user. You can see the summary information about the number of widgets for each user and for each dashboard or wallboard:



Using this information, administrator can reduce Genesys Pulse Collector load by deactivating (the data is not collected for deactivated widgets) or removing unneeded widgets. Deactivated widget becomes active automatically as soon as a user opens it again. Users that were removed from Genesys Configuration are marked as `Inactive` and can be safely removed together with their dashboards and widgets from Genesys Pulse:



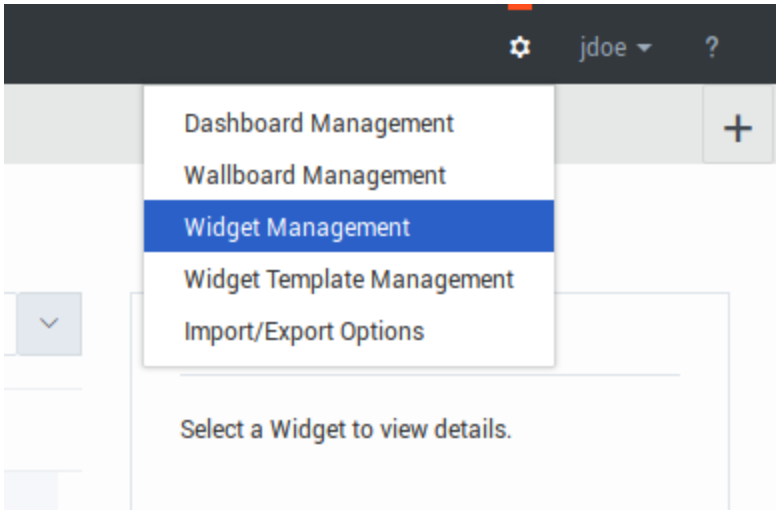
How to Enable Access to Widget Management

You can enable access to the Widget Management screen by granting the user proper privileges:

- On the GAX Configuration Manager page, under Accounts, go to Roles and find the role assigned to the user.
- Edit the privileges granted by the Role on the Assigned Privileges tab in the Pulse section to allow the following action:
  - Pulse Manage Users - Manage other users' widgets, delete other users and their dashboards.
  - Pulse Manage Tabs and Pulse Manage Widgets are prerequisites for the Pulse Manage Users privilege.

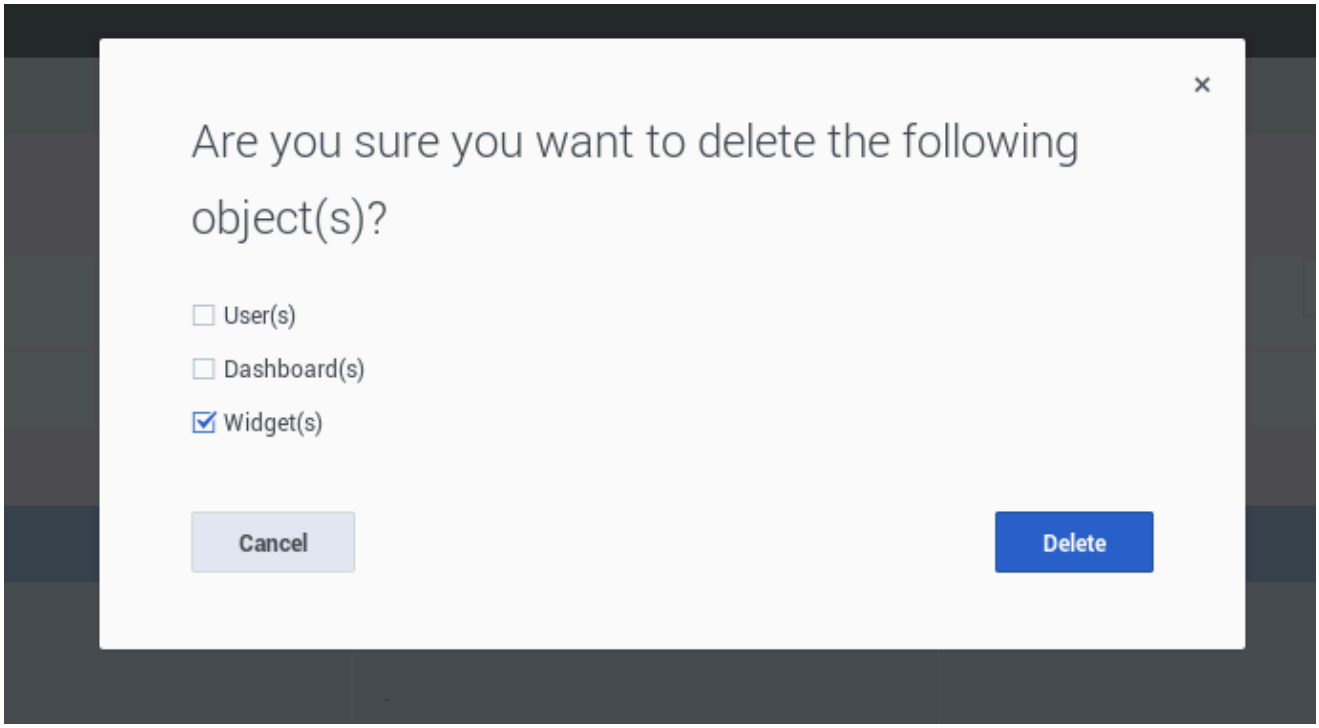
Manage Genesys Pulse Widgets

To open the Widget Management screen select Widget Management in the Settings menu:



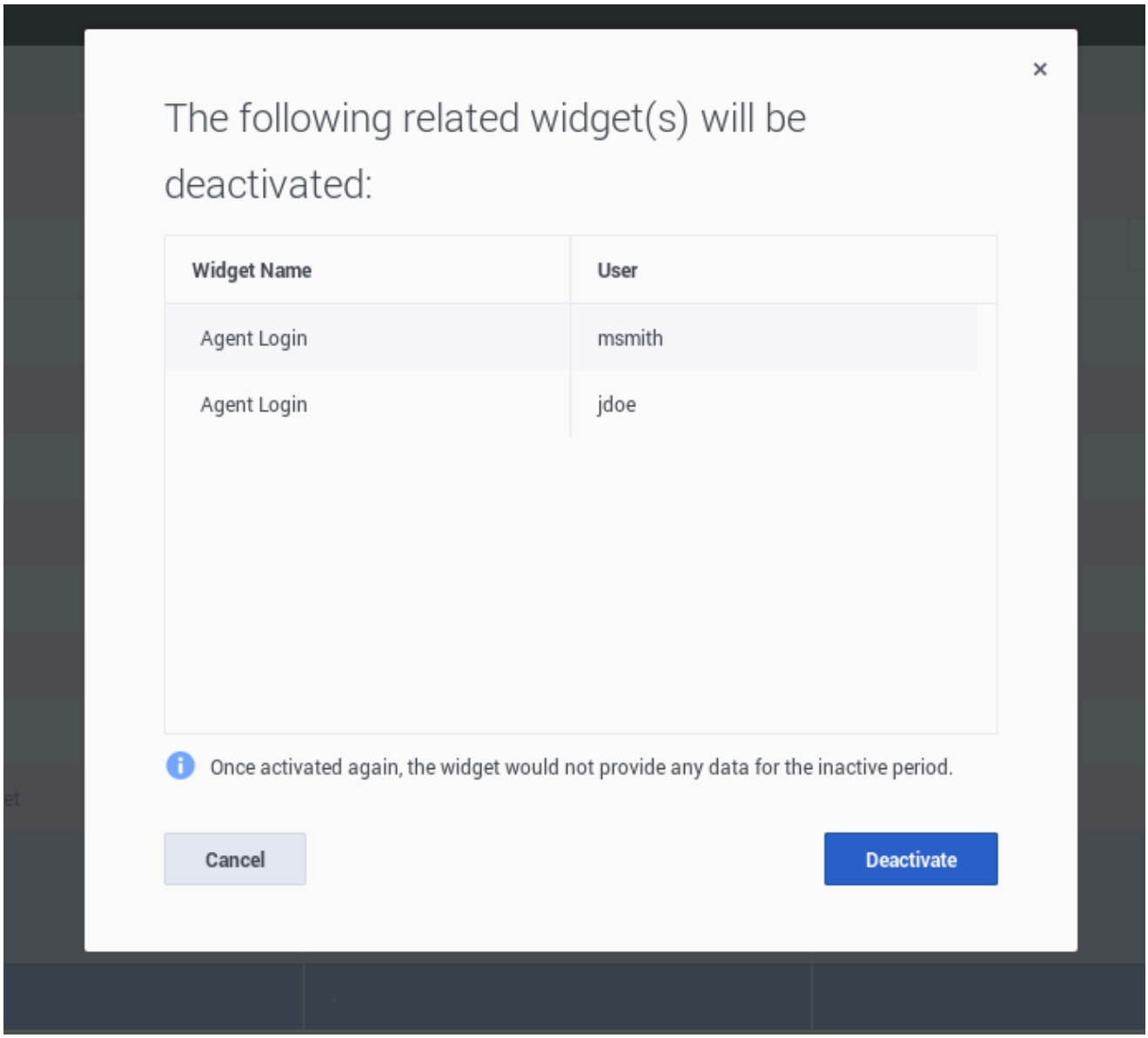
From here you can perform the following actions:

- Overview, edit, activate/deactivate, or remove widgets.
- Remove dashboards or wallboards (you can delete a dashboard or wallboard completely or choose to delete widgets and leave empty dashboards or wallboards).
- Remove users (you can delete a user completely or choose to delete widgets and leave empty dashboards or wallboards).



Important

- Users, removed from the `Widget Management`, are not removed from Genesys Configuration and can log in to Genesys Pulse again as a new user without launched dashboards.
- Shared widgets and personal widgets containing an identical set of statistics and objects may have to be deactivated or activated together. In this case, you need to confirm the activation/deactivation action from the dialog with all affected widgets listed.
- Deactivated widgets are activated automatically when the owner user logs in to Genesys Pulse.


The following related widget(s) will be deactivated:
Widget Name
User
Agent Login
msmith
Agent Login
jdoe
Once activated again, the widget would not provide any data for the inactive period.
Cancel
Deactivate

Widget Errors

> **Important**
>
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This page describes the set of errors handled in the Genesys Pulse and may help Genesys Pulse Administrators to resolve issues. In most cases users have to contact Genesys Pulse Administrators to resolve these errors.

Genesys Pulse Collector Errors via Snapshot

This subset of errors is provided by Genesys Pulse Collector via Snapshots. These kind of errors are handled for each GET/snapshot request.

Error Code in Snapshot	Message in Widget	Suggested Resolution
504	Data is too old. Make sure that Genesys Pulse Collector is running.	Make sure that Genesys Pulse Collector, connected to Genesys Pulse, is running and writes snapshots. Make sure that Genesys Pulse can read snapshot files (the access to snapshots folder is not restricted; Genesys Pulse is configured to use WebDAV properly if Genesys Pulse Collector is installed on a remote host).
849	Group by Column %c is not specified in definition of Statistical Type.	Make sure that the Group By Column is defined properly in the statistic definition in Widget Template, which is used for the widget, and in the application options of Stat Server, to which Genesys Pulse Collector is connected.
854	Group by Column %c is missing in definition of statistic %s.	
996	No connection to the Stat Server.	Make sure that Stat Server, to which Genesys Pulse Collector is connected, is running and Stat Server host is available.
803	Statistic alias %s is invalid.	Make sure that statistics definitions are correct in the

Error Code in Snapshot	Message in Widget	Suggested Resolution
		Widget Template, which is used for this widget.
984, 997, 998	Statistic request failed.	Make sure that the Statistic Type is defined properly in the Widget template, which is used for this widget and in the application options of Stat Server, which is connected to Genesys Pulse Collector. Make sure Stat Server is not overloaded.
985	Statistic requests are incomplete.	
972	The limit of %d objects for the widget is exceeded.	Reduce the number of objects, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-objects-per-layout.
960-963, 989, 990, 992-994	Unable to calculate [some] formula-based statistic %s.	Make sure that the formula-based statistic definition is correct in the Widget Template, which is used for this widget. For example, check aliases of statistics used in the formula; make sure statistics values, which the formula depends on, are available; the statistic definition does not contain infinite loops; functions are defined correctly.
968, 973, 991	Unable to calculate [some] formula-based statistic %s due to timeout.	
978, 979	Widget configuration is incorrect.	See other error messages in UI and snapshot to identify the reason.
836	Widget contains too many statistics. A maximum %d statistics are allowed.	Reduce the number of statistics, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-statistics-per-layout.
841	Widget contains too many groups. A maximum %d groups are allowed.	Reduce the number of groups, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-metagroups-per-layout.
843	Widget contains too many formula-based statistics. A maximum %d formula-based statistics are allowed.	Reduce the number of formula-based statistics, used in the widget, or change the limit, controlled by the Genesys Pulse Collector option max-formulas-per-layout.

Where:

- %c is a group by column name
- %d is a decimal number.

- `%s` is a statistic alias.
- `[some]` means word "some" which is not shown when alias of the problematic statistic is known.
- Codes 978 and 979 are fatal errors, no data from a snapshot is shown.

HTTP Errors

This subset of errors is mapped from standard HTTP error codes. Handling of this kind of errors is performed for each HTTP request to Genesys Pulse. Please contact your Genesys Pulse Administrator to resolve these errors.

Code	Description
0	Could not connect to the server.
403	Access forbidden.
404	%item not found.
500	Internal server error.
503	Service unavailable.

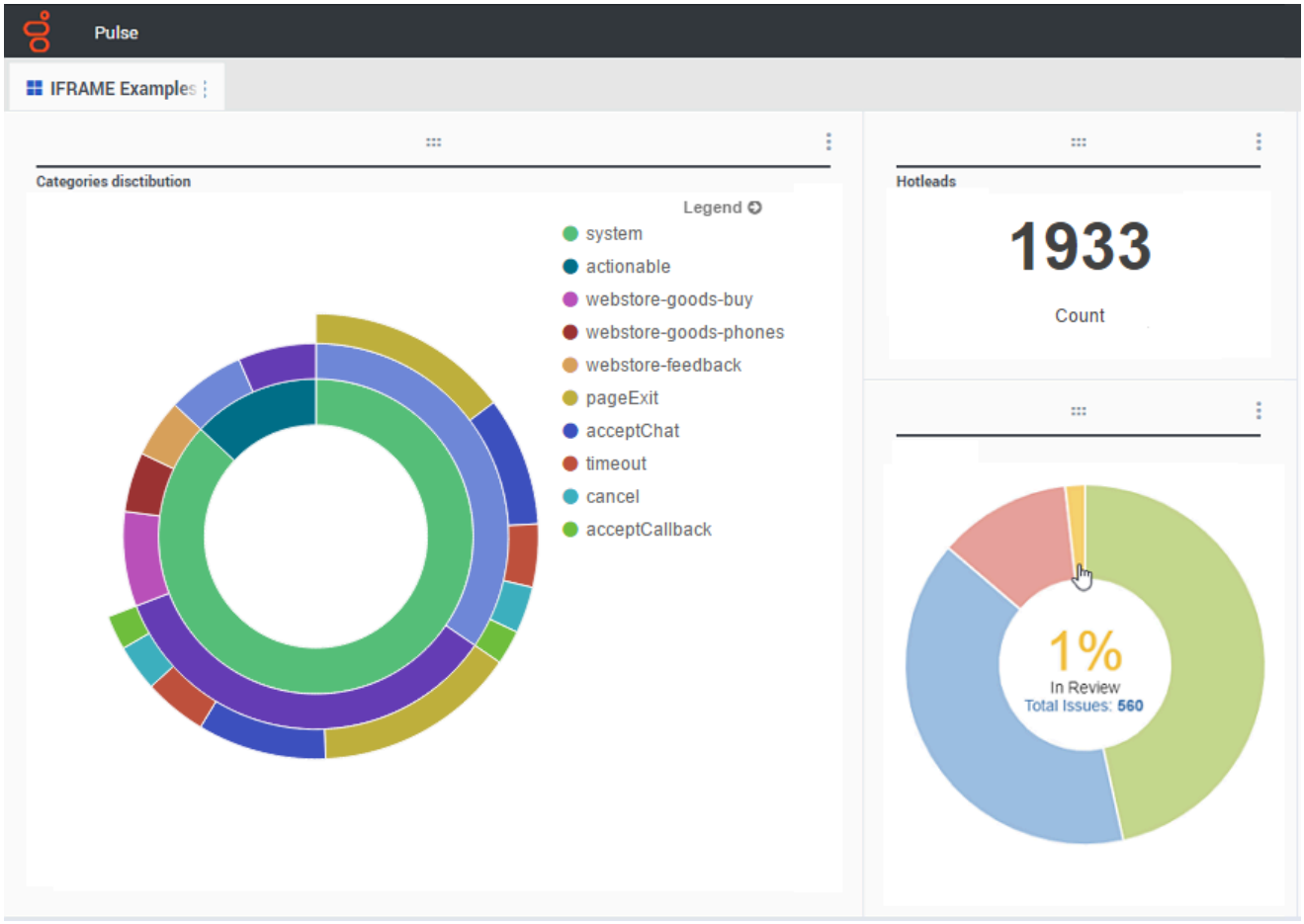
Where an `%item` can be a `widget`, `tab`, `template`, and so on, which is not available in the Genesys Pulse Database.

Display External Content

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

You can use an IFRAME widget to show content from an external URL on your Genesys Pulse dashboard. You may want to adapt your external content before you try to display what you want within Genesys Pulse. Genesys Pulse doesn't actually change anything within iFrame, but will provide scrollbars if the content is larger than the available area.

Use IFRAME widgets to display external content



Add a new widget and select the IFRAME template.

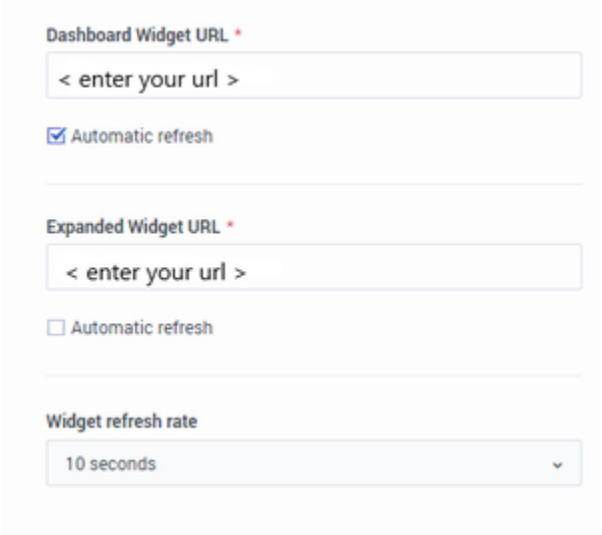
For an IFRAME widget, you need a web address for the **Dashboard Widget URL**. You may want to use a second web address for the **Expanded Widget URL** content, because widgets expanded to the size of the dashboard can display much more detail in charts than a regular dashboard widget can.

IFRAME Widget Options

The available display options for IFRAME widgets include the following:

- **Widget Title**—The title appears at the top of your widget. Use this to identify the content of the widget.
- **Size**—The width and height ratio of your widget.
- **Dashboard Widget URL**—The web address of the content you want to display in your widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.

- **Expanded Widget URL**—The web address of the content you want to display in your expanded widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.
- **Widget refresh rate**—The amount of time, in seconds, Genesys Pulse waits to update the widget content if the Automatic refresh is enabled.



IFRAME_Options

> ## Tip
> Here is an example of an IFRAME html page including instructions within a README file:
>
> - IFRAME example (ZIP).

What do I do next?

You might want to learn more about:

- Manage dashboards and wallboards
- Add report widgets to your dashboard or wallboard

Import/Export

> **Important**
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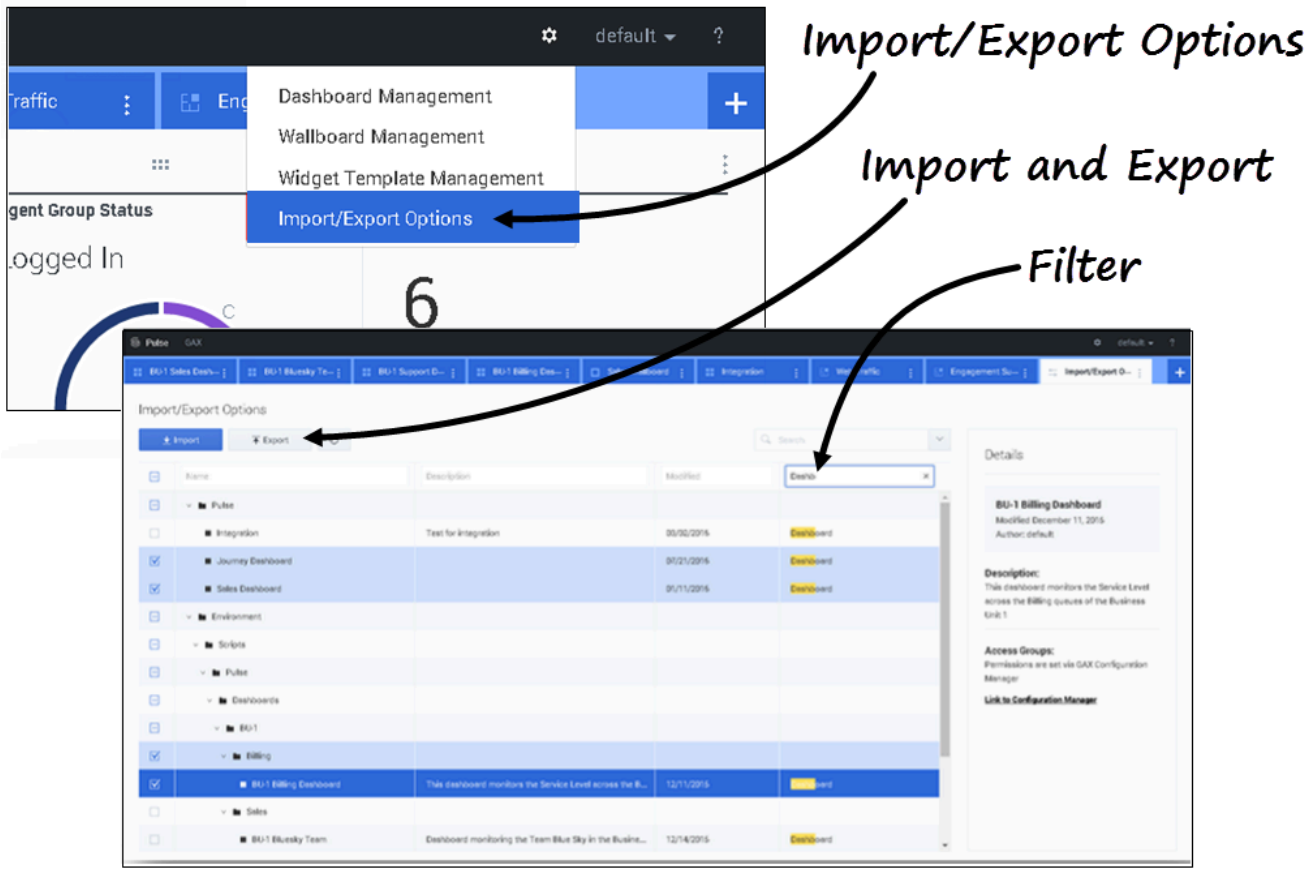
Import and export of custom dashboards, wallboards, and templates



You can export dashboards, wallboards, and templates from one environment to another. This means after you create your own custom content based on the business requirements, you can easily build a package to use in other environments.

Export package file from your environment

1. Select **Import/Export options** from the top right menu.
2. Select any dashboards, wallboards, and widget templates from the centralized repository. You can also apply a filter on the type of objects or the name of dashboards
3. Click **Export** to save a package file (json format) into your system.

Import package file to another environment

1. In the other environment, select **Import/Export** options from the top right menu.
2. Click **Import** to select a previously exported package file.
3. Select the dashboards, wallboards, and widget templates from package file to import into your current environment
4. Click **Import**.

What do I do next?

You might want to learn more about:

- Dashboards and Wallboards
- Manage Report Templates

Real-time Reporting with Genesys Pulse 8.5

> **Important**
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Genesys Pulse provides at-a-glance views of real-time contact center statistics on dashboards within the user interface.

Related Topics

> **Important**
> You require the appropriate user privileges to perform actions.

You can

- view reports in widgets on either your Genesys Pulse dashboard or wallboard.
- customize widgets to display user-defined Donut, Grid, Key Performance Indicator (KPI), or List charts.
- use custom templates to quickly create report widgets for your dashboard.

Ready? Get started.

Looking for answers to specific questions? Try these topics:

- Popular real-time reports
- Manage dashboards and wallboards

- Dashboard and wallboard examples
- Add reports to your dashboard or wallboard
- Display external content
- Statistic properties

New to Pulse

Your version of Pulse might not include all the new functionality covered in this guide:

- Wallboards are now available.

Getting started

> **Important**
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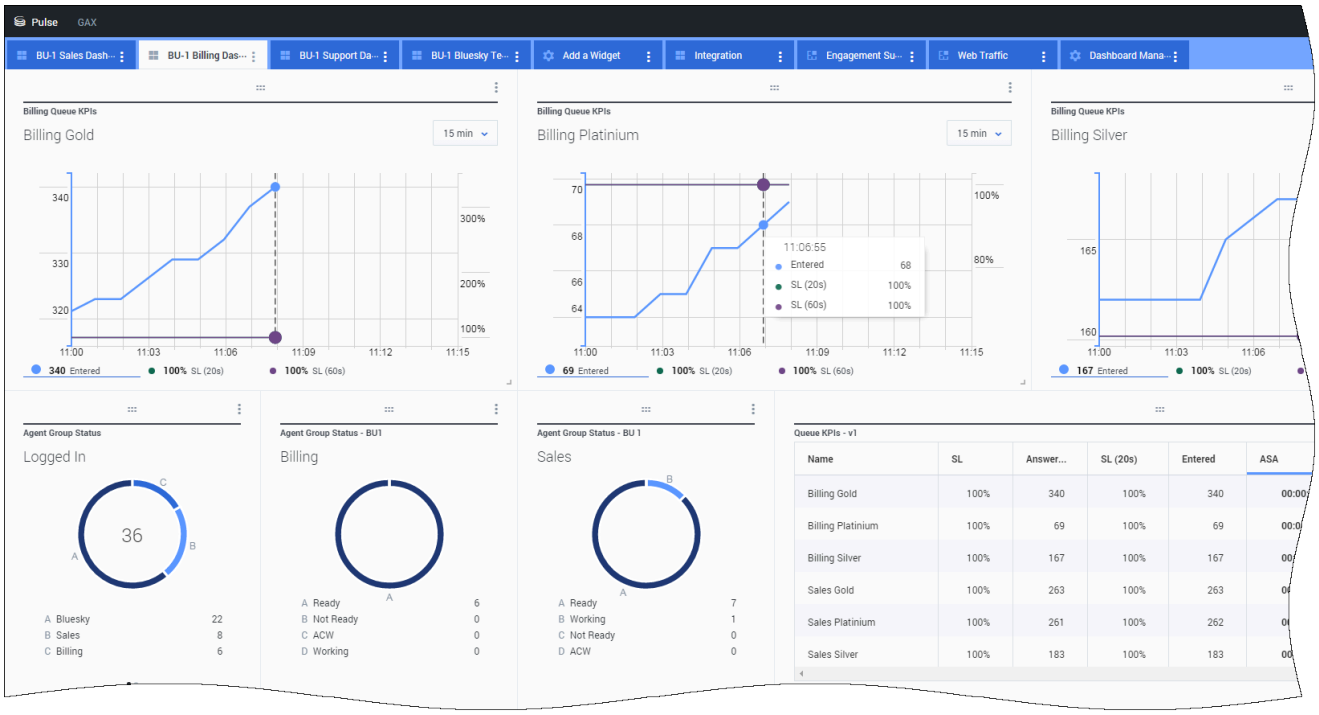
Genesys Pulse is your gateway for monitoring your contact center, so you can better meet your business needs.

Related Topics

> **Important**
> What you see in Genesys Pulse depends on your contact center and your role within it, so you might not be able to do or see all the things covered in this help. If you think you should be able to do or see something you can't, check with your supervisor or system administrator.

Now that you know what Genesys Pulse is, you're probably wondering how to use it. This getting started page will get you running, viewing, and managing reports. Let's get started.

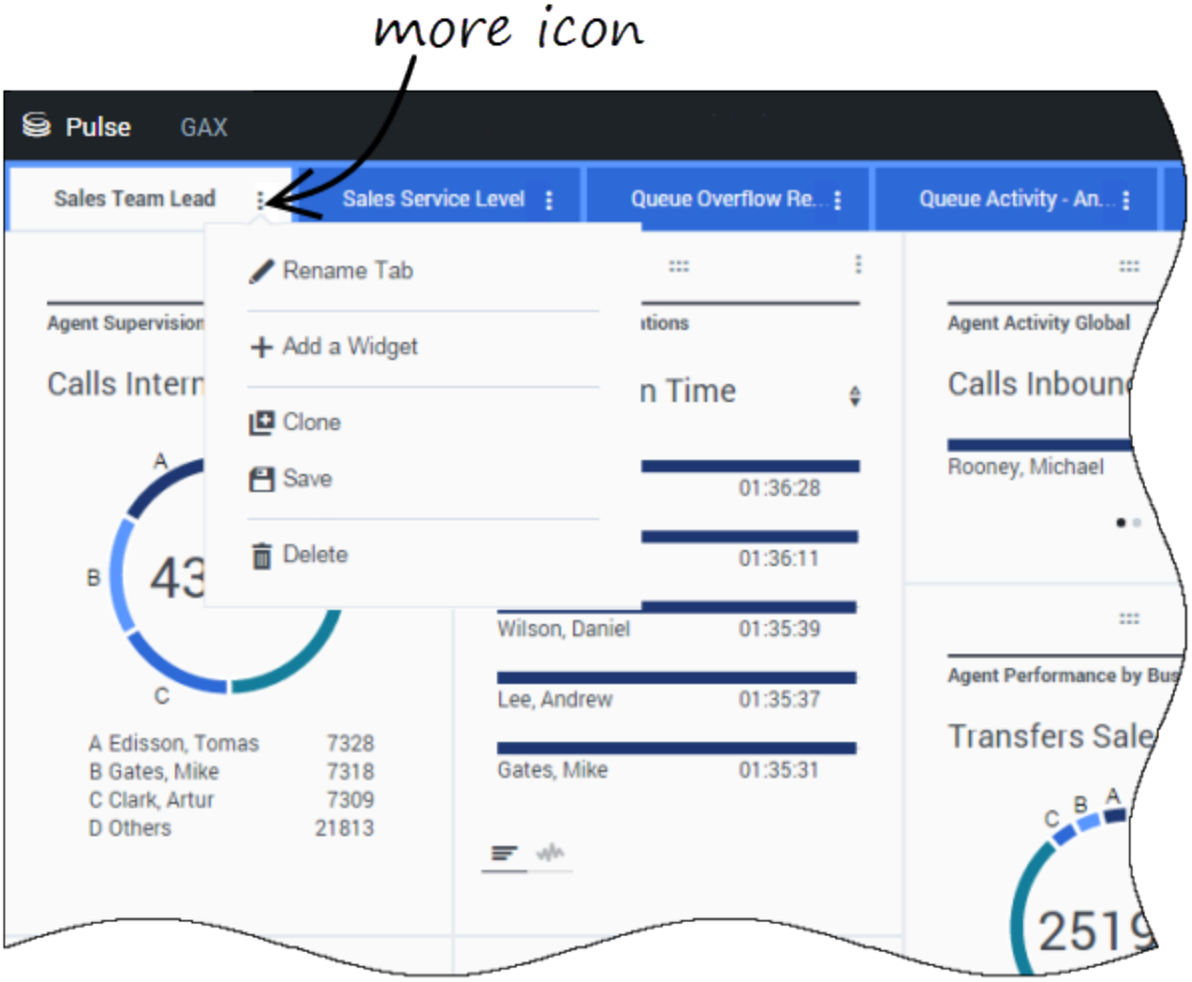
Access reports



You can open the Genesys Pulse dashboard on Genesys Portal to see the real-time reports.

Reports are displayed in widgets, which can easily be expanded to dashboard size to display additional detail.

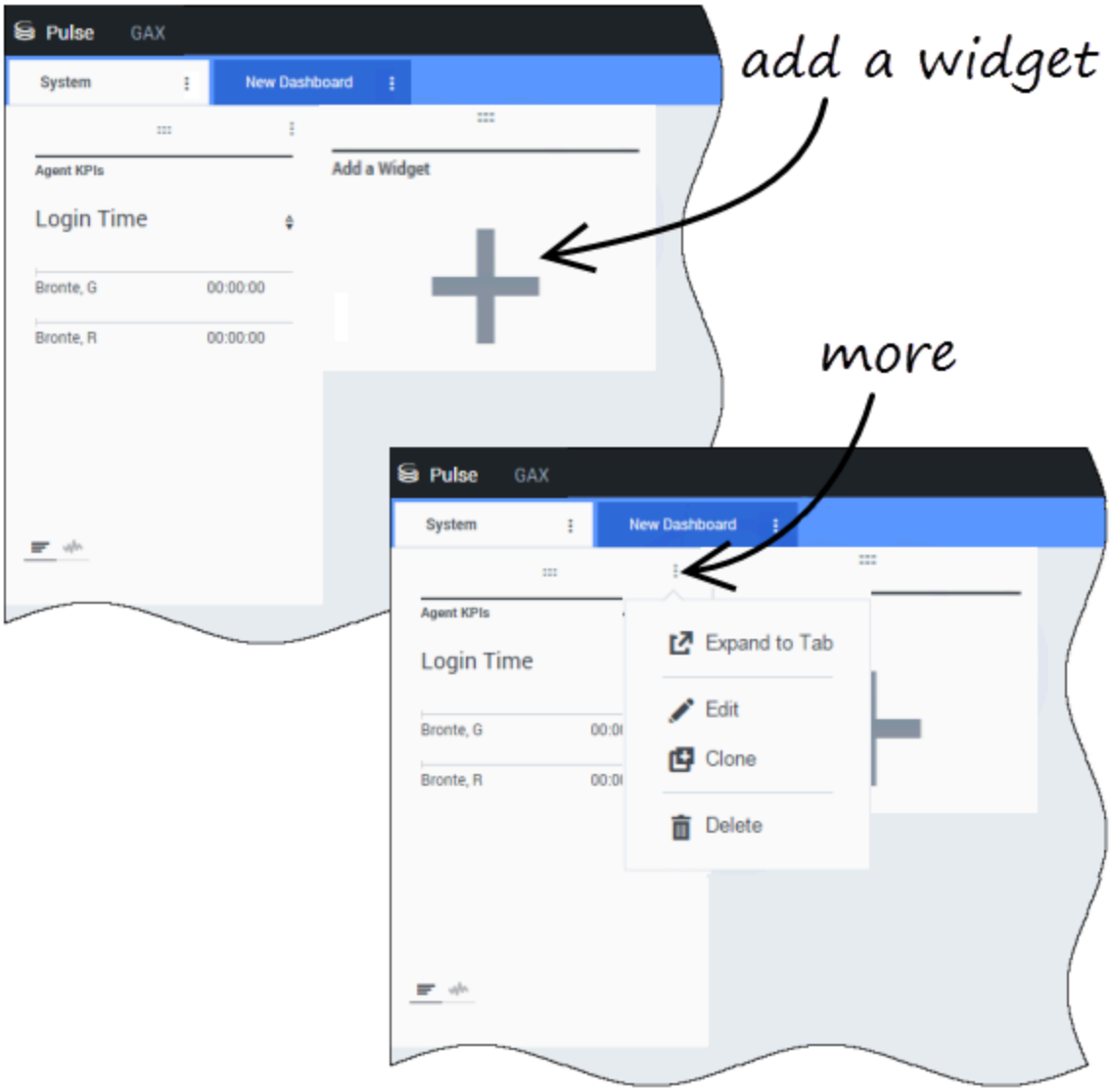
Manage dashboards and wallboards



Use tabs to manage Genesys Pulse dashboards and wallboards. Click the more icon in the right corner of the dashboard for options:

- **Add a Widget**—Add a new widget to the dashboard or wallboard.
- **Clone**—Create a new copy of the dashboard or wallboard.
- **Close**—Close the dashboard or wallboard.
- **Customize**—Change the name, description and other options of the dashboard or wallboard.
- **Launch**—Launch a wallboard.
- **Publish**—Share the unpublished dashboard or wallboard.
- **Save As**—Save a new copy of the published dashboard or wallboard.
- **Update Shared Copy**—Overwrite the published copy of the dashboard or wallboard.

Use report widgets



Genesys Pulse widgets display Donut, Data, Key Performance Indicator (KPI), Time Tracking, or List charts of key statistics for objects on your dashboard.

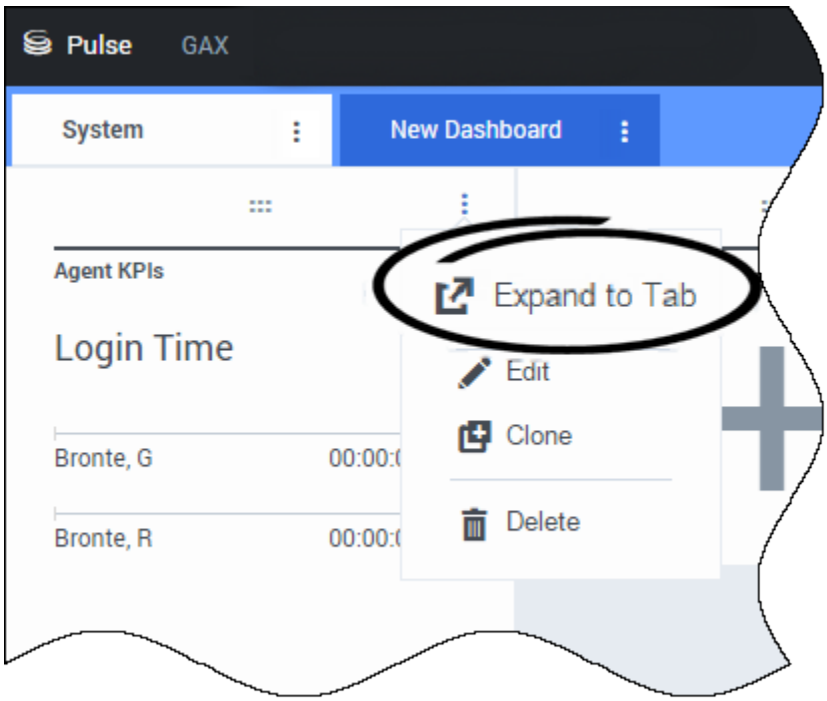
You can

- **Clone**—Create a copy of the widget.
- **Delete**—Delete the widget.
- **Download**—Download the report data as a CSV file.
- **Edit**—Make changes to the widget.

- **Expand to Tab**—See an expanded, detailed view of the report.

You can also add new widgets to your dashboard.

Expand reports to dashboard

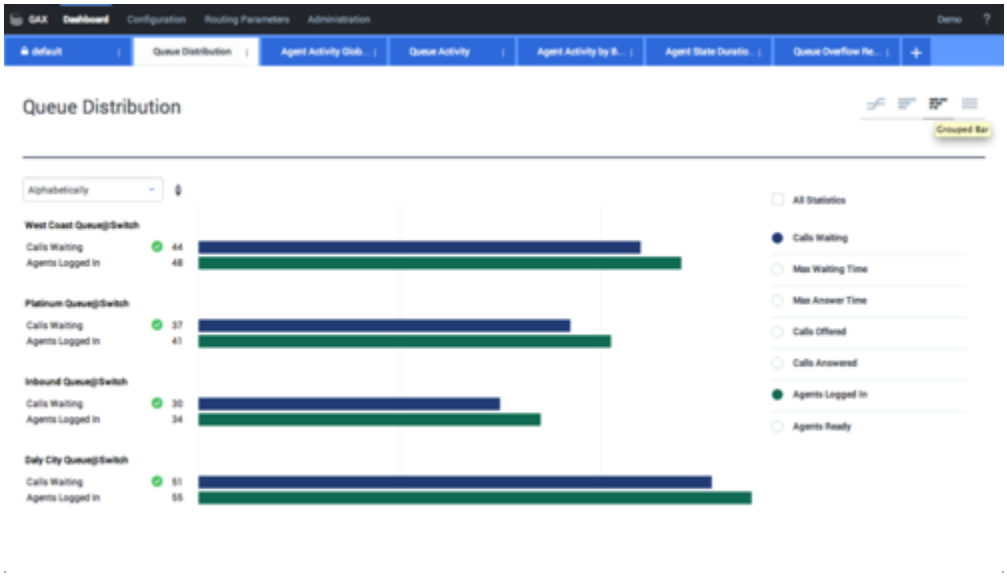


Click the more icon in the top right corner of a widget and select **Expand to Tab** to see a detailed view of your report. This expanded report opens within a new tab, so it won't impact your initial dashboard.

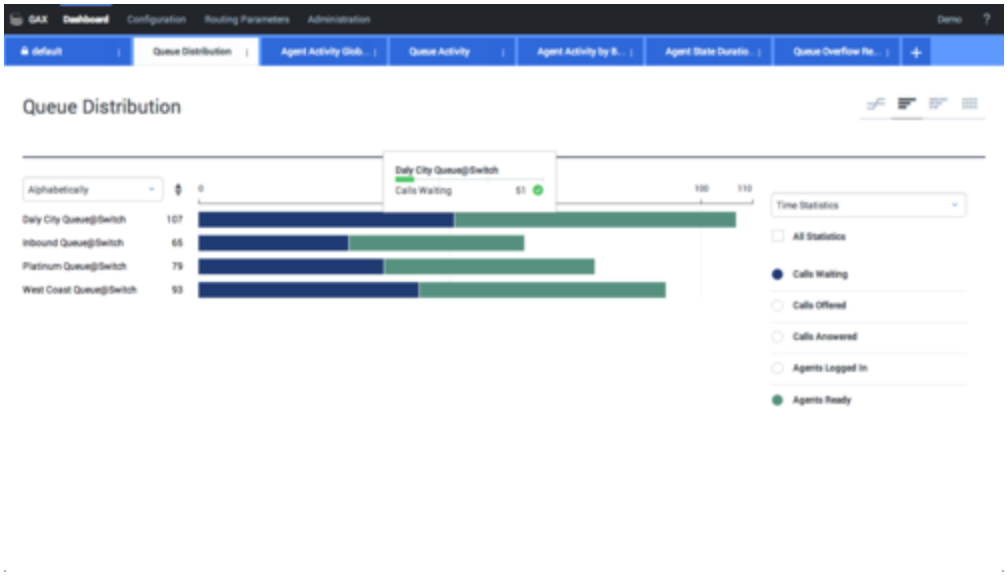
You can

- Download the report data as a CSV file by selecting **Download Widget** from the the more menu.
- Make changes to the source widget by selecting **Edit** from the the more menu.
- Change the number of columns you want to display on a grid by clicking the pencil icon.
- Sort options, define objects, and define statistics.
- View different chart types available in the expanded widget:
  - **[+] Time Tracking**

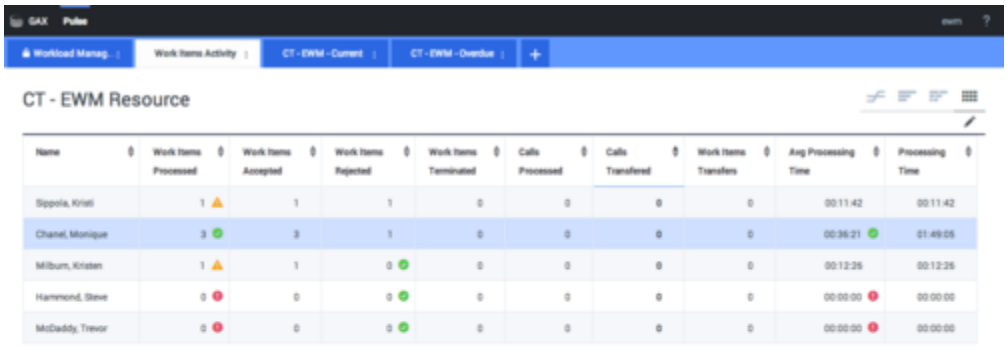
- **[+] Grouped Bar**



- **[+] Stacked Bar**



- **[+] Data**



What do I do next?

You might want to learn more about:

- Manage dashboards and wallboards
- Dashboard and wallboard examples
- Add report widgets

- Popular real-time reports
- Display external content using an IFRAME widget

Dashboards and wallboards

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Use Pulse dashboards and wallboards to display real-time reports within widgets, so that you can monitor your contact center to suit your needs.

Dashboards are for personal use, and provide drill-down reports and contain more detail than a wallboard.

Wallboards can broadcast information on a large screen for a team of people. You can use only KPI widgets on your wallboards.

Add a dashboard or wallboard

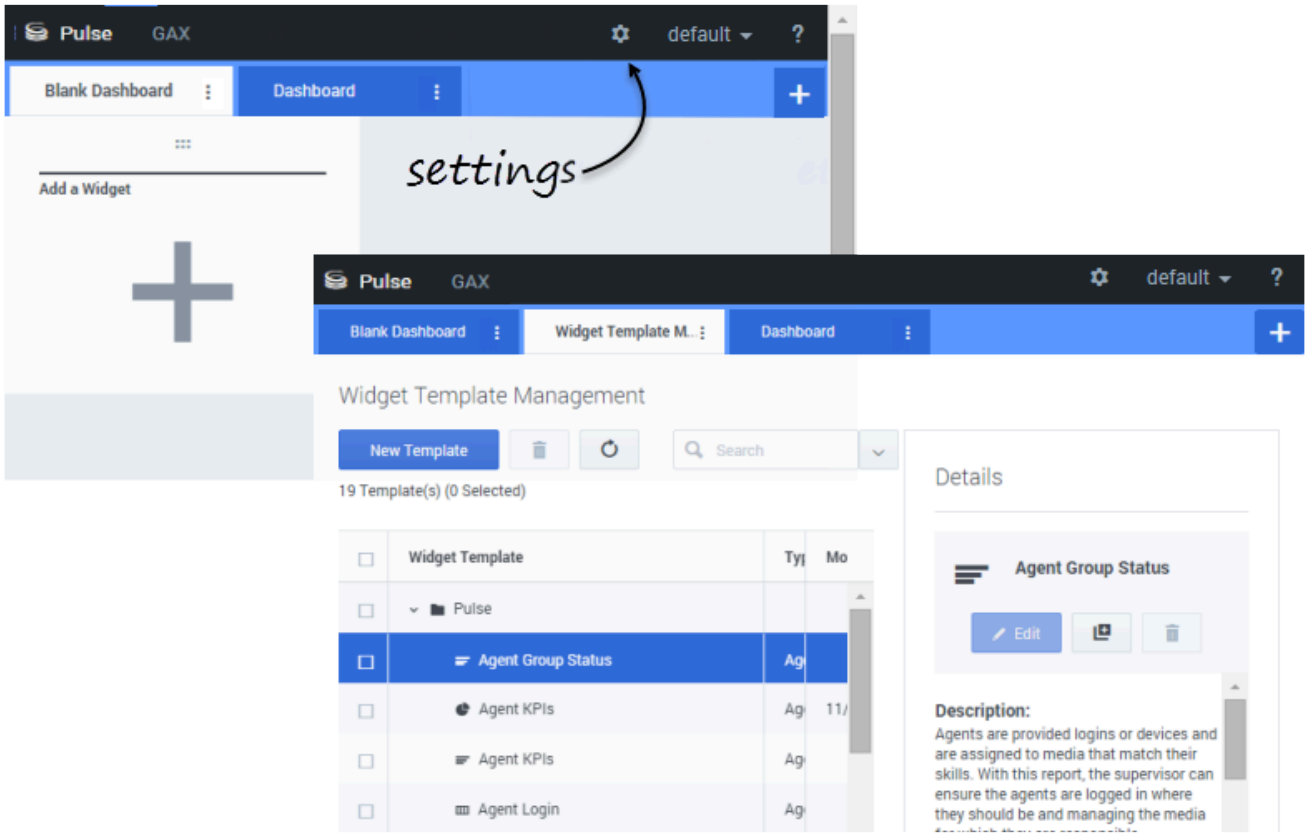
To open or create a new dashboard or wallboard, click **Add a Dashboard**.

Then you can choose between a dashboard and a wallboard.

The wizard guides you through the rest of the steps.

> ## Important
> Select **Launch** from the wallboard **More** menu to display the data in full-screen mode.

Manage shared dashboards, wallboards, and templates



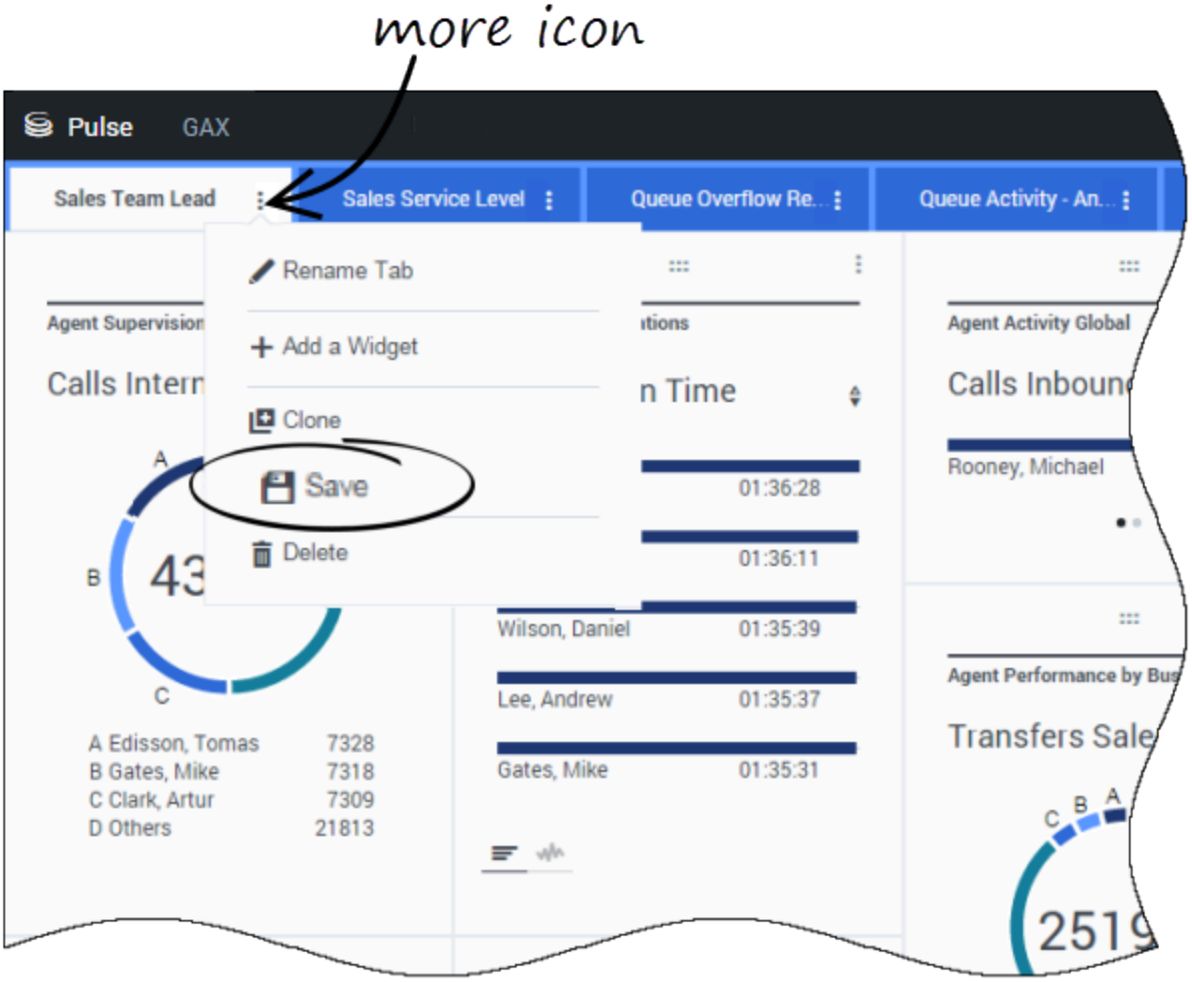
To manage shared dashboards, wallboards, and templates, select **Settings**.

From here you can perform actions on dashboards, wallboards, and widget templates, including assigning them to groups of users.

Genesys Pulse lists saved and shared items in a table and displays item details to the right.

> ## Tip
> See Widget Templates to learn how to simplify widget creation.

Hide or share a dashboard or wallboard with other users



You can share your dashboard or wallboard with others (for example, with a user group such as Sales Team Leads). When you **Publish** or **Save As** from the more menu, select **Save to Genesys Configuration Server**, and choose the directory to save and share the dashboard with others. Be sure to give it a name specific to the user's needs.

Use Dashboard Management to hide your dashboard from others. Click **Link to Configuration Manager** on the right under **Access Groups**, and set permission settings for people who will view your dashboards.

> ## Important
> To prevent others from using your dashboards, you must have the GAX permissions: Access Configmanager; Read Scripts; and Create/Full Control of Scripts.

What do I do next?

You might want to learn more about:

- Dashboard and wallboard examples
- Managing dashboards and wallboards
- Add report widgets to your dashboard or wallboard
- Popular real-time reports
- Displaying external content using an IFRAME widget

Dashboard and wallboard examples

> **Important**
>
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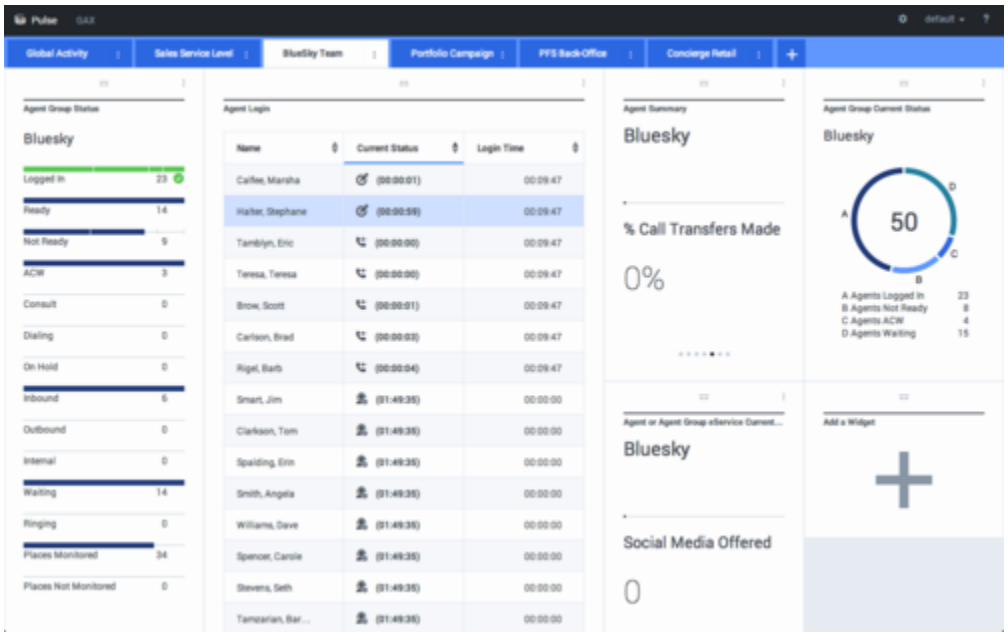
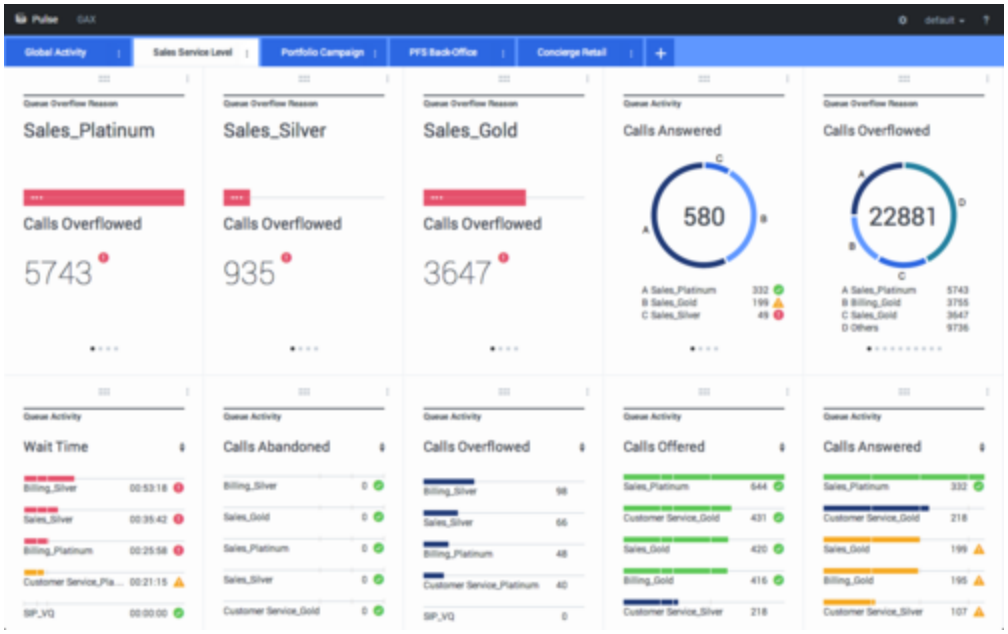
You can use the following examples to help you decide which real-time reports to display on your dashboard or wallboard.

Dashboard examples

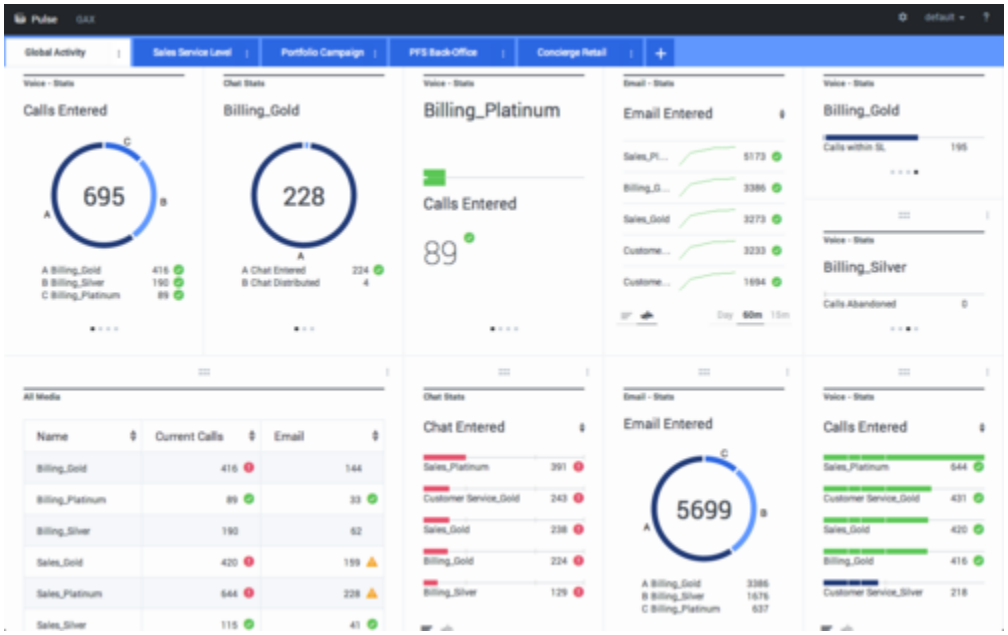
Sales team lead dashboard



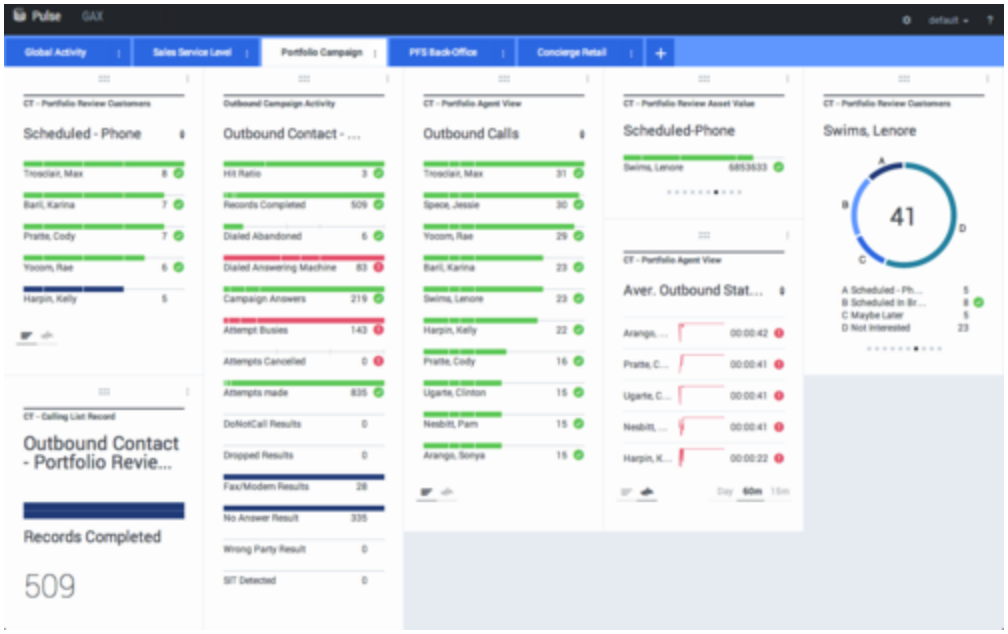
Sales service level dashboard for a supervisor



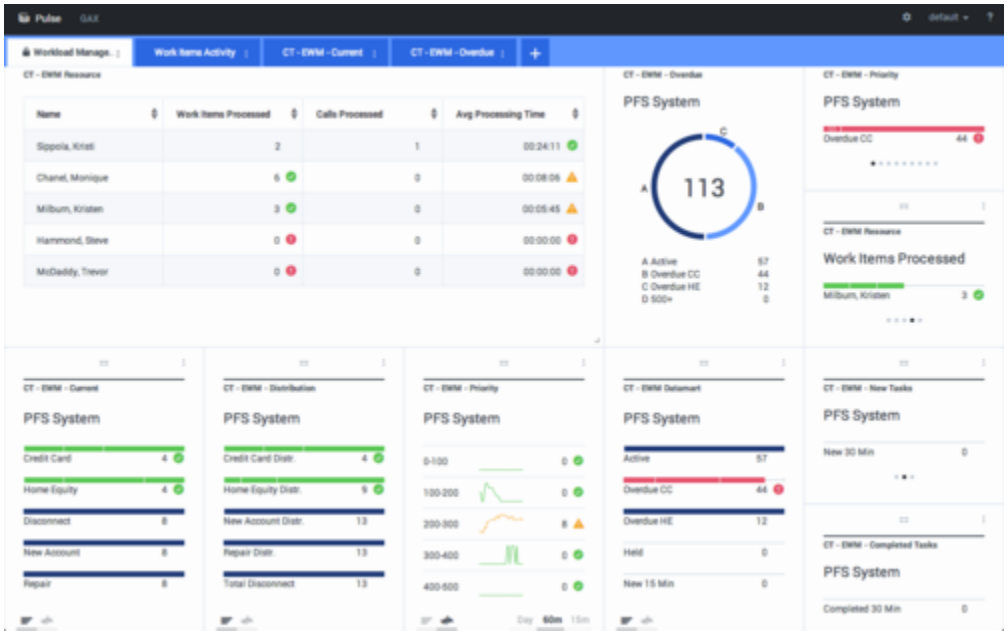
Multi-channel dashboard for a supervisor



Outbound campaign dashboard for a supervisor

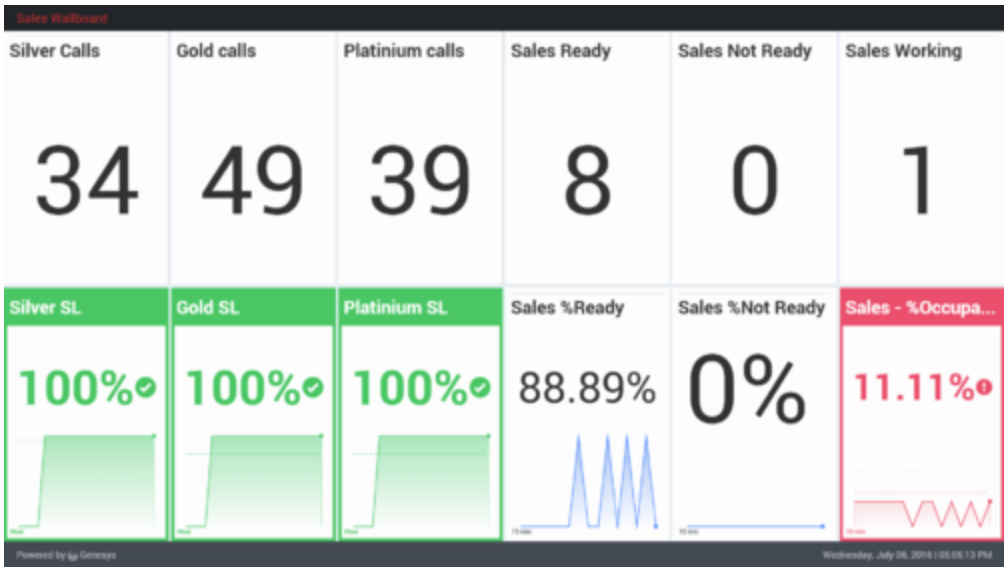


Back-office dashboard for a supervisor



Wallboard example

Sales wallboard



Popular reports

> **Important**
>
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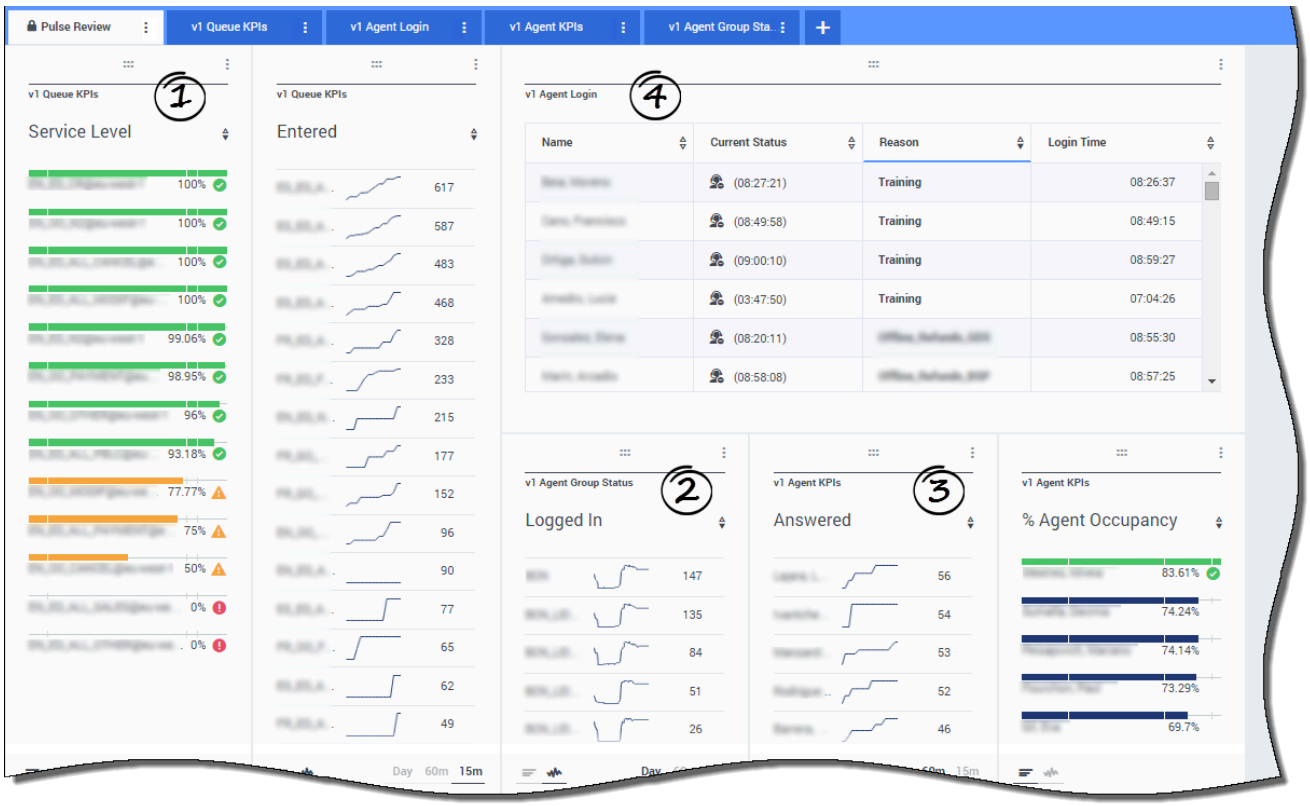
You can include the popular real-time reports in your dashboard, so you can quickly start monitoring your contact center. First you need to decide what you want to know about your contact center.

Genesys Pulse dashboard reports



Supervisors need to know at-a-glance what is happening in their contact center. Genesys Pulse displays these reports in widgets, which can easily be expanded to dashboard size as data, bar, and

time tracking charts.

Most often supervisors ask the following:

1. Will we meet our operational targets?
2. How can I manage agent workload across different teams?
3. How are my agents performing?
4. Are my agents properly assigned?

Meet your operational targets

You can quickly analyze all call activity to determine any action that is needed to reach your target from the **Queue KPI** report. Similarly, you can analyze chat activity through the **Chat Queue KPI** report.

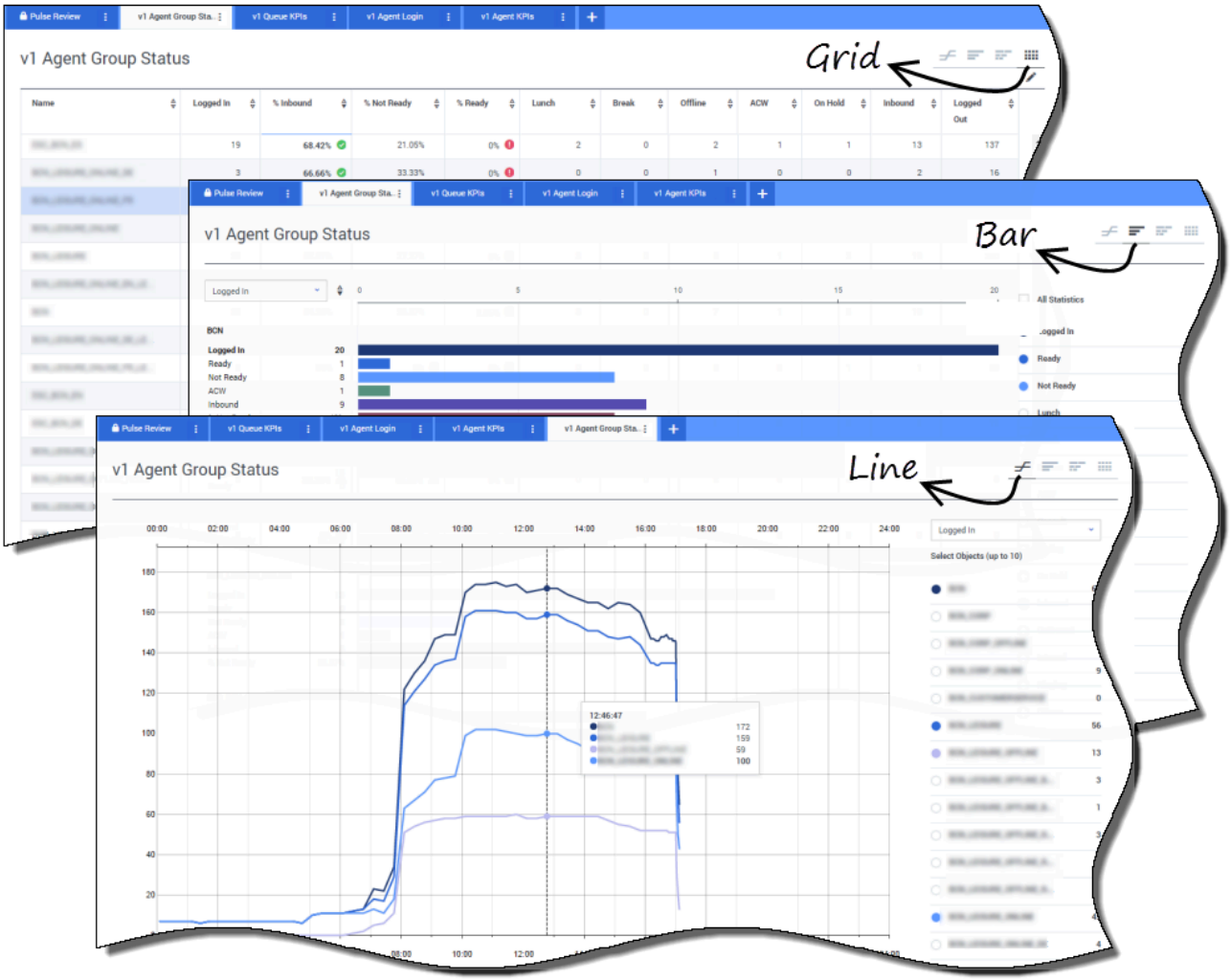
A key performance indicator (KPI) in a contact center is often related to abandoned interactions, so it is critical to have a comprehensive understanding of why contacts abandon (for example, lengthy wait times).

Contact center management develops the criteria or level of service that their customers expect. This report provides the primary view used to determine if the contact center is meeting those established operational targets.

In the examples, the reports show KPIs (for example, Service Level, Calls Answered, Current Calls in queue, ASA, and AHT) for each segment (Virtual Queue related to customer business):

1. The data chart helps you identify how to configure specific thresholds based on your SLA.
2. The first bar chart shows the Service Level performance with a better granularity and identify times when the service level could be degraded.
3. The second bar chart shows the Service Level performance and other KPIs to measure the call distribution performance.
4. The time tracking chart shows the Service Level trend within the current day.

How can I manage agent workload across different teams?



In order to manage the workload across different teams, supervisors can monitor their employee availability and behavior in the **Agent Group Status** reports. This provides supervisors an at-a-glance view of available staff and their current states. For example, you can see what percentage of agents are on calls, on hold, waiting for calls, or not ready with reason.

In the expanded view:

- The data chart KPIs and the current status of your workforce.
- The bar chart shows the distribution of agent status for each team.
- The time tracking chart helps you compare the trend of agents logged in for each team.

How are my agents performing?

You can see the KPIs of an agent group in your contact center in the **Agent KPI** reports. You can analyze other media-specific activity from the **Chat Agent KPI** and **Email Agent KPI** reports.

Agents manage many transactions and states in addition or related to answered calls. Genesys Pulse shows you all the data in a single report to provide supervisors with an understanding of agent performance based on the first call resolution. For example, you can see transfers compared to the number of calls answered, which can indicate unresolved first contact customer inquiries.

In the expanded view:

- The data chart shows Agent KPIs and the current status of your workforce.
- The bar chart shows agent status and activity. Supervisors can sort agents by specific interests. For

example, the supervisor can sort agents by calls answered.

- The time tracking chart compares the trend of calls answered by each agent.

Are my agents properly assigned?

You need to make sure that all aspects of your business are covered. You can see your individual agent properties, status, and the media they manage in the **Agent Login** report. With this report, supervisors can ensure the agents are logged in where they should be and managing the media for which they are responsible.

In the examples:

- The first data chart shows the reason why agents in a specific group are not ready.
- The second data chart shows the properties related to the call currently handled by agents. It includes 4 KVPs: Service Type, Service Sub Type, Customer Segment and Business Result.

What do I do next?

You might want to learn more about:

- Add report widgets to your dashboard or wallboard
- Displaying external content using an IFRAME widget

Report Templates

> **Important**
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Pulse includes templates for the most popular reports. You can use these templates to quickly add report widgets to your dashboard. Here is an overview of reports that may be included. You will also find links to statistic definitions for each report type.

Agent reports

See Agent statistic definitions.

Agent Group Status

Agents are provided logins or devices and are assigned to media that match their skills. With this report, the supervisor can ensure the agents are logged in where they should be and managing the media for which they are responsible.
Objects: Agent Groups, Place Groups.

[+] Statistics

- Logged In
- Ready
- Not Ready
- Break
- Lunch
- Offline
- ACW
- Consult
- Dialing
- On Hold
- Inbound
- Outbound
- Internal
- Ringing
- Logged Out
- % Read
- % Not Ready
- % Inbound

Agent KPI

Agents manage many transactions and states in addition or related to answered calls. Viewing all the data in a single report provides the supervisor with an understanding of agent's performance as a function of first call resolution.
Objects: Agent, Agent Place, Agent Groups, Place Groups.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Break Time
- Lunch Time
- Offline Time
- Ringing Time
- Answered
- Answered (last Hr)
- Abandoned Ringing
- Calls Dropped
- Out
- Internal
- Held
- Transfers

Agent Login

This report provides a quick analysis indicating some kind of action and provides the primary view used to determine if the contact center is meeting criteria or level of service that customers expect.
Objects: Agent.

[+] Statistics

- Current Status
- Time in Status
- Login Time
- Continuous Login Time
- Reason
- Employee Id
- Place
- Switch
- Login Id
- Extension
- Position
- Current Status KVP
- Service Type
- Service Sub Type
- Customer Segment
- Business

	• Dialing Time • Handle Time • In Time • Out Time • Hold Time • ACW Time • Consult Time • Internal Time • Offered	Made • Consult Made • Short Talk < 10s • AHT • Avg ACW Time • Avg Hold Time • Avg In Time • Avg Out Time • Avg Ring Time • Agent Occupancy	Result

IWD Agent Activity

This report presents agent or agent group activity as it relates to the processing iWD work items type contacts.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

• Offered • Accepted • Rejected • Terminated • Processed	• Timed Out • Transfers Made • Processing Time • Avg Processing Time

IWD Queue Activity

This queue report provides an overview of current or near real-time activity associated with the iWD queues.
Objects: Staging Area.

[+] Statistics

• Entered • Stopped • Moved • Max Processed	• Min Processed • Current Waiting • Current In Queue

Campaign reports

See Campaign statistic definitions.

Campaign Activity

This report allows you to monitor the activity associated with outbound campaigns.
Objects: Calling List, Campaign.

[+] Statistics

- Hit Ratio
- Estimated Time
- Records Completed
- Dialed Abandoned
- Dialed Answering Machine
- Answers
- Attempt Busies
- Attempts Cancelled
- Attempts made
- DoNotCall Results
- Dropped Results
- Fax Modem Results
- No Answer Result
- Wrong Party Result
- SIT Detected

Campaign Callback Status

This report presents information related to campaign initiated callbacks.
Objects: Calling List, Campaign, Campaign Calling List.

[+] Statistics

Completed

- Missed
- Scheduled
- Personal Completed
- Personal Missed
- Personal Scheduled

Campaign Group Activity

This report allows you to monitor the activity associated with outbound Campaign Groups.
Objects: Campaign Group.

[+] Statistics

- Activated
- Deactivated
- Running
- System Error
- Waiting Agents
- Waiting Ports
- Waiting Records

Campaign Group Status

This report allows you to monitor the current state and duration associated with outbound campaign group activity. Allowed
Objects: Campaign Group.

[+] Statistics

- Current State
- System Error
- Dialing Mode
- Waiting Agents
- Waiting Ports
- Waiting Records

eServices reports

See eServices statistic definitions.

Chat Agent Activity

This report presents agent or agent group activity as it relates to the processing of chat contacts.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- Ringing Time
- Handle Time
- AHT
- % Occupancy
- Offered
- Offered (15m)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (15m)
- Rejected
- Rejected (15m)
- Missed
- Missed (15m)
- Short < 30s
- Concurrent Chats
- Avg Chat Duration
- Min Chat Duration
- Max Chat Duration
- Chat Duration
- Customer Avg Wait
- Customer Max Wait
- Avg Greeting Time
- Max Greeting Time
- Avg Response Time
- Max Response Time
- Avg Message Size

Chat Queue Activity

This report allows you to monitor Chat Queue Group activity.
Objects: Queue Group, Queue.

[+] Statistics

- Service Level
- Requested
- Accepted
- Abandoned
- Requested (15m)
- Accepted (15m)
- Abandoned (15m)
- Current Wait
- Wait Time
- AWT

Email Agent Activity

This report presents agent or agent group activity as it relates to the processing of Email type contacts.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

- Login Time
- Ready Time
- Not Ready Time
- % Email Occupancy
- Ringing Time
- Handle Time
- AHT
- Offered
- Offered (hr)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (hr)
- Rejected
- Rejected (hr)
- Missed
- Missed (hr)
- Done
- Done (hr)
- % Done
- % Trans Made
- Transfers Made
- Unsolicited sent

• % Trans Made • Transfers Made	• Agent Reply Total Number • Agent Reply Total Time • Total Agent Message Size • Total Agent Message Count	

Email Queue Activity

This queue report presents an overview of current or near real-time activity in the individual email queues.
Objects: Staging Area.

[+] Statistics

• Entered • Stopped • Moved	• Max Processed • Min Processed

eServices Agent Activity

This report allows you to monitor agent group KPIs related to eServices (chat, email, SM) media and determine behavior problems that need to be addressed.
Objects: Agent Place, Agent, Agent Group, Place Group.

[+] Statistics

• Utilization • Login Time • Email In Process • Email Offered • Email Accepted • Email Processed • Email Process Time	• Chat In Process • Chat Offered • Chat Accepted • Chat Processed • Chat Process Time • Social in Process • Social Offered • Social Accepted • Social Processed • Social Process

eServices Queue KPIs

This queue report presents an overview of current or near real-time activity for eServices channels. Allowed Objects: Staging Area.

[+] Statistics

• Email Waiting • Email In Process • Email In Queue • Chat Waiting • Chat In Process • Chat In Queue	• Social Waiting • Social In Process • Social In Queue • Work Item Waiting • Work Item In Process • Work Item In Queue

Time

Facebook Media Activity

This report presents agent or agent group activity as it relates to the processing of social media interactions.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

- Offered
- Offered (60m)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (60m)
- Rejected
- Rejected (60m)
- Missed
- Missed (60m)
- Concurrent Facebooks

Twitter Media Activity

This report presents agent or agent group activity as it relates to the processing of social media interactions.
Objects: Agent, Agent Place, Agent Group, Place Group.

[+] Statistics

- Offered
- Offered (60m)
- % Accepted
- % Rejected
- % Missed
- Accepted
- Accepted (60m)
- Rejected
- Rejected (60m)
- Missed
- Missed (60m)
- Concurrent Twitters

Queue reports

See Queue statistic definitions.

Callback Activity

This report provides call activity statistics associated with the queues.
Objects: Queue.

[+] Statistics

- In Queue
- Offered
- Accepted
- Declined
- Connected
- Abandoned From Ringing
- Current Accepted
- Current

Queue KPIs

This report presents a representation of all the agents assigned to a group and their current states, which provides supervisors a quick look at available staff and an at-a-glance view of their current states.
Objects: Queue Group, Queue, Route Point.

[+] Statistics

- Service Level
- Service
- Current AWT
- Max Calls

Queue Overflow Reason

This report presents reasons why calls were cleared from queues.
Objects: Queue Group, Queue, Route Point.

[+] Statistics

- Entered
- Cleared
- % Cleared
- Overflow Closed
- Overflow Dissuaded
- Overflow Route
- Overflow Voicemail

• Answered • Cancelled	Connected • Wait Time • Wait Time Answered • Wait Time Declined • Total Cleared	Level (10s) • Service Level (20s) • Service Level (30s) • Service Level (45s) • Service Level (60s) • Distinct Entered • Entered • Abandoned • Abandoned Ringing • Cleared • Answered • Answered < 10s • Answered 10 and 20s • Answered < 30s • Answered < 60s • Current Calls	• Min Calls • Forwarded • Oldest Call Waiting • Max Answer Time • ASA • AHT • AWA • AWT • % Abandoned • % Cleared • Wait Time • Agents Logged In • Agents Ready • % Agents Ready	• Overflow Special Day • Overflow Emergency	• Overflow Message • Overflow Outsourced

Agent Statistics

> **Important**
>
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Report	Statistic	Definition
Agent Group Status	Ready	The number of agents who are currently in the Ready state. Typically, it represents the total number of agents waiting for customer interactions or specific tasks.
Agent Group Status	Not Ready	The number of agents who are currently logged in and who are currently in the NotReady state. Typically, it represents the total number of agents not available to handle incoming interactions.
Agent Group Status	Break	The number of agents who are in Not Ready state with Reason Break.
Agent Group Status	Lunch	The number of agents who are in Not Ready state with Reason Lunch.
Agent Group Status	Offline	The number of agents who are in Not Ready state with Reason different from Lunch and Break.
Agent Group Status	ACW	The current number of agents in the AfterCallWork status. Typically this status happens when an agent is no longer talking with the customer but still requires additional time to handle properly customer requests.
Agent Group Status	Consult	The current number of agents in CallConsult status (participating in consultation calls).
Agent Group Status	Dialing	The current number of agents in CallDialing status (dialing calls).
Agent Group Status	On Hold	The current number of agents in CallOnHold status; that is, where

Report	Statistic	Definition
		the agent has one or more calls on hold.
Agent Group Status	Inbound	The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls.
Agent Group Status	Outbound	The current number of agents in CallOutbound status; that is, where the agent is conducting one or more outbound calls.
Agent Group Status	Internal	The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls.
Agent Group Status	Ringing	The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent.
Agent Group Status	Logged Out	The number of agents that are currently logged out from Genesys environment.
Agent Group Status	% Ready	The percentage of agents ready to handle customers calls.
Agent Group Status	% Not Ready	The percentage of agents in a not ready status.
Agent Group Status	% Inbound	The percentage of agents handling customer calls.
Agent KPIs	Login Time	The total time that monitored agents were logged in. This metric does not include logged-in time when the switch is disconnected from Stat Server. When this metric is applied to an Agent Group, this metric calculates the total login time for all the agents belonging to the specified group.
Agent KPIs	Ready Time	The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval. When this metric is applied to an Agent Group, this metric calculates the total ready time for all the agents belonging to the specified group.
Agent KPIs	Not Ready Time	The total time that an agent's DN completed being in

Report	Statistic	Definition
		NotReadyForNextCall status during the reporting interval. When this metric is applied to an Agent Group, this metric calculates the total not ready time for all the agents belonging to the specified group.
Agent KPIs	Break Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason Break.
Agent KPIs	Lunch Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason Lunch.
Agent KPIs	Offline Time	The total of time an agent was not available to handle incoming interactions because he was not Ready with Reason different from Break and Lunch.
Agent KPIs	Ringing Time	The total amount of time that calls were ringing on an agent's phone.
Agent KPIs	Dialing Time	The total amount of time that calls were dialing on an agent's phone.
Agent KPIs	Handle Time	The total time agents spend handling inbound, internal or outbound calls.
Agent KPIs	In Time	The total time agents spend handling inbound calls.
Agent KPIs	Out Time	The total time agents spend handling outbound calls.
Agent KPIs	Hold Time	The total time agents spend on hold.
Agent KPIs	ACW Time	The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.
Agent KPIs	Consult Time	The total time agents spend handling consultative calls.
Agent KPIs	Internal Time	The total time agents spend handling internal calls.
Agent KPIs	Offered	The total number of calls offered to an agent.
Agent KPIs	Answered	The total number of incoming calls answered by the agent.

Report	Statistic	Definition
Agent KPIs	Answered (last Hr)	The total number of incoming calls answered by the agent in the last hour.
Agent KPIs	Abandoned Ringing	The total number of calls abaondoned while agent desktop was ringing.
Agent KPIs	Calls Dropped	The total number of calls forwarded from one agent desktop to another (RONA).
Agent KPIs	Out	The total number of outbound calls handled by the agent.
Agent KPIs	Internal	The total number of internal calls handled by the agent.
Agent KPIs	Held	The total number of calls put on hold by the agent.
Agent KPIs	Transfers Made	The total number of voice interactions transferred by this agent during the reporting interval.
Agent KPIs	Consult Made	The total number of voice consultations made by this agent.
Agent KPIs	Short Talk < 10s	The total number of times this agent's DN completed being in Call status of less then specified duration (10s).
Agent KPIs	AHT	The average handling time represents the total time an agent spends handling inbound, outbound, internal, consultation, on hold and after call work tasks divided by the total number of inboud, outbound and internal calls.
Agent KPIs	Avg ACW Time	The average After-Call-Work time represents the total time an agent spends on ACW status divided by the total number of time this agent was on ACW.
Agent KPIs	Avg Hold Time	The average Hold time represents the total time an agent spends on Hold status divided by the total number of time this agent put customer on hold.
Agent KPIs	Avg In Time	The average In time represents the total time an agent spends handling an incoming calls divided by the total number of time this agent was handling

Report	Statistic	Definition
		inbound calls.
Agent KPIs	Avg Out Time	The average Out time represents the total time an agent spends handling an outbound calls divided by the total number of time this agent was handling outbound calls.
Agent KPIs	Avg Ring Time	The average Ring time represents the total time an agent desktop was ringing divided by the total number of time this agent desktop was ringing.
Agent KPIs	Agent Occupancy	The percent of time an agent spends handling calls versus their total login time.
Agent Login	Current Status	The current state (status) of a specified agent. Some examples of an agent's status include CallInbound, CallOutbound, and CallConsult.
Agent Login	Time in Status	The time agent spent in Current State.
Agent Login	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Agent Login	Continuous Login Time	Current continuous time Agent remained logged in. Applied to GroupAgents and GroupPlaces this statistics calculates total of all Agents (Places) in the Group.
Agent Login	Reason	Reason(s) selected by Agent.
Agent Login	Employee Id	Agent's Employee ID.
Agent Login	Place	Agent's Place.
Agent Login	Switch	Agent's Switch.
Agent Login	Login Id	Agent's Login ID.
Agent Login	Extension	Agent's Extension.
Agent Login	Position	Agent's Position.
Agent Login	Current Status KVP	The current state (status) of a specified agent to use in formulas for KVPs (Service Type, Service Sub Type, Customer Segment, Business Result).
Agent Login	Service Type	Service Type associated to the call segmentation. Must be

Report	Statistic	Definition
		defined in the callflow as KVP.
Agent Login	Service Sub Type	Service Sub Type associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Customer Segment	Customer Segment associated to the call segmentation. Must be defined in the callflow as KVP.
Agent Login	Business Result	Business Result associated to the call segmentation. Must be defined in the callflow as KVP.
IWD Agent Activity	Offered	The total number of work items that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
IWD Agent Activity	Accepted	The total number of work items that were offered for processing and that were accepted during the specified period.
IWD Agent Activity	Rejected	The total number of work items that were offered for processing to an agent or agent group, and that were rejected, during the specified period.
IWD Agent Activity	Terminated	The total number of work items that were terminated by an agent or agent group during the specified period.
IWD Agent Activity	Processed	The total number of work items handled by an agent or agent group during the specified period.
IWD Agent Activity	Timed Out	The total number of work items that were accepted, pulled, or created and subsequently revoked by this resource or agent group during the specified period because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.
IWD Agent Activity	Transfers Made	The total number of work item transfers made by this agent or agent group during the specified period. Applied to GroupAgents

Report	Statistic	Definition
		or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
IWD Agent Activity	Processing Time	The total amount of time that work items either: were in processing at this place or this agent's or agent group desktop at the beginning of the reporting interval and finished processing within the same reporting interval or Started processing within the reporting interval and finished processing within the same reporting interval.
IWD Agent Activity	Avg Processing Time	The average amount of time that an agent, a place, or a group thereof spent handling work items interactions.

Campaign Statistics

> **Important**
>
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Report	Statistic	Definition
Campaign Activity	Hit Ratio	The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)-that is, a call is answered by a human voice-relative to the number of all dialing attempts made (DialMade) during the same time period.
Campaign Activity	Estimated Time	The estimated time, in minutes, to complete a campaign or calling list.
Campaign Activity	Records Completed	The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be taken.
Campaign Activity	Dialed Abandoned	The total number of dialing attempts with a call result of Abandon. CampAbandoned statistics pertain to a specified campaign or to a specified calling list.
Campaign Activity	Dialed Answering Machine	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side.
Campaign Activity	Answers	The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered

Report	Statistic	Definition
		by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.
Campaign Activity	Attempt Busies	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party.
Campaign Activity	Attempts Cancelled	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.
Campaign Activity	Attempts made	Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.
Campaign Activity	DoNotCall Results	The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the 'Do not call list' when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt.
Campaign Activity	Dropped Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.
Campaign Activity	Fax Modem Results	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.
Campaign Activity	No Answer Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.
Campaign Activity	Wrong Party Result	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person

Report	Statistic	Definition
		but not the intended person.
Campaign Activity	SIT Detected	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call.
Campaign Callback Status	Completed	The total number of callbacks completed. The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.
Campaign Callback Status	Missed	The total number of callbacks missed. A callback is considered as 'missed' if it is scheduled for a certain period of time, but for some reason the callback is not performed.
Campaign Callback Status	Scheduled	The total number of callbacks scheduled.
Campaign Callback Status	Personal Completed	Total number of personal callbacks completed. Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully.
Campaign Callback Status	Personal Missed	Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback.
Campaign Callback Status	Personal Scheduled	The total number of personal callbacks scheduled.
Campaign Group Activity	Activated	The total amount of time that a specific campaign group was in StatusActivated status. StatusActivated status indicates that the campaign has been

Report	Statistic	Definition
		loaded for a specified group, but that no dialing has yet occurred.
Campaign Group Activity	Deactivated	The total amount of time that a specific campaign group stays in deactivated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group.
Campaign Group Activity	Running	The total amount of time that a specific campaign group stays in StatusRunning status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress.
Campaign Group Activity	System Error	The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped.
Campaign Group Activity	Waiting Agents	The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped.
Campaign Group Activity	Waiting Ports	The total time during which a specified campaign group has been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped.
Campaign Group Activity	Waiting Records	The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped.
Campaign Group Status	Current State	The current state of a campaign or a particular group in a campaign. The state of a campaign is determined by one of three possible object statuses -

Report	Statistic	Definition
		StatusDeactivated, StatusActivated, or StatusRunning and additional durable actions, which can accompany a particular status.
Campaign Group Status	System Error	The time since the system condition SystemError started for a specified campaign group.
Campaign Group Status	Dialing Mode	The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode.
Campaign Group Status	Waiting Agents	The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group.
Campaign Group Status	Waiting Ports	The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped.
Campaign Group Status	Waiting Records	The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped during the specified period.

eServices Statistics

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Report	Statistic	Definition
Chat Agent Activity	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Chat Agent Activity	Ready Time	The total time this agent spent waiting for the next chat in Ready state.
Chat Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for chat media.
Chat Agent Activity	Ringing Time	The total amount of time that chat popup was alerting the agent desktop. In case if Agent handles several chats in parallel only first Chat Inviting time will be counted in this statistic.
Chat Agent Activity	Handle Time	The total amount of time the agent spent handling chats. The duration is not limited to the chat focus time. If Agent handles multiple chats in parallel they will be counted multiple times.
Chat Agent Activity	AHT	The average amount of time the agent spent handling chat The duration is not limited to the chat focus time.
Chat Agent Activity	% Occupancy	The ratio of time handling chat sessions to the total login time of the Agent. If agent handles multiple Chats in parallel this statistic can be greater than 100%.
Chat Agent Activity	Offered	The total number of chats that were offered for processing to

Report	Statistic	Definition
		this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	Offered (15m)	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	% Accepted	The percentage of chats accepted by the agent based on total of chats offered.
Chat Agent Activity	% Rejected	The percentage of chats rejected by the agent based on total chats offered.
Chat Agent Activity	% Missed	The percentage of chats missed by the agent based on total chats offered.
Chat Agent Activity	Accepted	The total number of chats that were offered for processing and that were accepted by Agent during the specified period.
Chat Agent Activity	Accepted (15m)	The total number of chats that were offered for processing and that were accepted by agent during the specified period.
Chat Agent Activity	Rejected	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Rejected (15m)	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Missed	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	Missed (15m)	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	% Trans Made	The percentage of chats transfered to another agent based on total of chats offered.
Chat Agent Activity	Transfers Made	The total number of chat transfers made by this agent or

Report	Statistic	Definition
		agent group during the specified period. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Chat Agent Activity	Short < 30s	The total number of times Agent completed chat sessions within less than specified duration.
Chat Agent Activity	Concurrent Chats	The total number of concurrent chats currently happening.
Chat Agent Activity	Avg Chat Duration	Average duration spent with a customer while handling a chat session.
Chat Agent Activity	Min Chat Duration	Minimum duration spent with a customer while handling a chat session.
Chat Agent Activity	Max Chat Duration	Maximum duration spent with a customer while handling a chat session.
Chat Agent Activity	Chat Duration	Total duration spent with a customer while handling a chat session.
Chat Agent Activity	Customer Avg Wait	Avg customer wait for agent while handling a chat session.
Chat Agent Activity	Customer Max Wait	Max customer wait for agent while handling a chat session.
Chat Agent Activity	Avg Greeting Time	Avg duration before first agent greeting while handling a chat session.
Chat Agent Activity	Max Greeting Time	Max duration before first agent greeting while handling a chat session.
Chat Agent Activity	Avg Response Time	Average time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Max Response Time	Maximum time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Avg Message Size	Average size of the message sent by agent while handling a chat session.
Chat Agent Activity	Agent Reply Total Number	Total number of repllies sent by the agent to the customer.
Chat Agent Activity	Agent Reply Total Time	Total time an agent spent replying to a customer.
Chat Agent Activity	Total Agent Message Size	Total number of symbols agent typed in message.

Report	Statistic	Definition
Chat Agent Activity	Total Agent Message Count	Total number of messages sent by agent.
Chat Queue Activity	Service Level	A ratio of chats accepted to chat requested.
Chat Queue Activity	Requested	Total number of Chats Requested.
Chat Queue Activity	Accepted	Total number of Chats Accepted by Agent.
Chat Queue Activity	Abandoned	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Requested (15m)	Total number of Chats Requested.
Chat Queue Activity	Accepted (15m)	Total number of Chats Accepted by Agent.
Chat Queue Activity	Abandoned (15m)	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Current Wait	Current number of Chats waiting to be accepted.
Chat Queue Activity	Wait Time	Total time chat spent waiting before being abandoned or accepted by Agent.
Chat Queue Activity	AWT	Avg time chat spent waiting before being abandoned or accepted by Agent.
Email Agent Activity	Login Time	The total time that monitored agents were logged in.. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Email Agent Activity	Ready Time	The total time this agent spent waiting for the next email.
Email Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for email media.
Email Agent Activity	% Email Occupancy	The ratio of time handling email sessions to the total login time of the Agent.
Email Agent Activity	Ringing Time	The total amount of time that email popup was alerting the agent desktop.
Email Agent Activity	Handle Time	The total amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent Activity	AHT	The average amount of time the agent spent handling email (The

Report	Statistic	Definition
		duration is not restricted to the agent focus time).
Email Agent Activity	Offered	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	Offered (hr)	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	% Accepted	The percentage of emails accepted by the agent based on total of emails proposed.
Email Agent Activity	% Rejected	The percentage of emails rejected by the agent based on total of emails proposed.
Email Agent Activity	% Missed	The percentage of emails missed by the agent based on total of emails proposed.
Email Agent Activity	Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Accepted (hr)	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Rejected	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Rejected (hr)	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Missed	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Missed (hr)	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Done	The total number of inbound

Report	Statistic	Definition
		emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	Done (hr)	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	% Done	The percentage of emails terminated by the agent based on total of emails proposed.
Email Agent Activity	% Trans Made	The percentage of emails transfered to another agent based on total of emails proposed.
Email Agent Activity	Transfers Made	The total number of email transfers made by this agent or agent group during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Email Agent Activity	Unsolicited sent	The total number of emails sent by the agent without being solicited by customers.
Email Queue Activity	Entered	The total number of email interactions that entered the queue during the specified period.
Email Queue Activity	Stopped	The total number of email interactions for which processing has stopped while in this queue during the reported time period.
Email Queue Activity	Moved	The total number of emails that were moved from this queue to any other queue during the specified period.
Email Queue Activity	Max Processed	The maximum number of emails that either were awaiting processing or were in processing within the contact center during the specified period.
Email Queue Activity	Min Processed	The minimum number of emails that were either waiting processing or in processing within the specified period.

Report	Statistic	Definition
eServices Agent Activity	Utilization	The percentage of time an agent was active processing contacts as compared to current time.
eServices Agent Activity	Login Time	The total time that monitored agents were logged in.
eServices Agent Activity	Email In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Email Offered	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Email Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Email Processed	The total number of emails handled and processed by an agent or agent group during the specified period.
eServices Agent Activity	Email Process Time	The total amount of time the agents/agent groups spent processing email and SMS transactions.
eServices Agent Activity	Chat In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Chat Offered	The total number of chats that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Chat Accepted	The total number of chats that were offered for processing and that were accepted during the specified period.

Report	Statistic	Definition
eServices Agent Activity	Chat Processed	The total number of Chats handled and processed by an agent or agent group during the specified period.
eServices Agent Activity	Chat Process Time	The total amount of time the agent/agent groups spent processing chat transactions.
eServices Agent Activity	Social in Process	The total number of current interactions being handled by this resource at the moment of measurement.
eServices Agent Activity	Social Offered	The total number of social Media interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Social Accepted	The total number of social Media interactions that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Social Processed	The total number of Social Media interactions handled by an agent at this place or this agent at his desktop during the specified period.
eServices Agent Activity	Social Process Time	The total amount of time the agent/agent group spent processing social media transactions.
eServices Queue KPIs	Email Waiting	The Total Number of Email interactions that are currently waiting to be processed.
eServices Queue KPIs	Email In Process	The Total Number of Email interactions that are currently being processed.
eServices Queue KPIs	Email In Queue	The Total Number of Email interactions that are currently in Interaction Queue.
eServices Queue KPIs	Chat Waiting	The Total Number of Chat interactions that are currently waiting to be processed.
eServices Queue KPIs	Chat In Process	The Total Number of Chat interactions that are currently being processed.
eServices Queue KPIs	Chat In Queue	The Total Number of Chat interactions that are currently in Interaction Queue.

Report	Statistic	Definition
eServices Queue KPIs	Social Waiting	The Total Number of Social Media interactions that are currently waiting to be processed.
eServices Queue KPIs	Social In Process	The Total Number of Social Media interactions that are currently being processed.
eServices Queue KPIs	Social In Queue	The Total Number of Social Media interactions that are currently in Interaction Queue.
eServices Queue KPIs	Work Item Waiting	The Total Number of Work Item interactions that are currently waiting to be processed.
eServices Queue KPIs	Work Item In Process	The Total Number of Work Item interactions that are currently being processed.
eServices Queue KPIs	Work Item In Queue	The Total Number of Work Item interactions that are currently in Interaction Queue.
Facebook Media Activity	Offered	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	Offered (60m)	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	% Accepted	The percentage of posts accepted by the agent based on total of Facebooks offered.
Facebook Media Activity	% Rejected	The percentage of posts rejected by the agent based on total Facebooks offered.
Facebook Media Activity	% Missed	The percentage of posts missed by the agent based on total Facebooks offered.
Facebook Media Activity	Accepted	The total number of posts that were offered for processing and that were accepted by Agent during the specified period.
Facebook Media Activity	Accepted (60m)	The total number of posts that were offered for processing and that were accepted by agent during the specified period.

Report	Statistic	Definition
Facebook Media Activity	Rejected	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Rejected (60m)	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Missed	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Missed (60m)	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Concurrent Facebooks	The total number of concurrent Facebooks currently happening.
Twitter Media Activity	Offered	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	Offered (60m)	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	% Accepted	The percentage of Tweets accepted by the agent based on total of Twitters offered.
Twitter Media Activity	% Rejected	The percentage of Tweets rejected by the agent based on total Twitters offered.
Twitter Media Activity	% Missed	The percentage of Tweets missed by the agent based on total Twitters offered.
Twitter Media Activity	Accepted	The total number of Tweets that were offered for processing and that were accepted by Agent during the specified period.
Twitter Media Activity	Accepted (60m)	The total number of Tweets that were offered for processing and that were accepted by agent during the specified period.
Twitter Media Activity	Rejected	The total number of Tweets that

Report	Statistic	Definition
		were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Rejected (60m)	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Missed	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Missed (60m)	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Concurrent Twitters	The total number of concurrent Twitters currently happening.

Queue Statistics

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Report	Statistic	Definition
Callback Activity	In Queue	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.
Callback Activity	Offered	Total number of customers offered a Callback.
Callback Activity	Accepted	Total number of customers that accepted a callback.
Callback Activity	Declined	Total number of Customers that chose to remain on Hold (Declined an Immediate Callback)
Callback Activity	Connected	Total number of calls that successfully connected to the callback queue.
Callback Activity	Answered	Total number of calls that were answered by an agent.
Callback Activity	Cancelled	Total number of customers that received a callback but chose to cancel.
Callback Activity	Abandoned From Ringing	Total number of calls that abandoned after receiving a callback but abandoned before an agent answered.
Callback Activity	Current Accepted	Current number of customers that accepted a callback.
Callback Activity	Current Connected	Current number of calls that successfully connected to the callback queue.
Callback Activity	Wait Time	Total amount of time all interactions spent in queue. This is not an average.
Callback Activity	Wait Time Answered	Total amount of time interactions that were answered spent in

Report	Statistic	Definition
		queue. This is not an average.
Callback Activity	Wait Time Declined	Total amount of time interactions that declined a callback spent in queue. This is not an average.
Callback Activity	Total Cleared	
Queue KPIs	Service Level	A ratio of calls answered to distinct calls entered queue or route point.
Queue KPIs	Service Level (10s)	A ratio of calls answered within 10 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (20s)	A ratio of calls answered within 20 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (30s)	A ratio of calls answered within 30 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (45s)	A ratio of calls answered within 45 seconds to distinct calls entered queue or route point.
Queue KPIs	Service Level (60s)	A ratio of calls answered within 60 seconds to distinct calls entered queue or route point.
Queue KPIs	Distinct Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time.
Queue KPIs	Entered	The total number of calls entered on a specified queue or at a specified route point. Typically, you might have several calls entering in the same queue for one single voice interaction to change target after a specific timeout.
Queue KPIs	Abandoned	The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This metric does not include the voice interactions abandoned while

Report	Statistic	Definition
		ringing.
Queue KPIs	Abandoned Ringing	The total number of virtual or live voice interactions abandoned while an agent desktop is ringing when the customer line is dropped for any reason.
Queue KPIs	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue KPIs	Answered	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent.
Queue KPIs	Answered < 10s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 10 seconds.
Queue KPIs	Answered 10 and 20s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent between 10 and 20 seconds.
Queue KPIs	Answered < 30s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 30 seconds.
Queue KPIs	Answered < 60s	The total number of virtual or live voice interactions distributed from a queue or route point directly to an agent and answered by an agent in less than 60 seconds.
Queue KPIs	Current Calls	The total number of live (current) or virtual voice interactions currently waiting at a distribution DN, typically a VQ.

Report	Statistic	Definition
Queue KPIs	Current AWT	The average time of live calls currently waiting at a distribution DN, typically a VQ.
Queue KPIs	Max Calls	The maximum number of voice interactions simultaneously waiting in this queue for the day.
Queue KPIs	Min Calls	The minimum number of voice interactions simultaneously waiting in this queue during the last hour.
Queue KPIs	Forwarded	The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding.
Queue KPIs	Oldest Call Waiting	The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point.
Queue KPIs	Max Answer Time	The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent.
Queue KPIs	ASA	The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is answered.
Queue KPIs	AHT	The average amount of time spent handling an Interaction distributed directly from this mediation DN.
Queue KPIs	AWA	The average amount of time a voice call waits on a specified queue or at a specified route point before the interaction is abandoned.
Queue KPIs	AWT	The average amount of time an interaction waits on a specified queue or at a specified route point.
Queue KPIs	% Abandoned	Percentage of calls that entered this queue or route point and were abandoned while in queue or while ringing on agent's DN. (it includes all calls entered in the queue).
Queue KPIs	% Cleared	Percentage of calls that entered

Report	Statistic	Definition
		this queue or route point and were cleared. (it includes all calls entered in the queue).
Queue KPIs	Wait Time	The total time calls waited in the queue.
Queue KPIs	Agents Logged In	The number of agents that are currently logged into a given queue.
Queue KPIs	Agents Ready	The number of agents who are currently in the ready state and are logged in to the specified queue.
Queue KPIs	% Agents Ready	The number of agents who are in the ready state versus the agents who are currently logged in to the specified queue.
Queue Overflow Reason	Entered	The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the Overview book of the Reporting Technical Reference series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.
Queue Overflow Reason	Cleared	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	% Cleared	Percentage of Calls that Entered Queue or Route Points and were subsequently Cleared.
Queue Overflow Reason	Overflow Closed	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies

Report	Statistic	Definition
		to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Special Day	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Emergency	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Dissuaded	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Route	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that

Report	Statistic	Definition
		target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Voicemail	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Message	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
Queue Overflow Reason	Overflow Outsourced	The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is 'cleared' from other targets.
IWD Queue Activity	Entered	The total number of work item interactions that entered the queue during the specified period.
IWD Queue Activity	Stopped	The total number of work item interactions for which processing has stopped while in this queue during the reported time period.
IWD Queue Activity	Moved	The total number of work items that were moved from this queue to any other queue during the specified period.
IWD Queue Activity	Max Processed	The maximum number of work items that either were awaiting

Report	Statistic	Definition
		processing or were in processing within the contact center during the specified period.
IWD Queue Activity	Min Processed	The minimum number of work items that were either waiting processing or in processing within the specified period.
IWD Queue Activity	Current Waiting	The total number of work item interactions that are currently waiting to be processed.
IWD Queue Activity	Current In Queue	The total number of work item interactions that are currently in interaction queue.

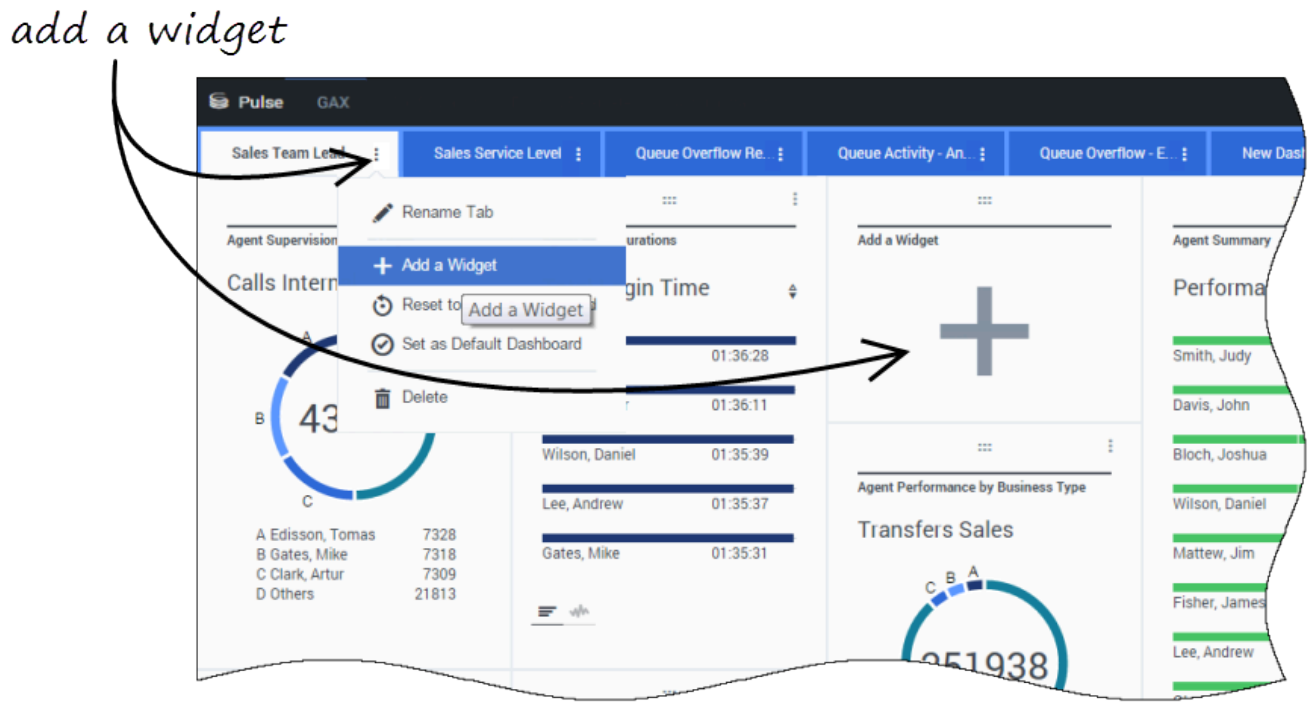
Add report widgets

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

It's easy to add a new report widget to your Genesys Pulse dashboard or wallboard. Genesys Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify widgets and templates.

Related Topics

Add reports

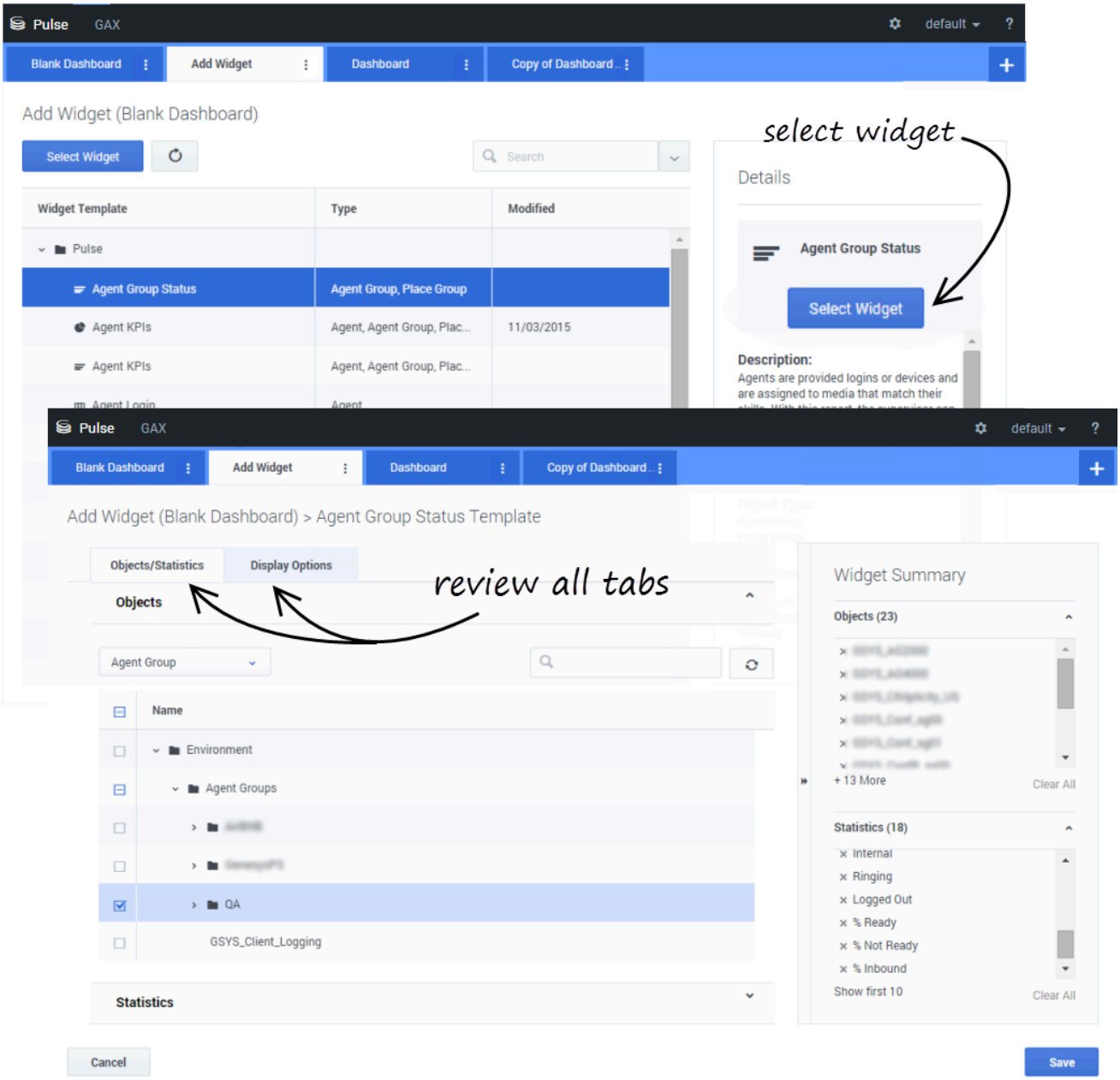


There are two ways you can add a report to your dashboard or wallboard:

- Click the more icon in the right corner and click **Add a Widget**.
- On empty dashboards and wallboards, click the **Add a Widget** icon.

Genesys Pulse opens a report builder to guide you.

Build a report



Genesys Pulse guides you through the process of creating or changing report widgets. Click the template you want to use and then click **Create Widget**.

Select the **Objects** and **Statistics** that you want to see in your report.

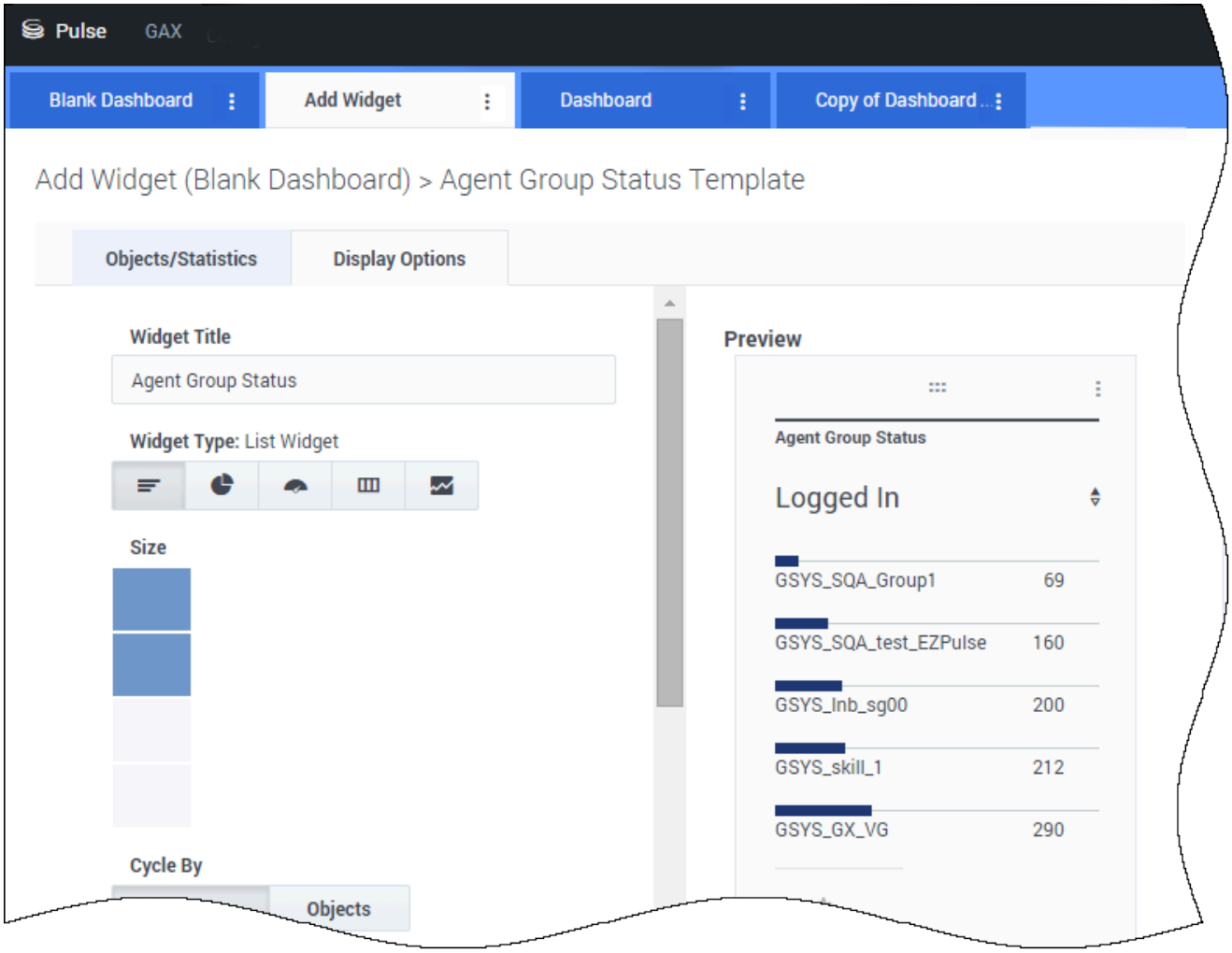
Your report widget must have:

- One or more objects to measure. Your widgets must contain fewer than 100 objects.
- Add at least one non-string statistic.
- One widget type with specific display options.

Genesys Pulse statistics are described in detail in the templates.xls file.

Click the **Display Options** tab to define how you want to display your report.

Display options



You need to define the default display settings for your widget. Users can change these options on their own dashboard.

- Provide a name for report title.
- Select from the available Widget Types to display.

- Select the Widget refresh rate.
- Select options associated with the visualization (for example, alerts and size).
- Optional: For templates configured to use changes-based statistics (CurrentStatus and ExtendedCurrentStatus), set **enable quick updates**. See Deploying RabbitMQ for Quick Widget Updates.
- If needed, select the **Alerts for statistic** and define the alert values (from 1 to 3).

> **Important**
>
> Confirm your environment can handle the number of widgets and refresh rate you plan to use. A shorter refresh rate increases demands on the CPU, memory, disk, and network.

What do I do next?

You might want to learn more about:

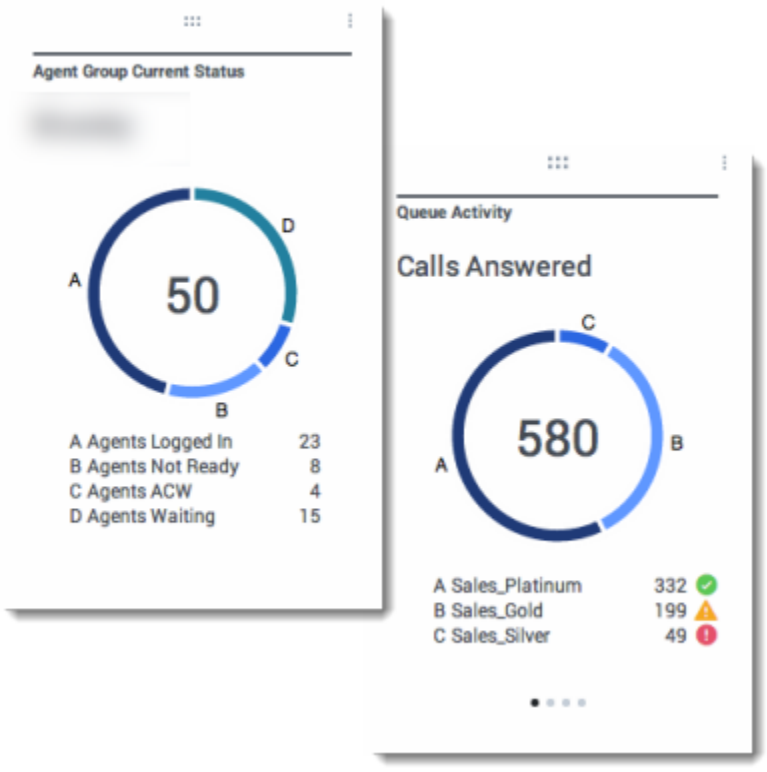
- Widget Types
- Popular real-time reports
- Displaying external content using an IFRAME widget
- Statistic properties
- Report formulas
- Widget templates

Widget types

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

The widgets on the Genesys Pulse dashboard display charts that provide an at-a-glance view of what is happening in your contact center. The best way to choose a widget type is to preview the widget when you add a new widget. This allows you to see which widget type best displays what you want to see in your report.

Donut widget



A Donut chart shows a proportional representation of the parts of a whole sample, similar to a pie

chart.

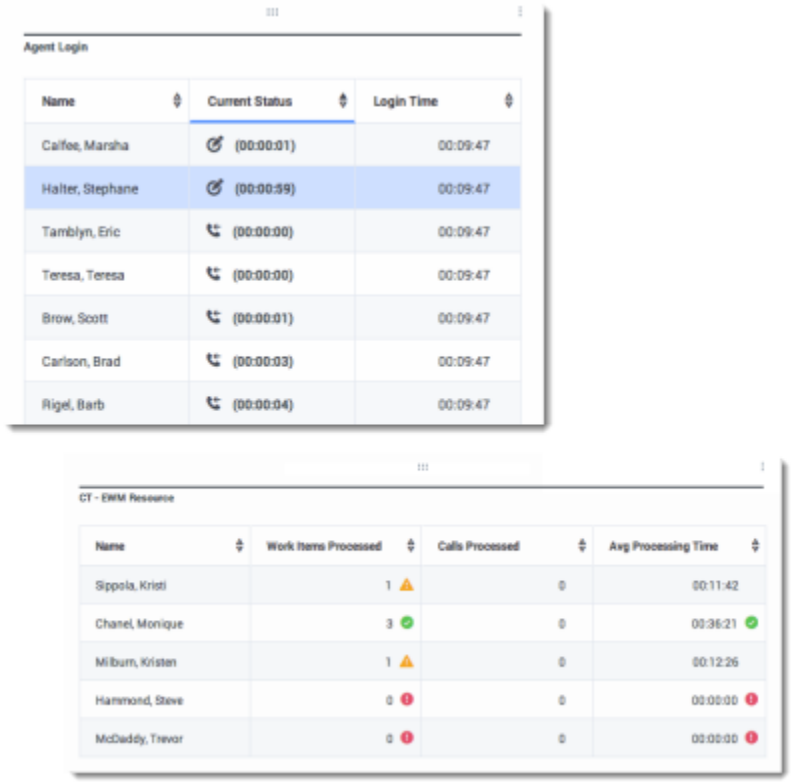
The Donut widget displays either:

- one statistic for four specific objects
- one statistic for three top objects and a sum of the remaining objects
- one object with the values of four defined statistics

Depending on the reference selected in the Cycle By option, a carousel can be defined to display additional several items.

> **Important**
>
> If the statistic represents time, the summarized value in the center of the donut may not be useful for all statistics (for example, Oldest Call Waiting).

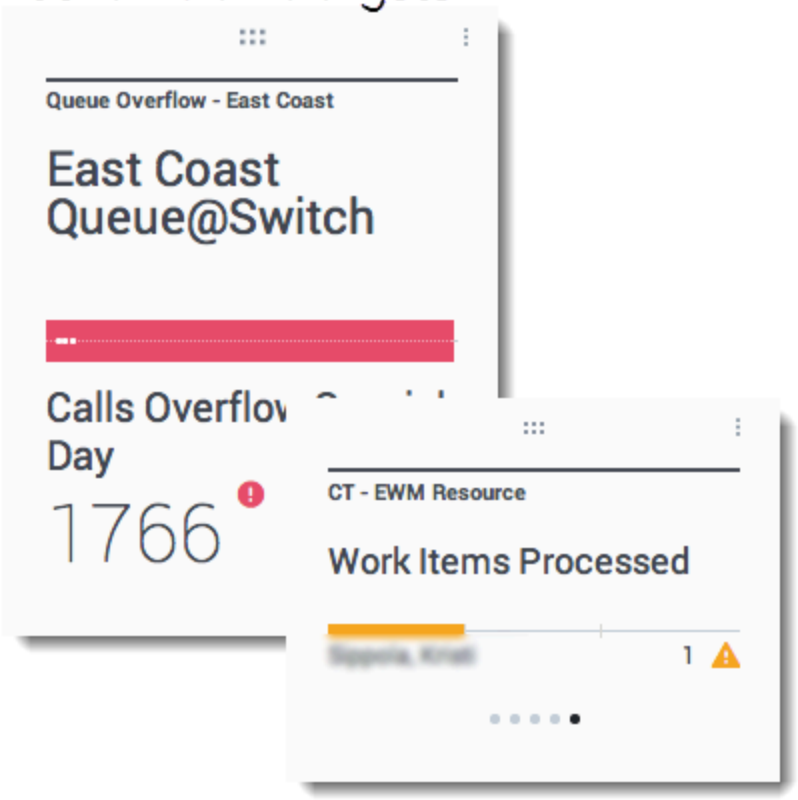
Grid widget



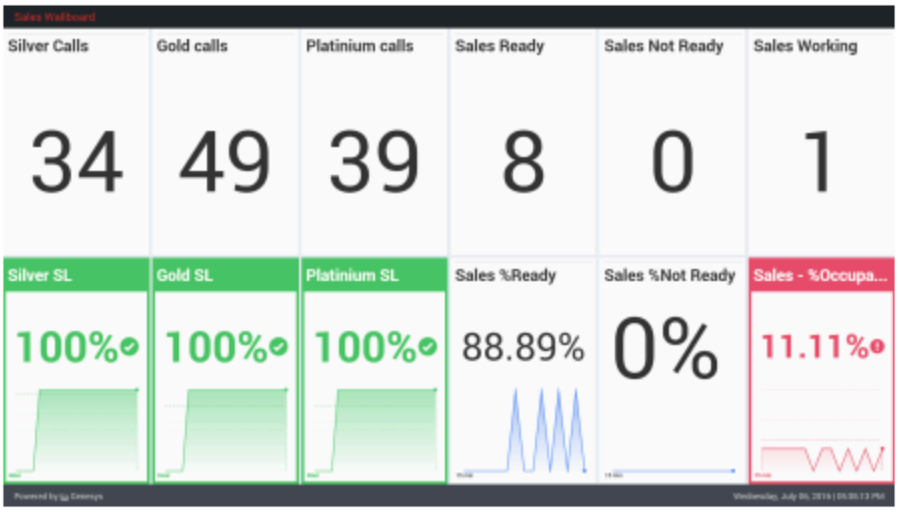
The Grid widget displays a list of items and their related statistics.

KPI widget

dashboard KPI widgets



wallboard KPI widgets



> **Important**
> The maximum value for the bar charts in KPI widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

Dashboard KPI widget

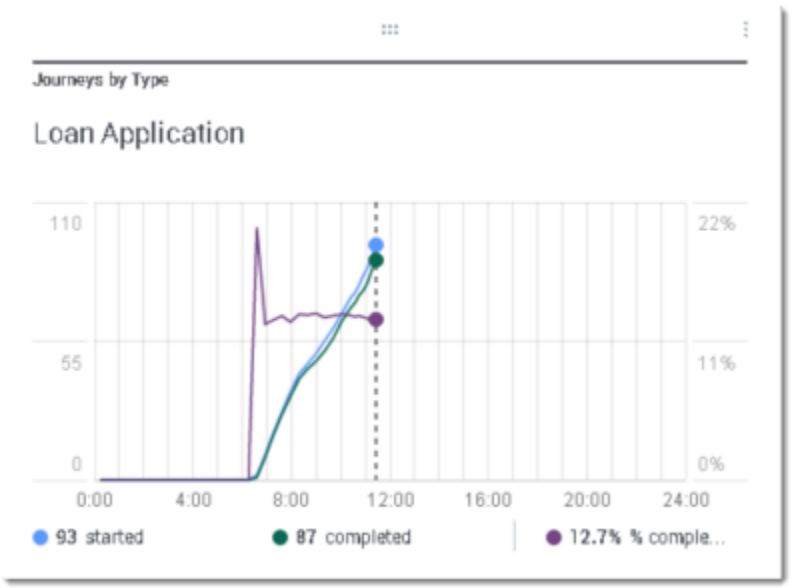
The dashboard KPI widget displays either one statistic for several objects or several statistics for one object, depending on the value of the Cycle By option. The Cycle By option is available if the widget has objects selected individually, not by group.

Wallboard KPI widget

The wallboard KPI widget is different from the dashboard KPI widget. The Wallboard KPI widget displays only one statistic for one selected object and is designed for large screen sizes. You can only choose only between a regular or sparkline widget.

You can enable an additional line for a statistic trend if you change the **Format** option to **Line**.

Line chart



Use the line chart to compare the trend of calls answered by each agent as points connected by lines.

List widget

The List widget displays either one statistic for many objects or many statistics for one object. Depending on the reference selected, the Headline type option might be available for this widget type.

Important

The maximum value for the bar charts in List widgets is the maximum value of all the objects selected for the statistic in this widget or the maximum value of the alert configured for this widget.

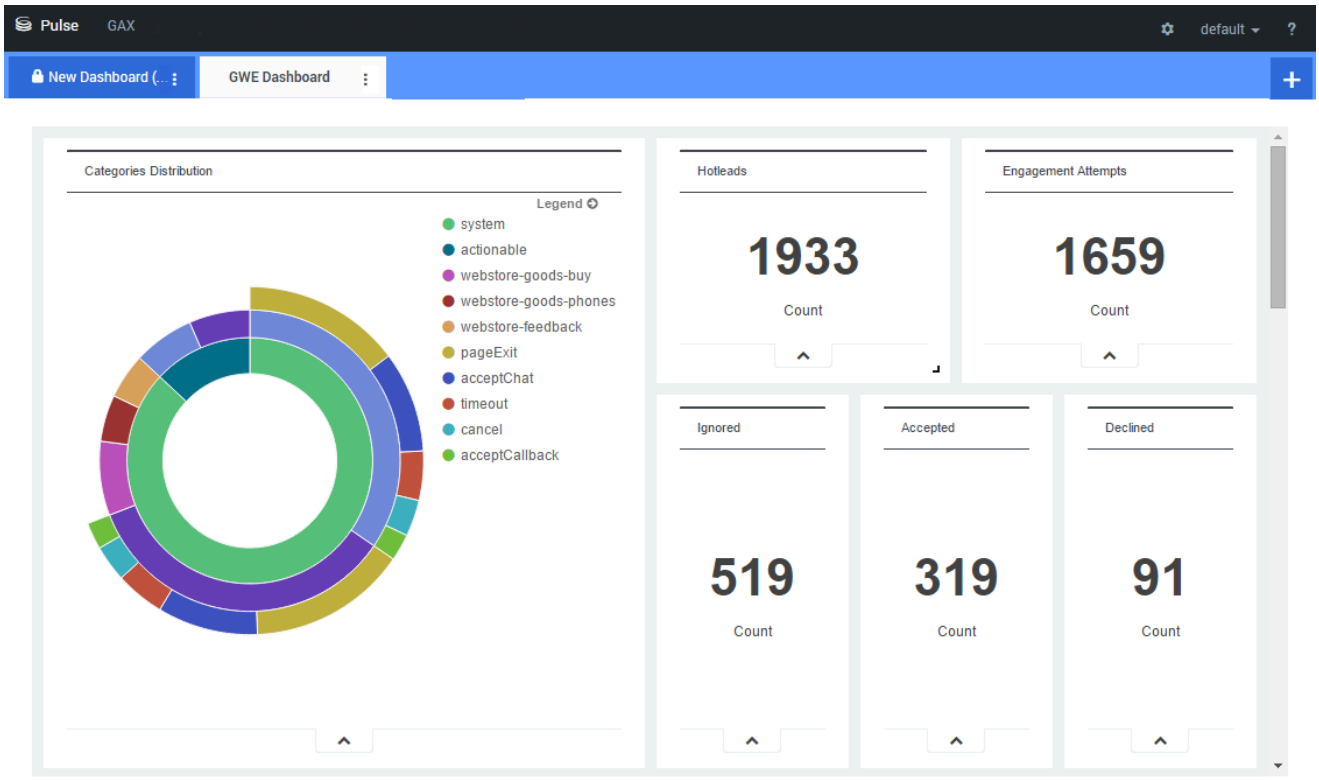
Display external content

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

You can use an IFRAME widget to show content from an external URL on your Genesys Pulse dashboard. You may want to adapt your external content before you try to display what you want within Genesys Pulse. Genesys Pulse doesn't actually change anything within iFrame, but will provide scrollbars if the content is larger than the available area.

Related Topics

Use IFRAME widgets to display external content



Add a new widget and select the IFRAME template.

For an IFRAME widget, you need a web address for the **Dashboard Widget URL**. You may want to use a second web address for the **Expanded Widget URL** content, because widgets expanded to the size of the dashboard can display much more detail in charts than a regular dashboard widget can.

[+] IFRAME Widget Options

The available display options for IFRAME widgets include the following:

- **Widget Title**—The title appears at the top of your widget. Use this to identify the content of the widget.
- **Size**—The width and height ratio of your widget.
- **Allow resize**—Allow users to resize the widget.
- **Widget refresh rate**—The amount of time, in seconds, Genesys Pulse waits to update the widget content.
- **Dashboard Widget URL**—The web address of the content you want to display in your widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.

- **Maximized Widget URL**—The web address of the content you want to display in your expanded widget.
- **Automatic refresh**—Allows Genesys Pulse to automatically refresh the content as defined in the widget refresh rate.

> **Tip**
>
> Here is an example of an IFRAME html page including instructions within a README file:
>
> - IFRAME example (ZIP).

What do I do next?

You might want to learn more about:

- Manage dashboards and wallboards
- Add report widgets to your dashboard or wallboard

How can I use templates to simplify widget creation?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Did you know that you can create and use Genesys Pulse templates to simplify widget creation? Any users with the appropriate privileges can create or modify templates. You can then create various widgets using your template.

The easiest way to create a template is to clone and edit an existing template within Genesys Pulse. Genesys Pulse provides a basic set of predefined templates, complete with statistics that are typical for reporting activities handled by Genesys solutions. Any users with the appropriate privileges can create or modify the available templates.

[+] List of Genesys-provided templates

Template	Description
Agent Group Status	Presents the current number of agents in various states to help supervisors monitor their available workforce to handle the current workload.
Agent KPIs	Presents reports with KPIs of agent group in a contact center.
Agent Login	Presents agent properties, login information, and specific call-related attributes (for example, ANI and DNIS).
Campaign Activity	Monitors the activity associated with outbound campaigns.
Campaign Callback Status	A report presenting information related to campaign initiated callbacks.
Campaign Group Activity	Monitor the activity associated with outbound Campaign Groups.
Campaign Group Status	Monitor the current state and durations associated with outbound campaign group activity.
Email Agent Activity	A report presenting agent or agent group activity as it relates to the processing of Email type

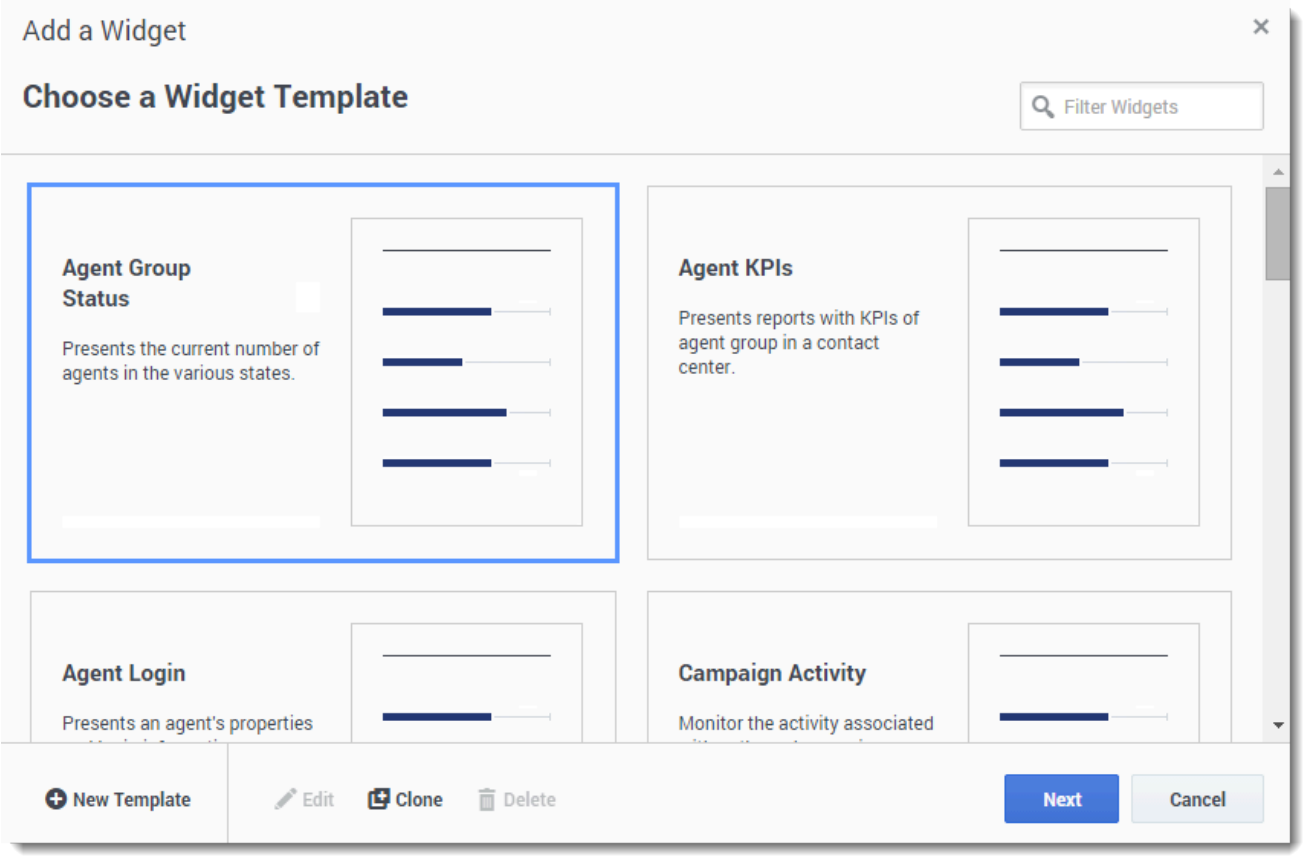
Template	Description
	contacts.
Email Queue Activity	A queue report presenting an overview of current or near real-time activity in the individual email queues.
eServices Agent Activity	Monitors agent group KPIs related to eServices (chat, email, SMS) media see if there are issues that you need to address.
eServices Queue KPIs	A queue report presenting an overview of current or near real-time activity for eServices channels.
IFRAME	Provides a template for creating a simple IFRAME widget.
IWD Agent Activity	A report presenting agent or agent group activity as it relates to the processing iWD work items type contacts.
IWD Queue Activity	A queue report presenting an overview of current or near real-time activity associated with the iWD queues.
Queue KPIs	Presents KPIs for group of queues but also queues in contact center to help supervisors monitor their service levels and determine if the contact center is meeting established operational targets.
Queue Overflow Reason	Presents reasons why calls were cleared from queues.

Important

You can edit only user-created templates. Genesys Pulse overwrites any changes made to predefined templates with the original predefined templates every time Genesys Pulse starts, unless you set the `install_templates` configuration option in the `[pulse]` section of the GAX Application object to `false`.

Related Topics

How do I Add, Clone, or Edit a template?

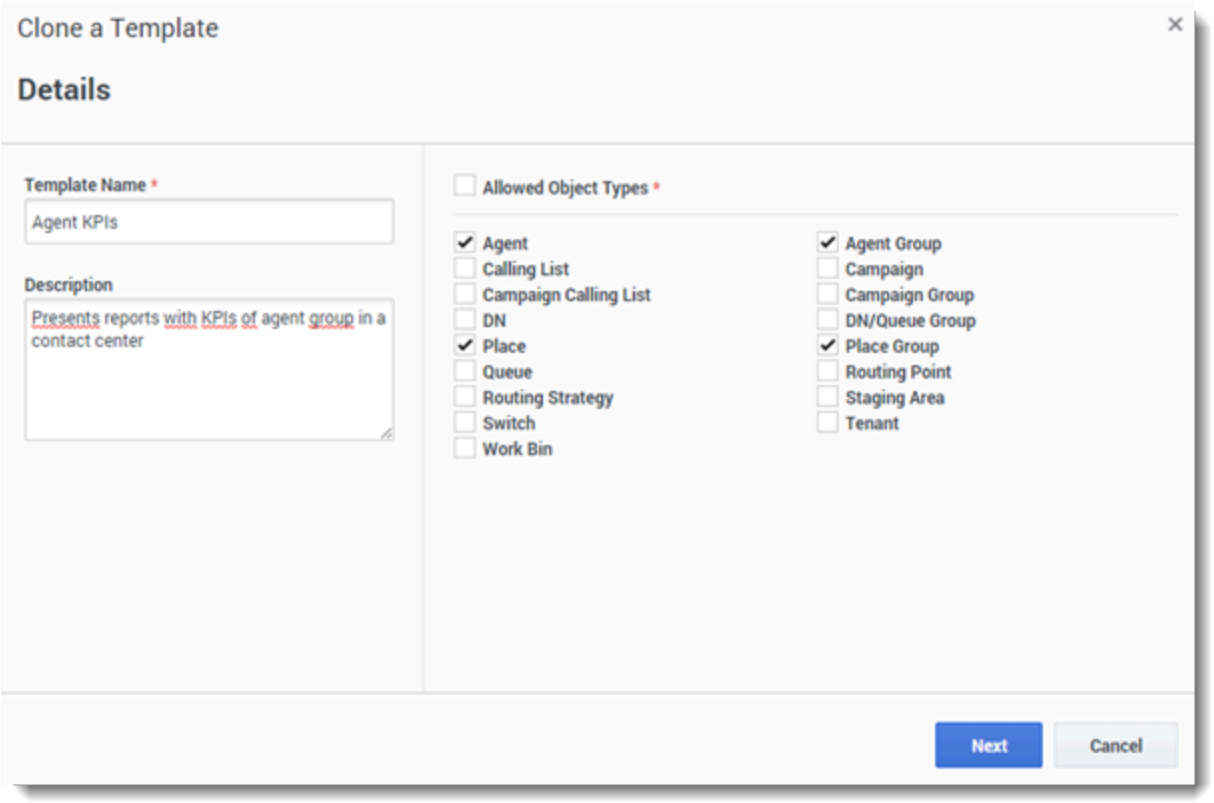


The template wizard guides you through the process of creating, changing, and deleting templates. To open the template wizard, click **Add Widget** and select **New Template**. The **Choose a Widget** screen displays an alphabetical list of Genesys Pulse templates.

To create a Genesys Pulse template, you must add or configure:

- One or more object types.
- One or more statistics.
- One widget type with specific options to display the information.

What template details do I need?



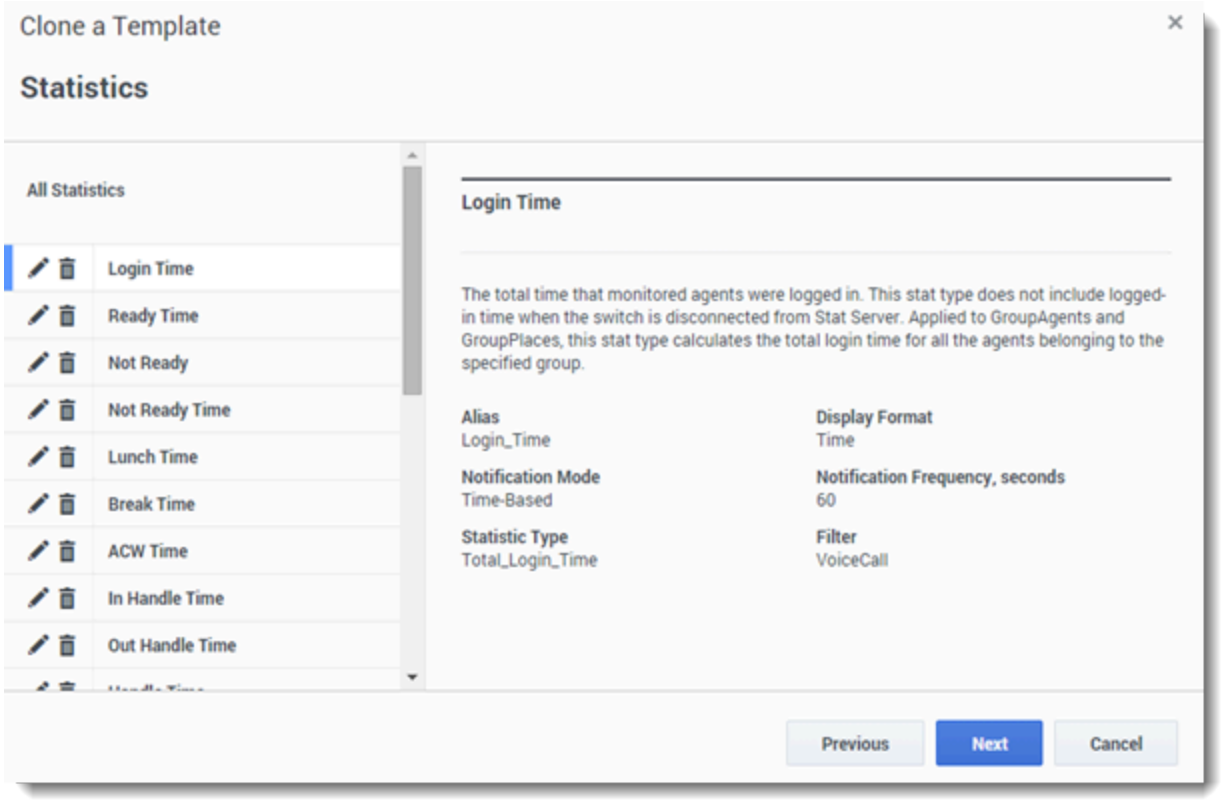
On the **Details** screen, you:

- Define the name of the new template
- Describe the scope of this template
- Select one or more object types from the selection based on what you might want to monitor.

Genesys Pulse allows you to select objects that are compatible with your template. For example:

- The **Agent KPI** template includes the **Agent**, **Agent Group**, **Place**, and **Place Group** objects.
- The **Agent Group Status** template includes the **Agent Group** and **Place Group** objects.

How do I select statistics?



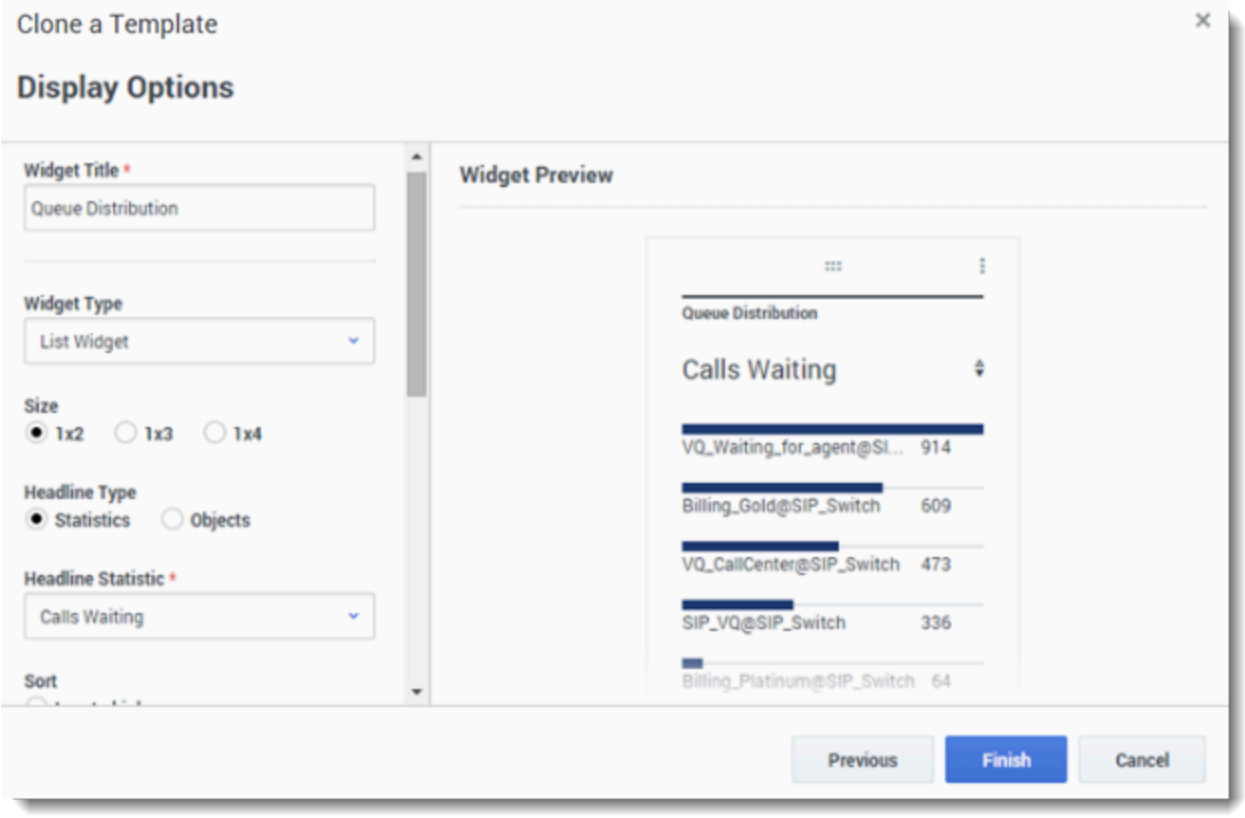
Within the Genesys Pulse statistic definition, you can specify statistic parameters regardless of whether or not they are available on any StatServer in your environment. This means you must also update the StatServer options to ensure that the StatServer connected to Genesys Pulse contain the corresponding options (for example, statistic types and filters).

You must add at least one non-string statistic.

Choose the statistics and properties to include in your template. Genesys Pulse statistics are described in detail in the templates.xls file.

Genesys Pulse displays statistic details when you select a statistic. This information includes the components of the stat type definition and other parameters that form the request that Genesys Pulse sends to Stat Server. You can modify a statistic definition within Genesys Pulse when you create, clone, or edit a template.

How do I configure the display options?



The final step before validating your template is to define what should be the default display of your widget on the main dashboard. This setting is the one displayed to Genesys Pulse users, but they can then modify the widget options on their own dashboard.

1. Name the widget title
2. Select the **Widget Type** to display.
   Note: The maximum value for the bar charts in List and KPI widgets is the maximum value of all the objects selected for the statistic in this widget or maximum value of the alert configured for this widget.
3. Select the Widget refresh rate.
4. Select options associated with the visualization (for example, thresholds and size).
5. If needed, select the statistics for alerts and define the alert values (from 1 to 3).

Statistic properties

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

When you select a statistic within the template wizard, Genesys Pulse displays the values of the statistic properties. These statistic properties are described below.

Related Topics

> **Tip**
> You can modify a statistic definition while defining a template. Genesys Pulse statistics are described in detail in the templates.xls file.

Alias

The Alias must be a unique name that represents the technical name of the statistic. Use an ASCII letter for the first character.

Display Alias

The Display Alias is the name displayed on the report.

Description

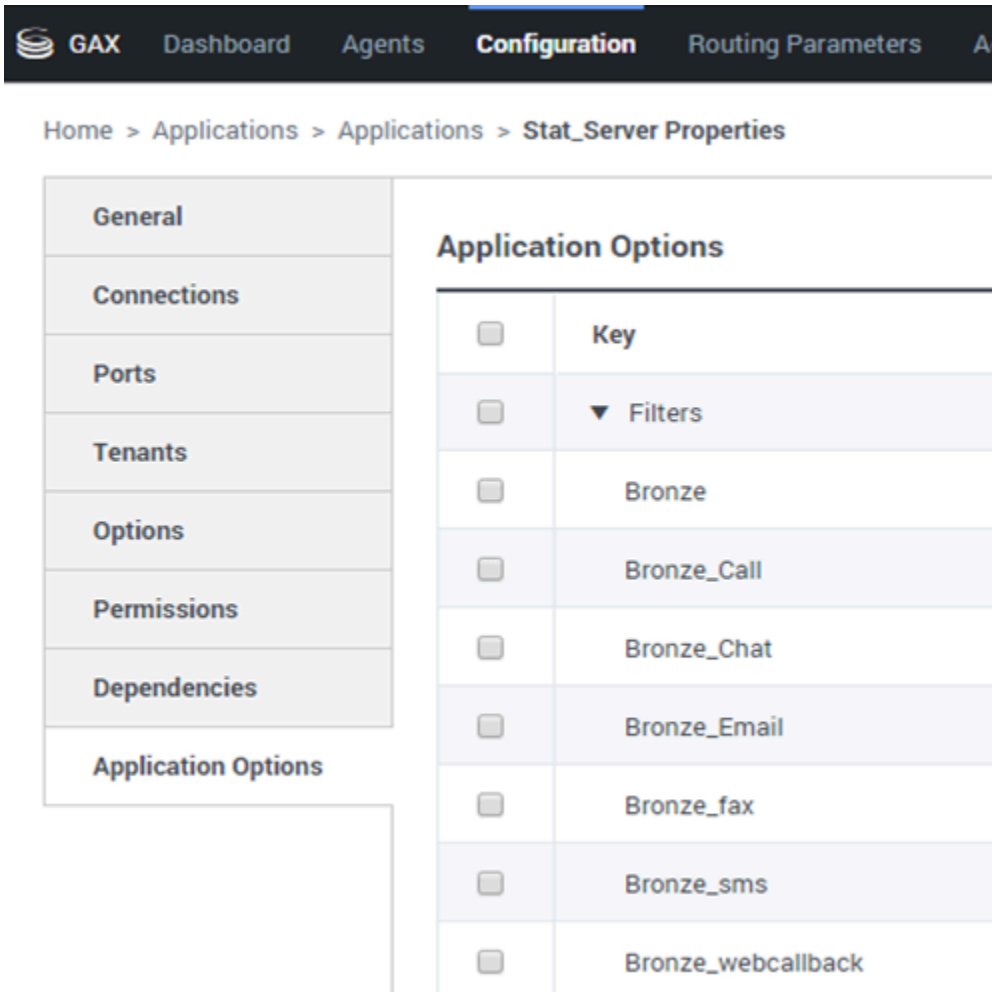
The Description provides the functional meaning of the statistic.

Display Format

The Display Format specifies whether values are shown as time or numbers, and, if numbers, the number of decimal places. Depending on the statistic you chose, the available formats in the drop-down list are time-based or numerical.

List of Values: Time, Integer, Number, Percent, String

Filters



The Filters represent statistical filters that define restrictive conditions on actions used while calculating the statistic. See the "Statistical Categories" chapter in the Framework Stat Server User's Guide to learn how to define filtered statistics.

The list of Filters is available in the Configuration section of GAX. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit or delete a filter.

Filters Example

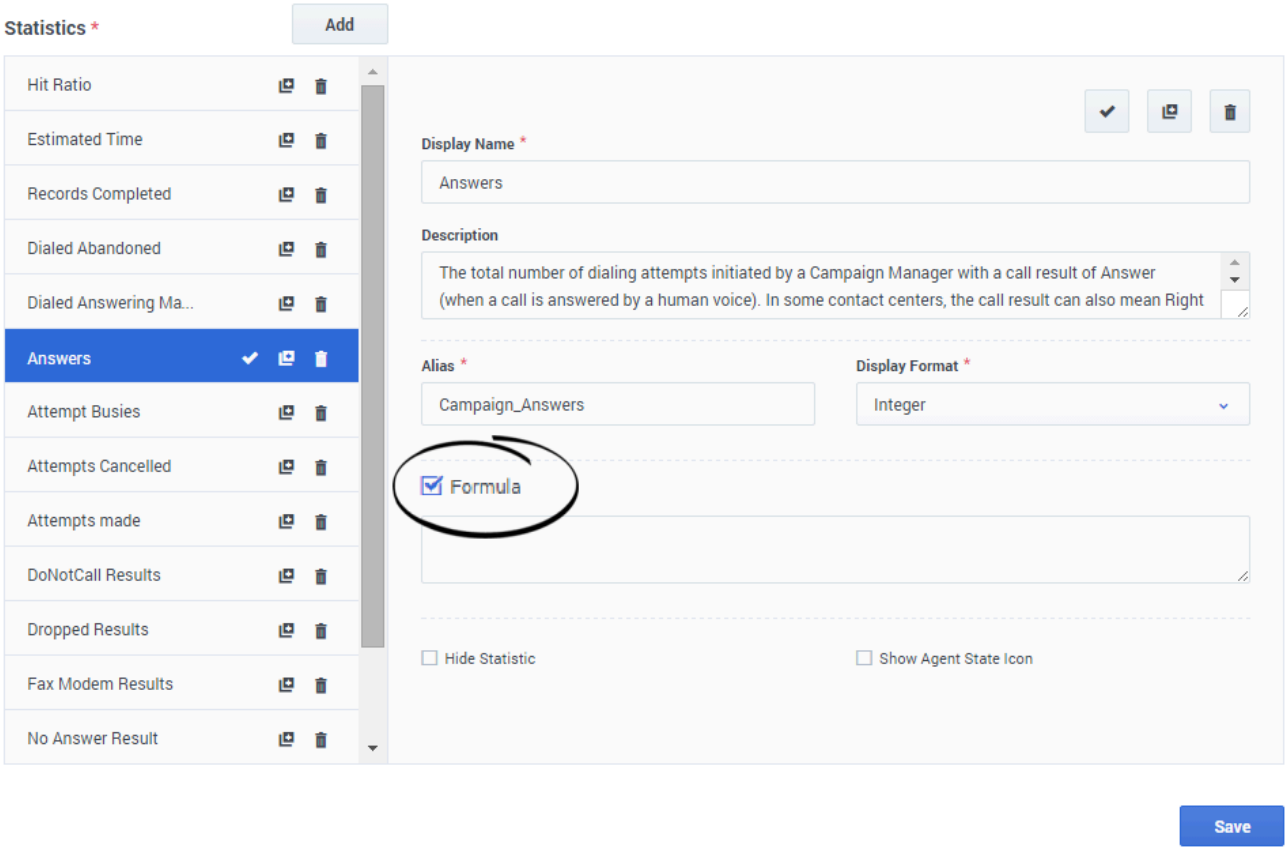
Suppose that you want to filter calls based on language: If the enterprise set up the key Language to identify language and the value Spanish for callers who speak Spanish, you could use the PairExists UserData function to search for calls with attached data in the Language/Spanish key-value pair.

On the Options tab of the Stat Server Properties screen, you could add a SpanishLanguage option in the [Filters] section and specify filtering for calls with attached data containing the key "Language" and the value "Spanish".

The example would have SpanishLanguage in the Name field and PairExists("Language","Spanish") in the Value field.

Now, when an agent attaches the "Spanish/Language" key-value pair to calls from a desktop application, the calls are filtered out of statistical calculations.

Formula



From the statistic detail pane, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.

Genesys Pulse assumes the offered calls are defined by a statistic alias `Offered` and the abandoned calls are defined by a statistic alias `Abandoned`.

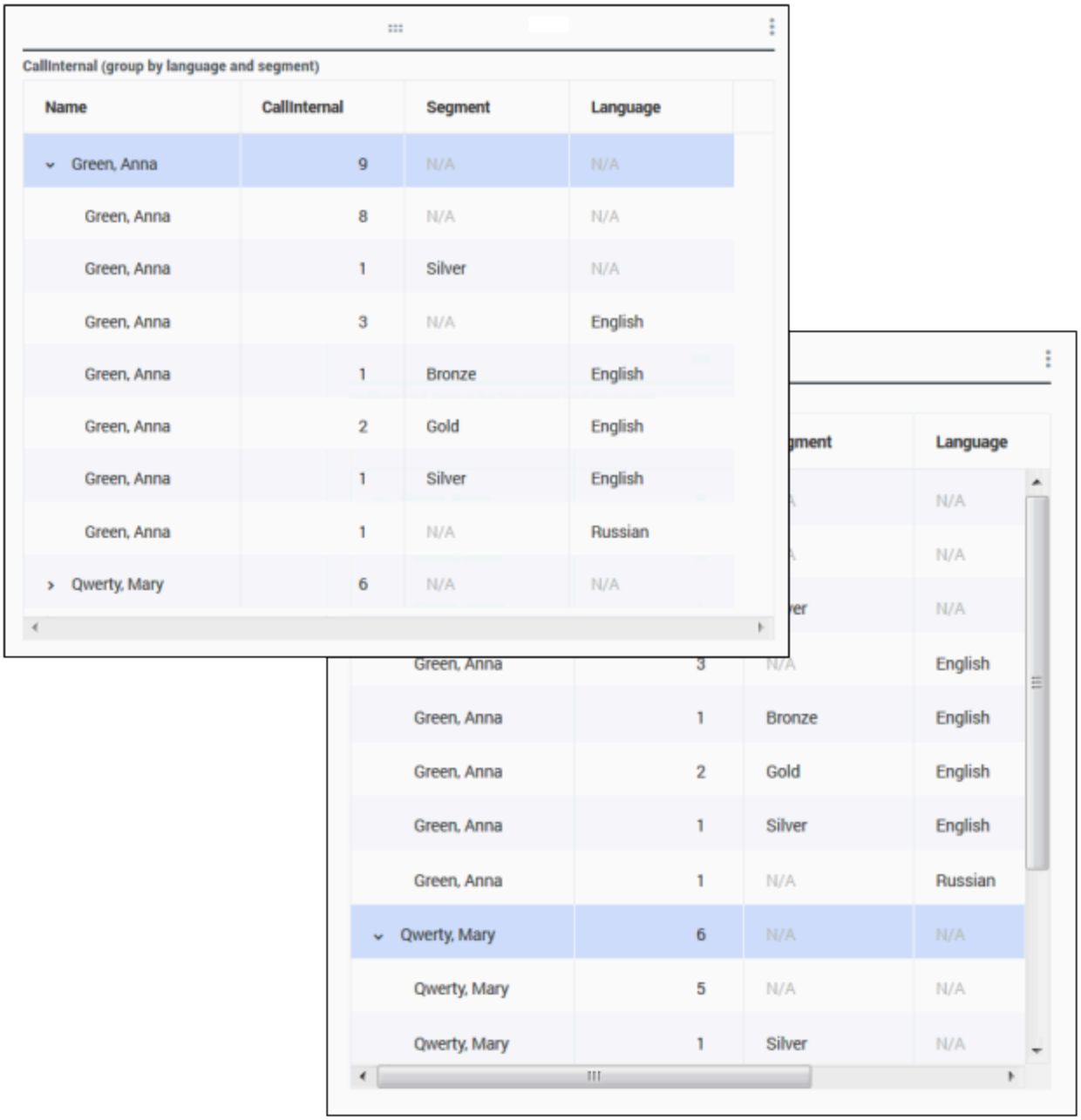
The formula must return a Result value to be valid and can access any statistics of the template with the following syntax: `Data.<Statistic-Alias>.Value`

All formulas must contain an assignment for the `Result` variable (for example, `Result=`). The `Result` of the formula calculation is the final value of this variable.

For example, here is a formula using the function `G.GetAgentNonVoiceStatus()`:

```
Result = G.GetAgentNonVoiceStatus(Data.Current_Status.Value, email);
```

GroupBy



Important

- GroupBy support relies on StatServer functionality that was introduced in release 8.5.103. See the StatServer User Guide for more information.
- Pulse supports snapshots when GroupBy is applied to the same expression for either all or no statistics.
- When you use a GroupBy expression that involves user data which is changed during call, that call will be counted in the group with the old value (or no value) AND in the group with new value. Therefore, for the TotalNumber statistics, if you add up all values for all groups, you have more than the statistic's total value.

The GroupByColumns option facilitates provisioning of Pulse widgets and enable multi-dimensional data presentation (GroupBy capability) in Grid widgets and in the Data view on an expanded widget tab.

GroupBy columns should contain valid unique aliases, separated by comma.

StatType, used with GroupBy capability, must define the following additional attributes:

- **GroupBy**—contains grouping expressions separated by comma
- **GroupByColumns**—contains aliases for grouping expressions separated by comma

Example:

To monitor the number of internal calls grouped by Language and Segment, instead of explicitly defined and applied filters to a metric, define the GroupBy and GroupByColumns for the StatType in the Stat Server:

```
[Total_Calls_Grouped]
Category=TotalNumber
GroupBy=GetString(UserData,"Language"), GetString(UserData,"Segment")
GroupByColumns=Language, Segment
MainMask=CallInternal
Objects=Agent
Subject=DNAction
```

Include a metric based on this StatType in your widget template and make sure **Group By Columns** field is filled correctly with "Language, Segment" string.

Important

All metrics in the StatType GroupByColumns attribute aliases must be included in the **Group by Columns** field or all GroupBy data is ignored.

You can use **Group by Columns** option when you create a template.

Insensitivity

Insensitivity describes a condition for Stat Server to send updates of statistical values to its clients. An increase in the value of this parameter usually decreases network traffic, but it also reduces reporting accuracy, because values are not updated as frequently. This setting is not visible in Stat Server configuration, but rather, clients pass its value to Stat Server along with each statistic request.

Insensitivity plays no role for reset-based statistics. For time-based or change-based notification mode, Stat Server only reports the recalculated value if the absolute value of the difference between the previous value and the recalculated value or its percentage ratio to the recalculated value is at least equal to the number specified by Insensitivity.

For example, if the result has a long integer data type—as is the case for statistics measuring time—Stat Server uses the absolute difference in values for comparison. Given an Insensitivity setting of 5 in this case, Stat Server sends the recalculated result to its client when the absolute value of the difference between the new and old result is at least 5 (seconds, usually).

Notification Mode

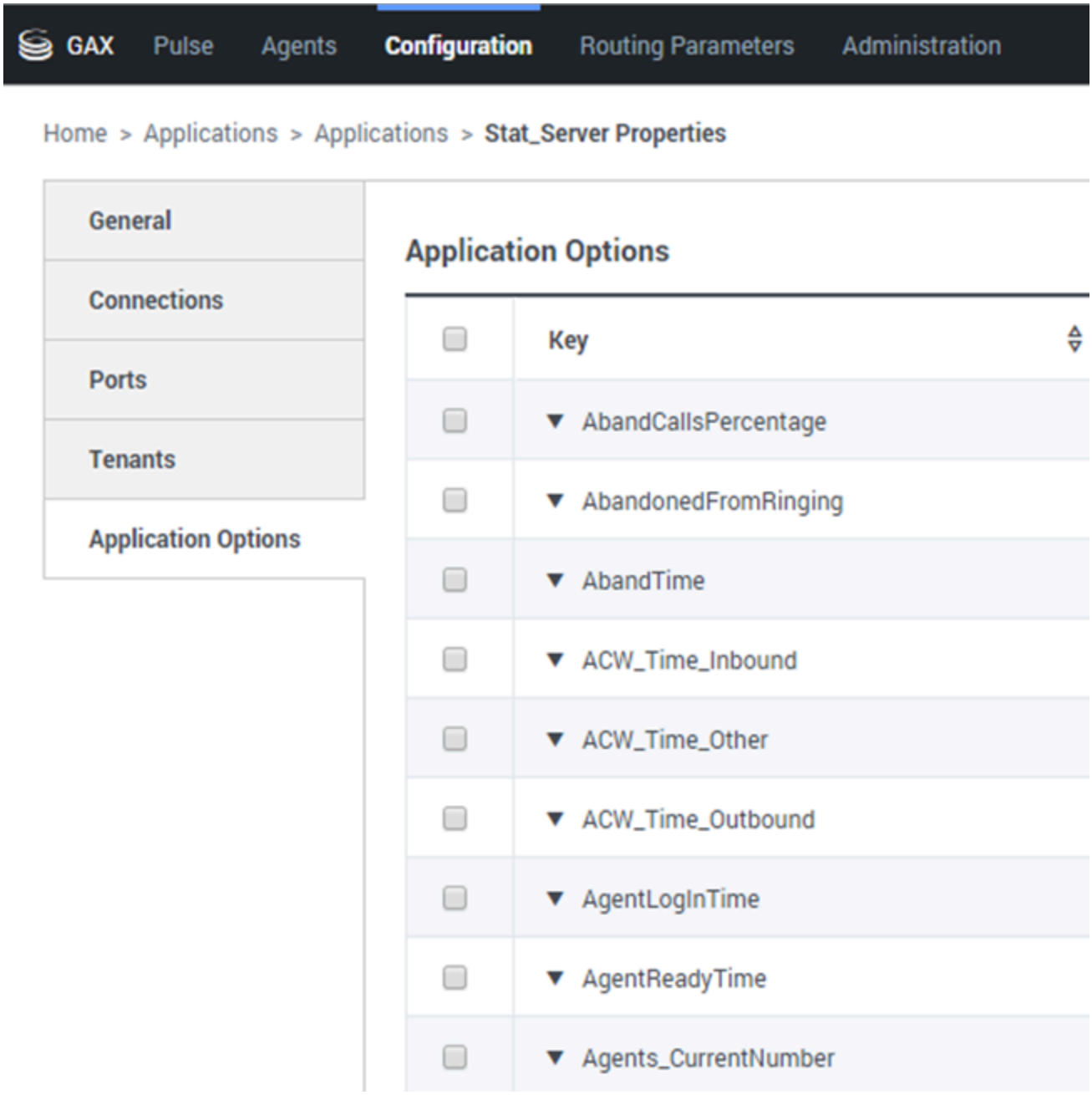
The Notification Mode determines when Stat Server sends updated statistical values. These are the valid options:

- **Time-Based**—Select this Notification Mode to instruct Stat Server to recalculate the statistic by the frequency displayed in Notification Frequency property. Stat Server sends a new value to Genesys Pulse only when the absolute difference from the last reported value exceeds the Insensitivity property.
- **Change-Based**—Select this Notification Mode to instruct Stat Server to notify Genesys Pulse about changes immediately.
- **No Notification**—Select this option to instruct Stat Server to not report updates. Updates are turned off in this case.
- **Reset-Based**—Select this Notification Mode to instruct Stat Server to report Genesys Pulse value right before setting it to zero (0). CurrentState statistics cannot be requested with Reset-Based notification mode.

Notification Frequency

Use Notification Frequency to set how often, in seconds, Stat Server recalculates the statistic and notifies Genesys Pulse if the statistic changes by more than the valued displayed in the Insensitivity field. This field is only used when a Time-Based Notification Mode is selected for the statistic.

Statistic Type



The mandatory Statistic Type displays the parameters that define the statistic type within Stat Server.

The list of Statistic Types available in the environment should be accessible through the Genesys Administrator Extension (GAX) within the Configuration section. You can view them in the Application Options of the Stat Server application used by Genesys Pulse.

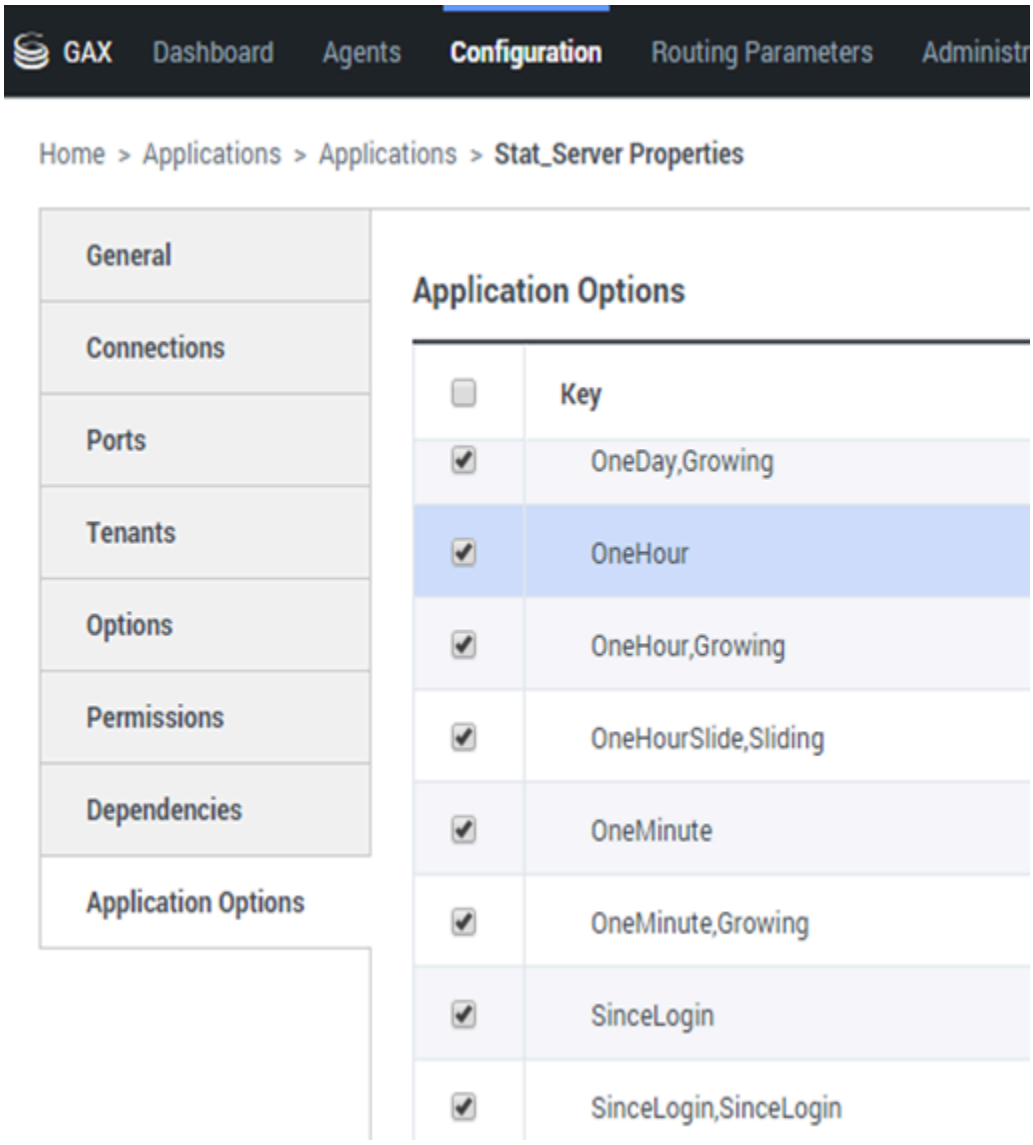
Your account must have privileges to access the Configuration section.

Within GAX, you can add, edit, or delete a statistic type.

This list should be the same as the list of statistic types detailed in the Genesys Pulse templates spreadsheet.

For more information on Stat Type definitions, see the Framework Stat Server User's Guide.

Time Profile



Use the Time Profile to define the Time Profile for the statistic and specify the interval over which historical aggregate values are calculated. All time profiles are defined as configuration options in the Time Profiles of the Stat Server Application object in Genesys Configuration. See the Framework Stat Server User's Guide for information about how to set up time profiles.

The list of Time Profiles available in the environment should be accessible in the GAX Configuration section. This view is available in Stat Server application options used by Genesys Pulse.

Your account must have privileges to access this section.

Within GAX, you can add, edit, or delete a Time Profile.

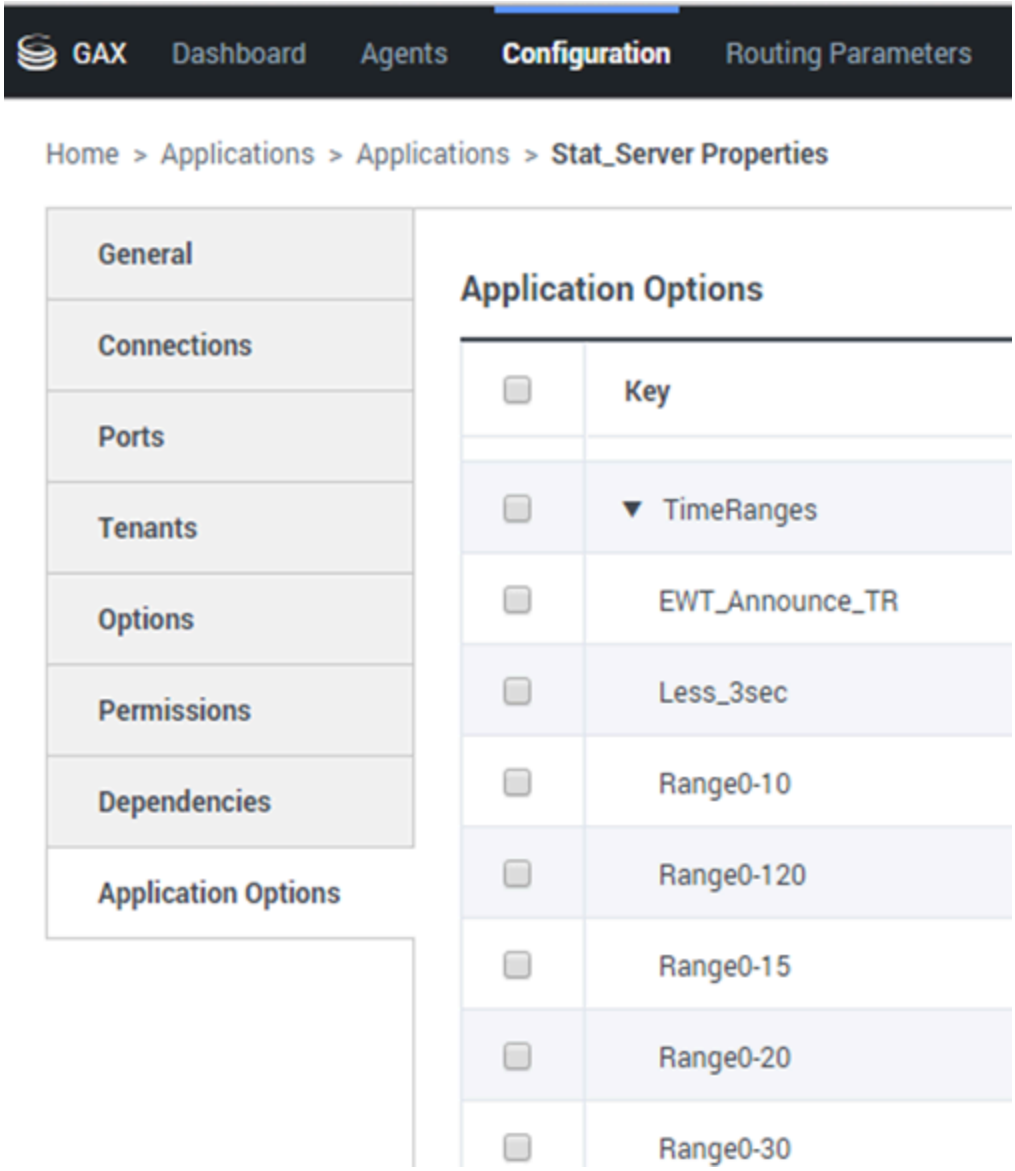
The Time Profile contains four main types:

- Growing
- Sliding
- Selection
- SinceLogin

Time Profiles Examples

- Default,Growing—The Default time profile uses a Growing interval type and resets statistics to zero (0) every night at midnight. The default value is set to 00:00.
- LastHour,Sliding—The LastHour time profile uses a Sliding interval type and tracks the last hour of activity with a sampling taken every 15 seconds. The default value is set to 3600:15.
- SinceLogin,SinceLogin—SinceLogin resets statistics to zero (**0**) at the moment of agent login. Statistics continue to accumulate as long as the agent is logged into (any) DN. The SinceLogin interval type aggregates statistical data only for agent-object statistics.
- Shifts,Growing—A time profile named Shifts resets statistics to zero when shifts change at 3:00 AM, 7:00 AM, 11:00 AM, 1:00 PM, 7:00 PM, and 1:00 AM. The default value is set to 3:00 +4:00, 13:00 +6:00.

Time Range



The Time Range specifies when to collect data for a limited set of statistics. See the Framework Stat Server User's Guide for information about how to set up time profiles.

The list of Time Ranges is available in the Configuration section of GAX. This view is available in the options of the Stat Server application used by the Genesys Pulse solution.

Your account needs to have privileges to access this section.

Within GAX, you can add, edit, or delete a time range.

Time Ranges apply to statistics in following categories:

- TotalNumberInTimeRange
- TotalNumberInTimeRangePercentage
- CurrentNumberInTimeRange
- CurrentNumberInTimeRangePercentage
- ServiceFactor1
- TotalTimeInTimeRange

Time Range Example

Suppose that you want to calculate the total number of calls answered within 30 seconds. To do so, enter Range0-30 in the Name field, and 0-30 in the Value field.

In this example, a Pulse statistic that calculates the total number of calls is based on the time range "Range0-30". If one call is answered after being in a queue for 25 seconds, a second call after 40 seconds, and a third call after 10 seconds, Stat Server counts only the first and third calls.

What do I do next?

You might want to learn more about:

- Widget templates
- Report formulas
- Template function library

How do I use formulas to customize reports?

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

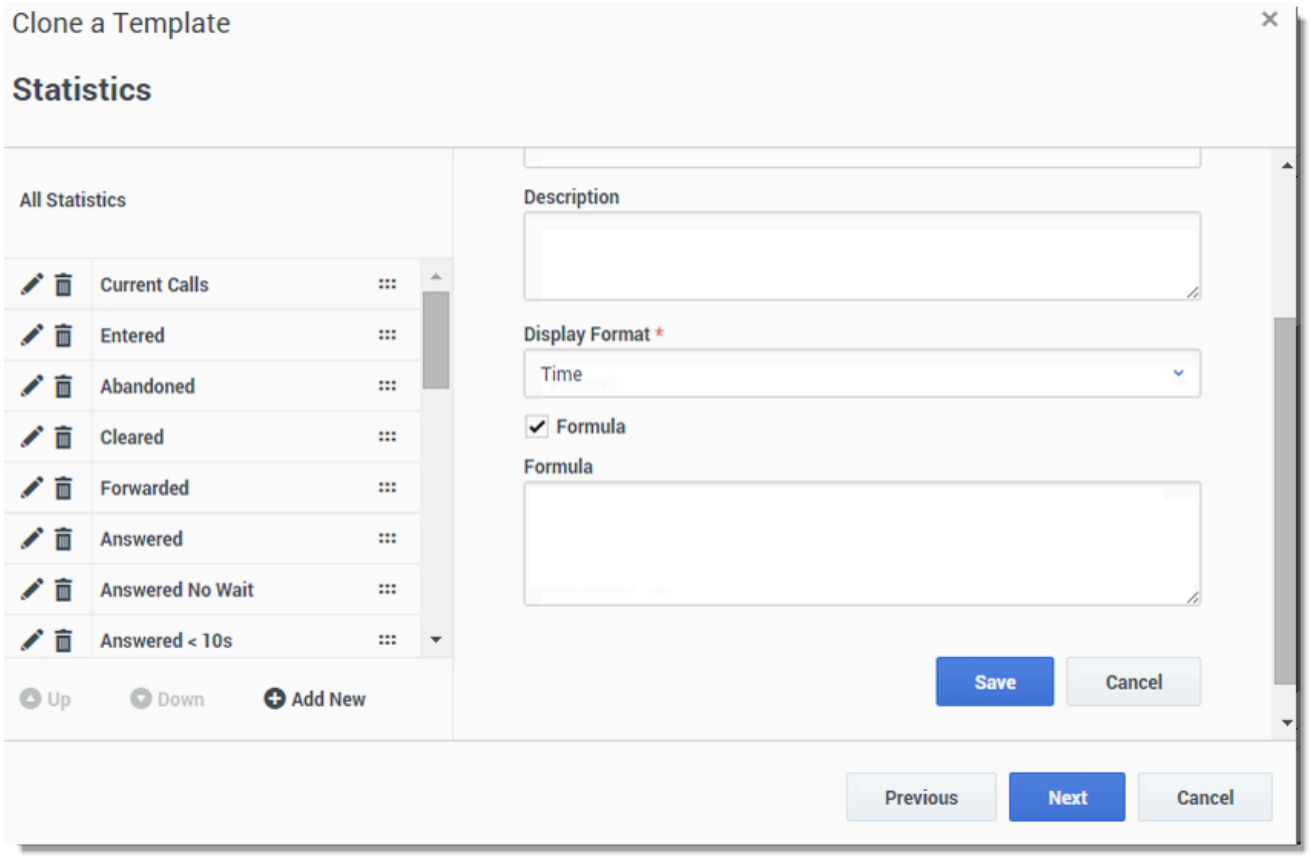
When a report template doesn't provide the statistics that you want, you can use a formula to retrieve specific key performance indicators (KPIs).

Who can create these statistics? If you can create and edit Genesys Pulse templates, you can use formulas.

- Where can I add my formula?
- How can I display percentages in my reports?
- How can I display Agent Status KPIs?
- How can I display interaction properties?

Once you know how to use the formulas, you can use the function library for Genesys Pulse standard templates.

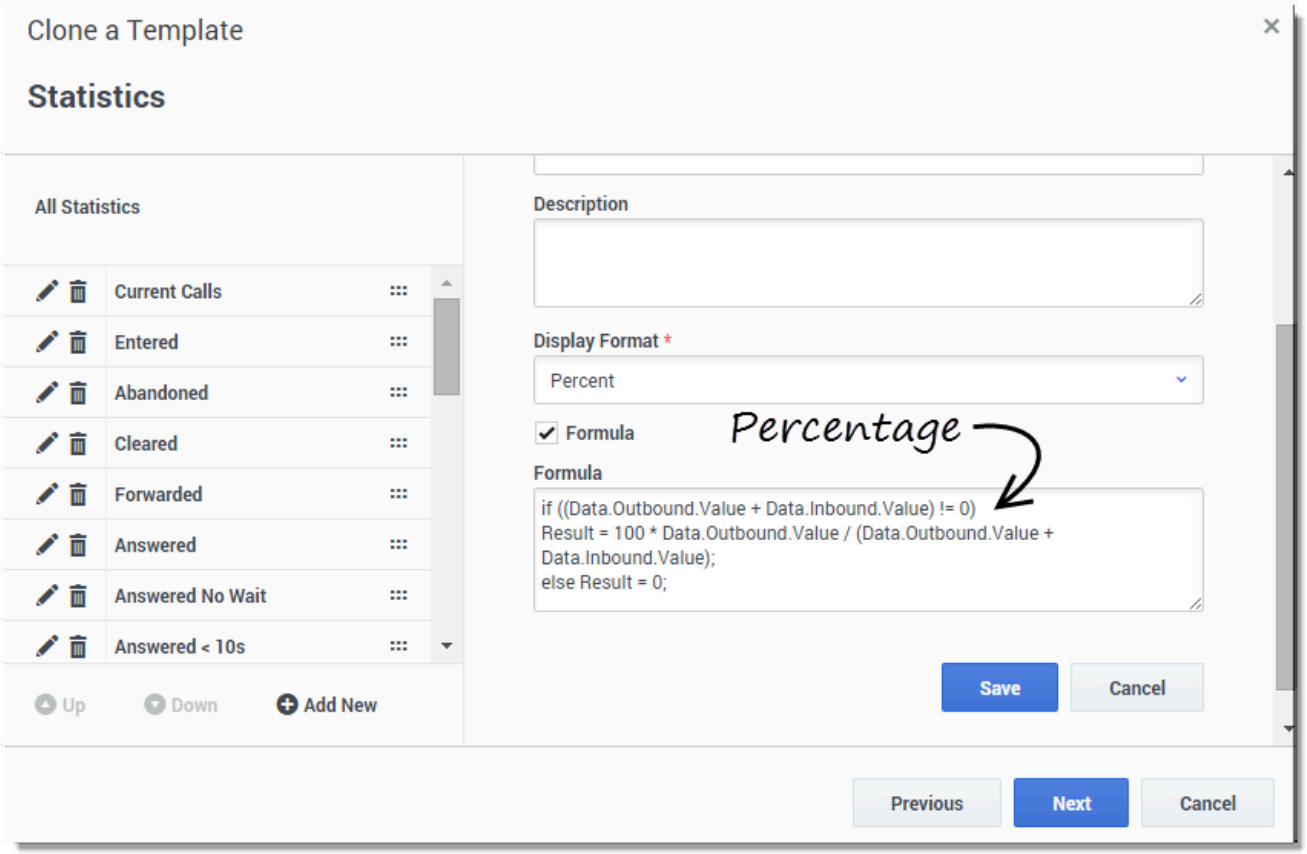
Where can I add my formula?



From the statistic detail pane while editing a widget or template, you can create or customize statistics by creating a formula.

The formula uses a javascript-based syntax, which lets you calculate expressions with values given by other statistic and use functions provided by Genesys for more specific calculations. For example, you can calculate the ratio of the calls abandoned to the calls offered in your queue to measure the percentage of abandoned calls in your queue.

How can I display percentages in my reports?



Let's say you want to display percentages based on two metrics. Just copy the following example using the statistics you want.

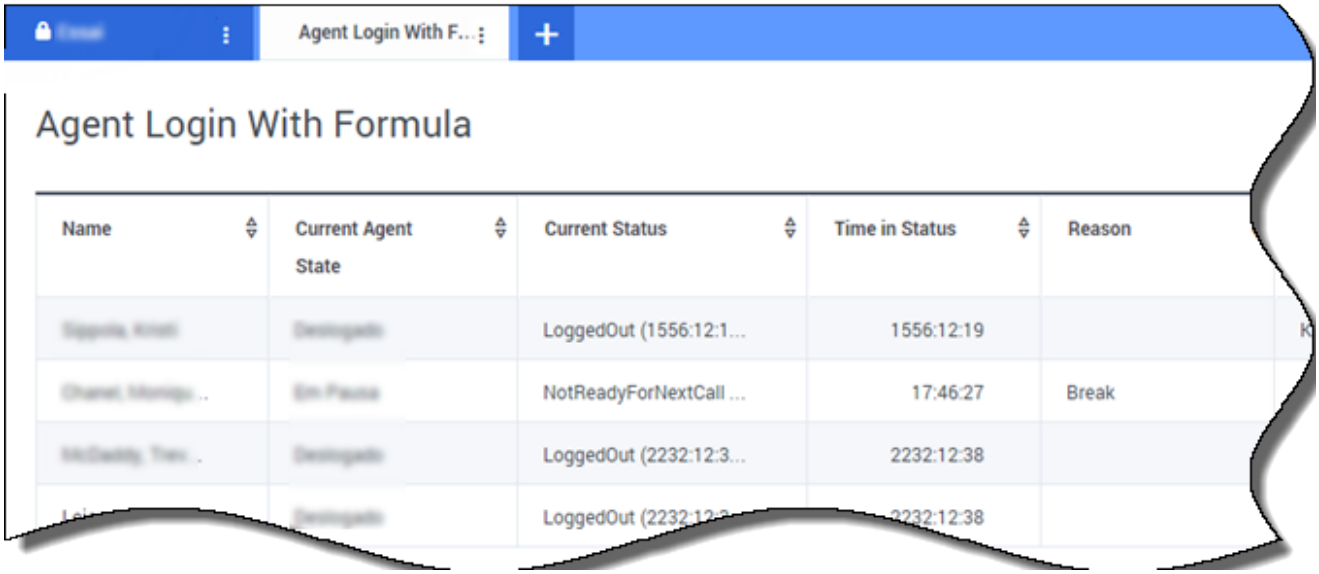
In this example, we want to retrieve the percentage of outbound calls out of the total of both inbound and outbound calls. The formula can access any statistic within a template with the following syntax: `Data.`*`Statistic-Alias`*`.Value`. The formula must return a valid `Result` value.

In the following formula, we assume the outbound calls are defined by a statistic alias `Outbound` and the inbound calls are `Inbound`.

Formula: Calculate a Percentage

```
if ((Data.Outbound.Value + Data.Inbound.Value) != 0)
Result = 100 * Data.Outbound.Value / (Data.Outbound.Value + Data.Inbound.Value);
else Result = 0;
```

How can I display Agent Status KPIs?



Let's say you want to display KPIs for agent status. Just use the `Current_Status` statistic.

[+] How the Current_Status statistic is defined.

The `Current_Status` statistic is defined by Stat Server options properties. The statistic type `ExtendedCurrentStatus` returns a specific object that can be further analyzed to provide only the Duration of the object.

```
[ExtendedCurrentStatus]
Category=CurrentState
MainMask=*
Objects=Agent
Subject=DNAction
```

You can use formulas to find the information you need:

[+] Show agent time in current state

You can display the agent status duration using the `Current_Status` statistic.

Formula: Get Status Duration

```
Result = G.GetStatusDuration(Data.Current_Status.Value);
```

[+] Show the Reason Code selected by the agent

You can display the reason code for the agent status.

Formula: Get Reason Code

```
Result = G.GetReasonCodes(Data.Current_Status.Value);
```

If you want to display more user data in addition to the Reason Code, you need to enable the Additional Data property (User Data) of the statistic and apply a formula to filter only the Reason Code from the resulting Current_Status, which contains both the User Data and Reason code.

Formula: Filter only Reason Code

```
var res = G.GetReasonCodes(Data.Current_Status.Value);
var x = res.split(';');
Result = "";
for (var i = 0; i < x.length; i++) {
    var s = x[i];
    if (s.indexOf("Break") > -1 ||
      s.indexOf("Offline") > -1 ||
      s.indexOf("Training") > -1 ) { Result = s; break; }
}
```

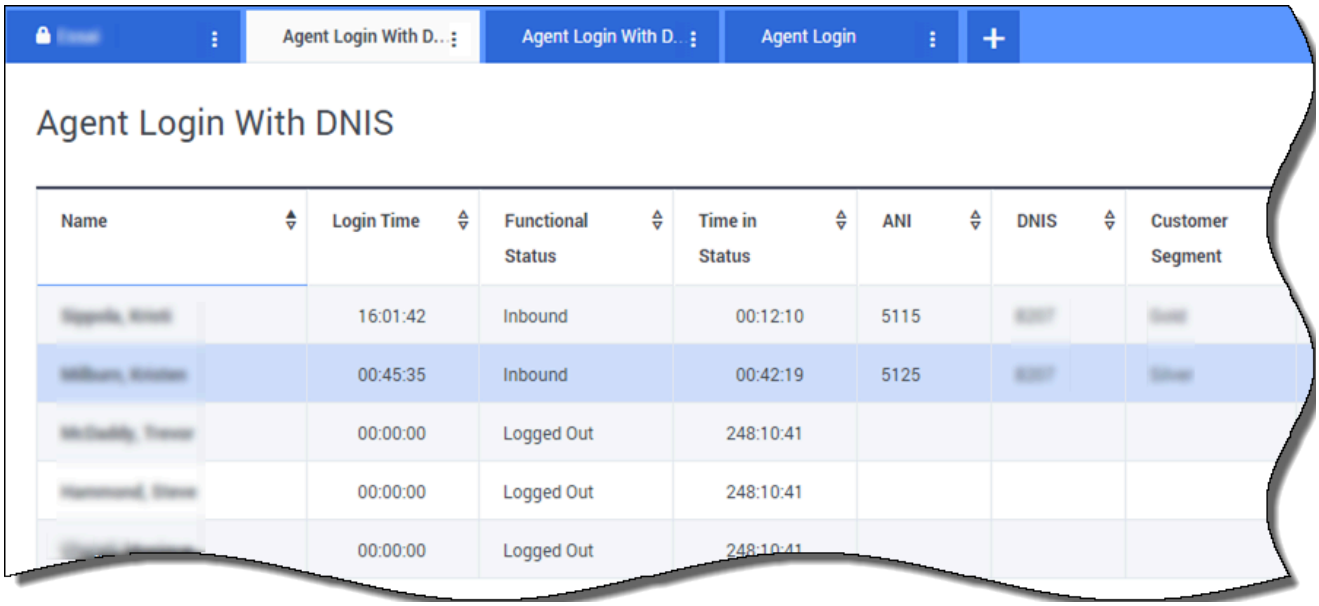
[+] Show current agent state by media type

You can display the current agent state by media type.

Formula - Get agent state by media type

```
Result = G.GetAgentStatusPerMedia (Data.Current_Status.Value,
'email');
```

How can I display interaction properties?



Let's say you want to display interaction properties including flow segmentation, ANI, and DNIS. You can use formulas to find the information you need:

[+] Show the customer segment of the interaction

You can display the customer segment defined by the `CustomerSegment` key-value pair of the interaction by using the following formula.

Formula: Get Customer Segment

```
Result = G.GetSegment(Data.Current_Status.Value);
```

[+] Show the ANI of the customer

You can display the ANI of the customer by using the following formula.

Formula: Get ANI

```
[Result = G.GetANI (Data.Current_Status.Value);
```

[+] Show the DNIS of the customer

You can display the DNIS of the customer by using the following formula.

Formula: Get DNIS

```
Result = G.GetDNIS (Data.Current_Status.Value);
```

Template function library

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Once you know how to use formulas, you can use this function library as reference for additional customization.

Below is a function library for Pulse standard templates.

GetAgentNonVoiceStatus(state, media) → {string}

Get agent's status name for the media other than Voice.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
`media`	string	Media name.

Returns:

Status name, if **state** and **media** are available, *empty string* if information about given media is not available in the given current state, *null* if **state** is null or not an agent state, or **media** is null, not specified or empty.

Type = string

GetAgentVoiceStatus(state) → {string}

Get agent's status name for the Voice media.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Status name, if **state** is available, *null* if **state** is null or not an agent state.

Type = string

GetANI(state, switchID) → {string}

Get a first available ANI attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

ANI value, if found, *empty string* if not found, *null* if **state** is null or not an agent state.

Type = string

GetBusinessResult(state)

Get "Business Result" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent

		(typically, **Value** of the appropriate statistic).

Returns:

Business Result value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetCustomerSegment(state)

Get "CustomerSegment" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

CustomerSegment value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetDNIS(state, switchID) → {string}

Get a first available DNIS attribute in the given agent state.

Parameters:

Name	Type	Argument	Description
`state`	AgentCurrentState		Current state of the agent (typically, **Value** of the appropriate statistic).
`switchID`	string	<optional>	Optional switch name to limit the search.

Returns:

DNIS value, if found, *empty string* if not found, *null* if **state** is null or not an

agent state.

Type = string

GetEmployeeId(state) → {string}

Get agent's Employee ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Employee ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetExtension(state) → {string}

Get agent's Extension designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Extension, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetLoginId(state) → {string}

Get agent's Login ID designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's Login ID, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPlace(state) → {string}

Get agent's place designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Agent's Place name, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetPosition(state) → {string}

Get agent's ACD Position designated in the given agent state.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic)

Returns:

Agent's ACD Position, if available, *empty string* if not available (typically, when agent is logged out), *null* if **state** is null or not an agent state.

Type = string

GetReasonCodes(state) → {string}

Get reason codes corresponding to the current status of the agent from all media types. Reason codes can be obtained only for the following agent statuses: LoggedIn, AfterCallWork, NotReadyForNextCall, WaitForNextCall.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

Reason codes, splitted by '; ', if available, *empty string* if reason code is not available, *null* if **state** is null or not an agent state.

Type = string

GetServiceSubType(state)

Get "ServiceSubType" user data value.

Parameters:

Name	Type	Description

`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceSubType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetServiceType(state)

Get "ServiceType" user data value.

Parameters:

Name	Type	Description
`state`	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).

Returns:

ServiceType value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state.

GetStatusDuration(state) → {Number}

Get duration of the current status of the agent.

Parameters:

Name	Description
`state`	Current state of the agent, agent group, DN or campaign (typically, **Value** of the appropriate statistic).

Returns:

Duration, in seconds, if **state** is available, *null* if **state** is null.

Type = Number

GetSwitches(state, sep)

Get list of switches where agent is logged in.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
sep	string	Separator to use. Default is ';'.

Returns:

List of switches, if available, *empty string*, if agent is completely logged out, *null* if **state** is null or not an agent state.

GetUserDataValue(state, key)

Get value of the first found user data with given key.

Parameters:

Name	Type	Description
state	AgentCurrentState	Current state of the agent (typically, **Value** of the appropriate statistic).
key	string	User data key

Returns:

User data value, if available, *empty string*, if required user data is not available, *null* if **state** is null or not an agent state or **key** is null.

GVP Reporting

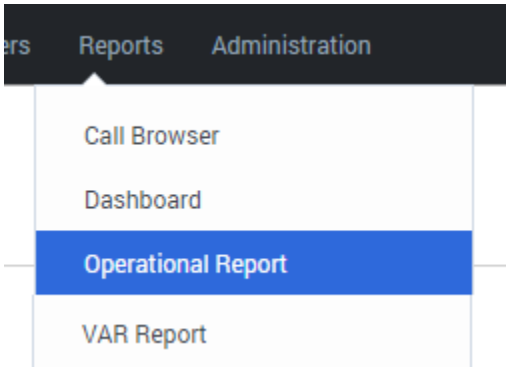
> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Genesys Voice Platform has many moving parts—individual components that perform different tasks during a call. GVP reports give you a diagnostic look at your contact center's performance, by monitoring how the components perform—by themselves and with each other. The goal is to improve your contact center's efficiency.

With Genesys Voice Platform reports you can:

- Browse the Call Detail Records (CDRs) of in-progress and completed calls, filtering for the different components that process them. You can observe how each component is performing.
- Gather statistics on events such as call arrivals, call durations, and peak call volume— then sort or filter by IVR Profile, or by GVP component.
- Observe the success and failure rates for calls, and the IVR Actions that handle them.

How to choose a GVP report



1. On the Genesys Portal, click the **IVR Administration** icon.
2. If prompted, enter your user name and password.
3. The Configuration Manager page appears. Select a report type from the **Reports** drop-down menu.

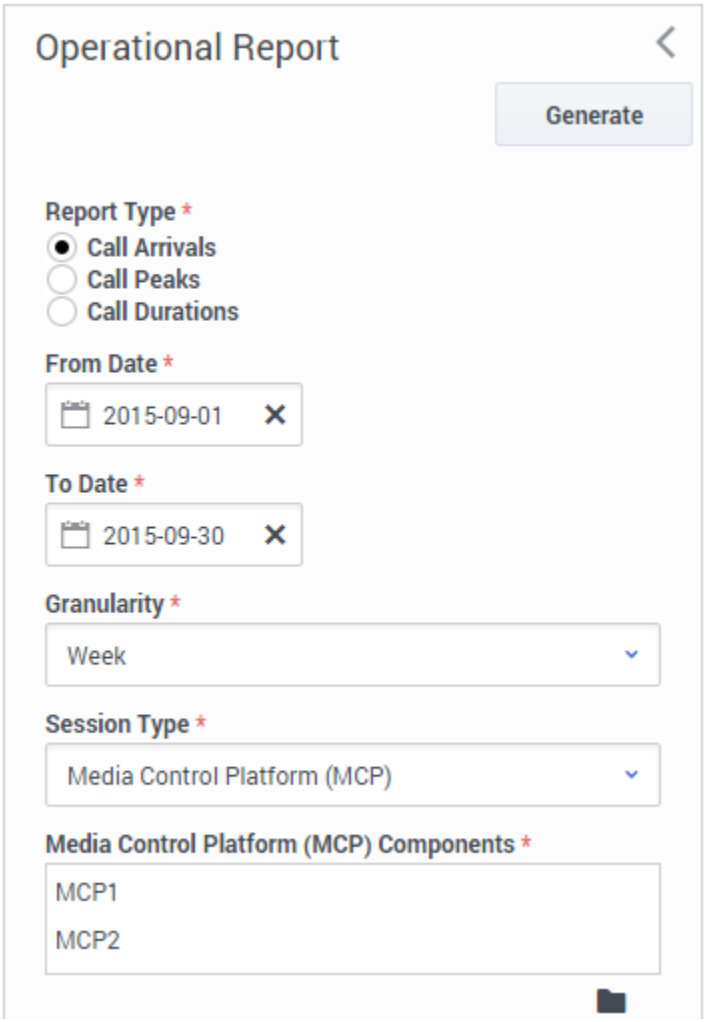
When you first open a report, it contains no data. Use the filters dialog box on the left side of your

browser window to decide what information to include. Then, generate the report.

Each report offers multiple report types, with different characteristics such as multiple data sets and access to the data for multiple Genesys components. You can design a filter to display only the data that you want to see. That kind of control is huge when it's time to read a report!

You've selected a report type and displayed an empty table. Now you can fill it with the data that you need.

How to design a GVP report



GVP Reports can access a huge pool of data about calls. Use the report filter to find and focus on the specific data that will help you make informed decisions.

For example, the filter on the left will let you compare how well two different MCPs handled Call Arrivals for the month of September, broken down by the week.

Mine the data easily with filters

Use the filters to design a report's output. These are your tools for mining the database. Click each link below to learn about the many ways that you can focus your chosen report type on the exact data that you seek:

- Call Browser Report Filters
- Dashboard Report Filters
- Operational Report Filters
- VAR Report Filters

Note: Some report types may not be part of your installation.

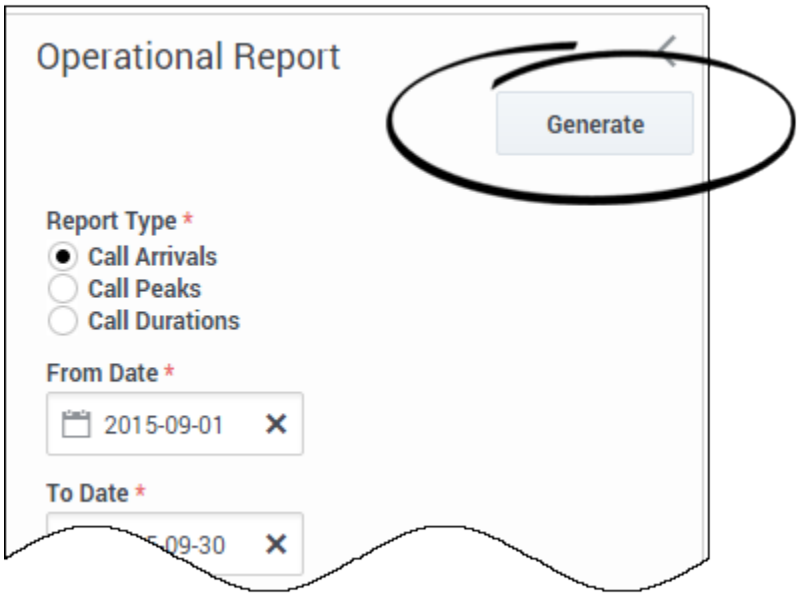
The Report filter control panel is on the left side of the page.

Look for these generic control buttons in the filters panel:

Collapse or **Restore** the report filters panel.

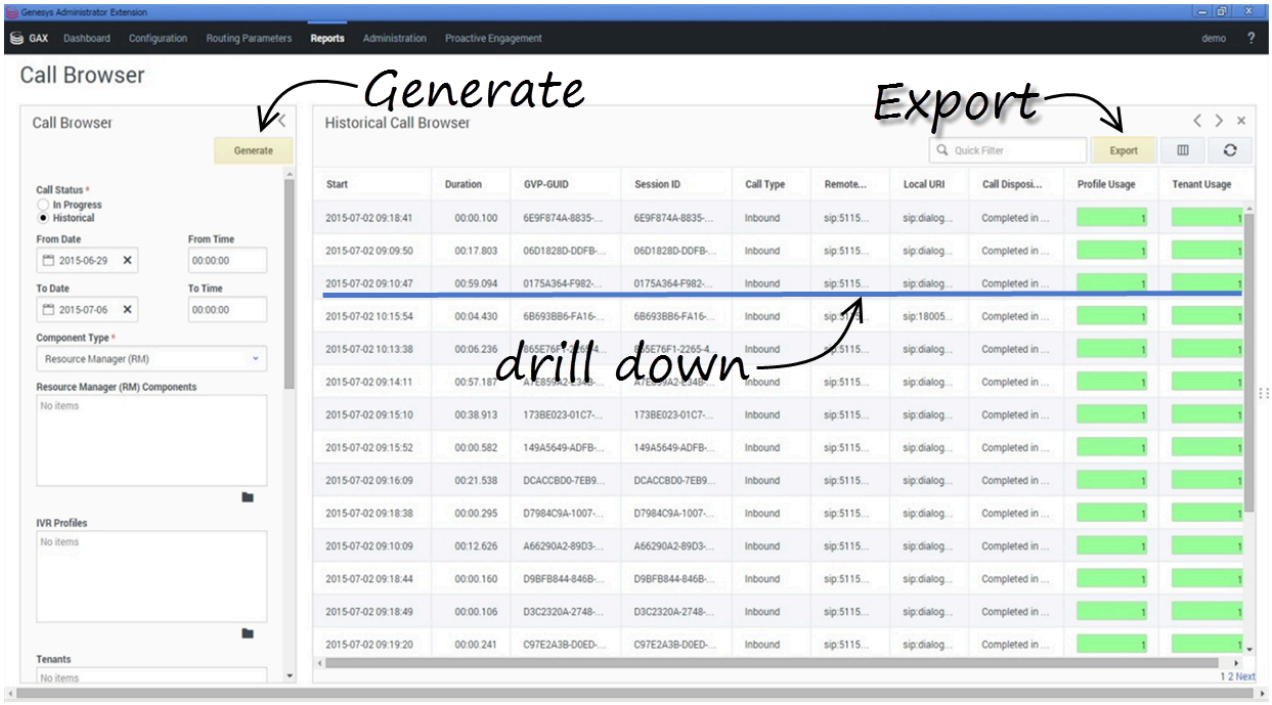
Browse a list for filter items that you can select, or **Clear** the current value.

How to generate a GVP report



Click **Generate** at the top (or the bottom) of any report filter dialog.

How to read a GVP report



A report can contain many layers of useful data that stays out of your way—until you dig deeper for it. The report appears in **a table** that occupies the right-hand 3/4 of your browser window.

You clicked **Generate** to populate the table with the data types you selected in the filter dialog.

Now click **a row** to underline (select) it, then double-click to "drill down"—see more detail about that row in a new table to the right (and usually off the screen). You can continue to drill down, and generate new details in new tables, as long as you can select a line.

Click the **Export** button to save all generated (i.e., currently viewable) data to a file—including data that is off the screen but you could scroll to see.

GVP Report Display Controls

The controls listed below are for data table panels that appear to the right of the filter column. You don't need to know all of them, just the commands that will show you the most useful data.

Report Data Display Controls

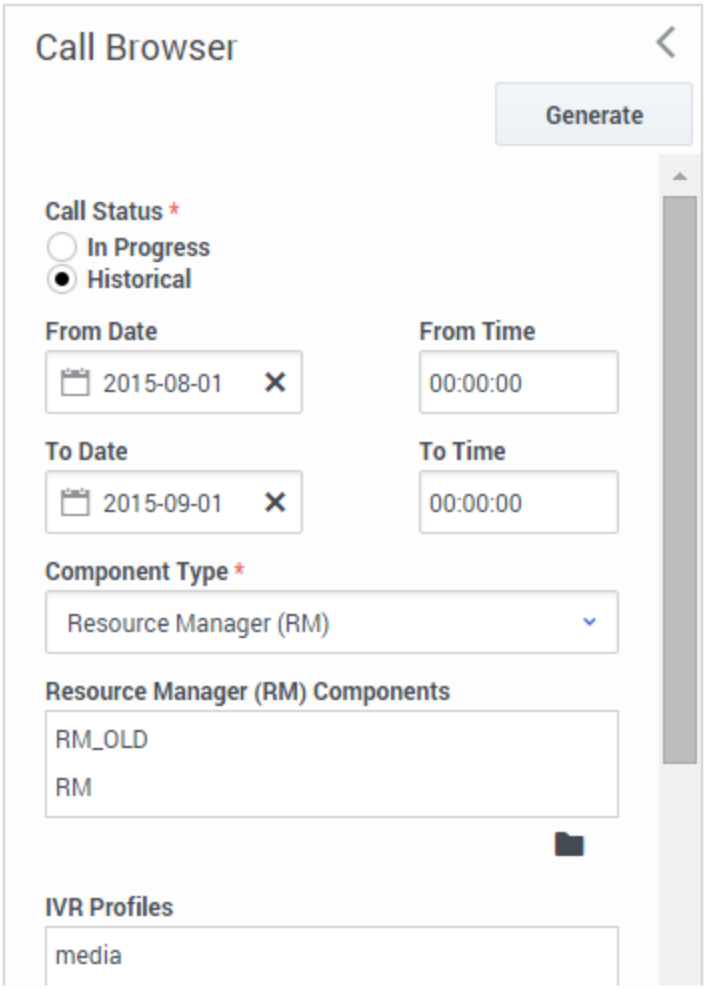
What it is	How to control it
Data row	Click to drill down on the data row for more detail on that row alone. The details appear in a new window to the right of the existing window, and the nature of those details depends upon the nature of the data row. For example, if the data is a historical list of calls, clicking on one row displays a Call Details window with information about the call that you selected.

What it is	How to control it
Pagination bar	Displays pagination information for the report, if it is saved in CSV format.
Column heading	Click to sort the entire table by the selected column . Click-and-drag to move a column.
Next Range and **Previous Range** buttons	Click to generate a related new report based on the current time frame, but a shifted time range. These controls are available only in Operational Reports and VAR Reports.
Quick Filter field	Enter text that must appear in a data row for the row to be displayed.
Export button	Click to save the displayed pages of data to a file of comma-separated values, using an automatically generated name that follows this convention: `user_gvp_rpt_report type.date generated.csv` A standard Windows dialog box lets you chose the saved file's destination directory.
Tenant Filter	Select one or more tenants from the list that appears when you click the solid file folder icon.
Call Disposition	Select a Call Disposition from the drop-down list.

Call Browser Report Filters

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Call Browser reports offer you a list of calls (either in-progress or completed) and data from their Call Detail Records. CDRs contain basic information about each call such as status, type, duration, start and stop times, and much more.



Filters focus on specific information

You can filter the data that the report will gather—to see calls that were processed by specific GVP components (Resource Manager or Media Control Platform or Call Control Platform). In the same report, you can also filter to display only calls that were handled by specific IVRs and tenants.

By focusing on highly specific data, you can identify the performance bottlenecks that may be slowing down your installation.

For example, the filter at left will deliver a report that compares the performance of two different Resource Managers during the month of August 2015—as processed by the IVR profile `media`.

Also on this page:

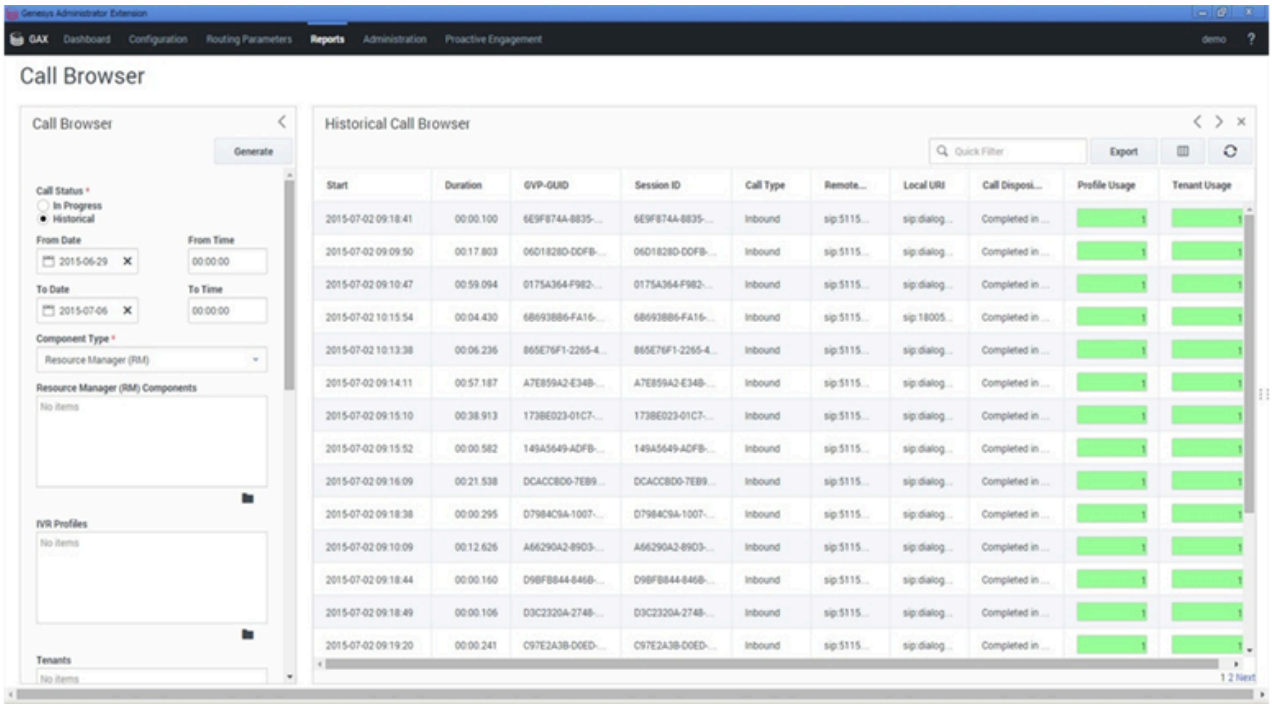
Report Filter Controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Call Status *(mandatory)*	Select a status from this list of radio buttons: Call Browser Report: In Progress, Historical.
Query Data From *(mandatory)*	Select a site from the drop-down list, to be the source of the report's data.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Date	Select the data end date from a pop-up calendar, or enter the end date in a text entry field. Format: YYYY-MM-DD.
Component Type *(mandatory)*	Select one type from the drop-down list: Resource Manager, Media Control Platform, or Call Control Platform. This selection determines many of the choices offered below it in the filter panel.
Components	Click the Browse icon (a solid black folder) beneath this field, then select at least one component in the data field to the right.
IVR Profiles	Click the Browse icon, then select at least one IVR profile.
Tenants	Click the Browse icon, then select at least one Tenant.
DIDs	Enter a whole number (for example, 1234), a range (1234-2234), a wildcard (123*, the asterisk must be at the end of the number), or a zero-prefixed number (001234). **Note:** The component type must be Resource Manager (RM).
Call Type	Select a Call Type from the drop-down list, which can include: Inbound, Outbound, Unknown.
Call State	Select a Call State from the drop-down list, which can include: Completed in IVR, Transferring, Transferred, Accepted. **Note:** This parameter is only applicable to real-time reports.
ID TYPE	Select a Call Type from the drop-down list, which can include: Session ID, GVP GUID, Genesys UUID.
Duration, Min (ms)	Enter an integer for the minimum duration of a call, in milliseconds. Calls shorter than this criterion will not appear in the report.
Duration, Max (ms)	Enter an integer for the maximum duration of a call, in milliseconds. Calls longer than this criterion will not appear in the report.
`VirtualReportingTag1`	`VirtualReportingTag1` and

Data Display Element	Purpose / Functionality
VirtualReportingTag2	`VirtualReportingTag2` are configurable parameters (vtags) in the GVP IVR Profile. Resource Manager provides the information in the Call Details Record (CDR). The name and value pair can be used as a query parameter to get the call records from the database. The maximum length for each vtag is 256 characters.
Remote URI	The full URI of the remote party involved in the session represented by this CDR.
Local URI	URI identifying the local service that was delivered.

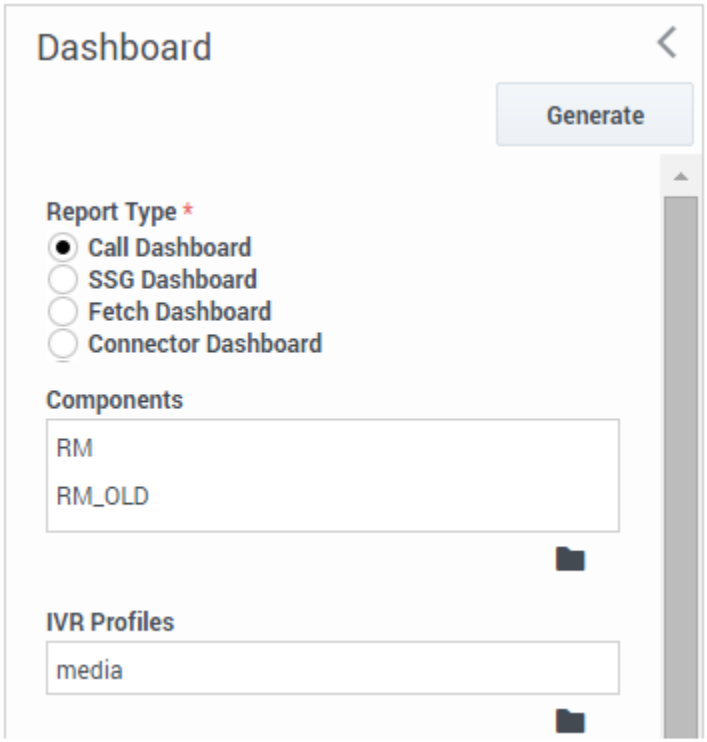
Sample Call Browser Report



Dashboard Report Filters

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Dashboard reports help you monitor calls (either in-progress or completed) from the perspective of IVR Profiles or GVP components. The dashboard display offers basic information such as the number of calls and call peaks.



You can monitor IVR Profile activity for the current day and time, in a table that includes a graph of the current burst levels for each IVR Profile that you select.

As with IVR profiles, you can monitor the real-time activity of GVP components that you select, for the current day and time. Use the filter controls to focus on the data that you want to see.

For example, the filters in the screen shot will deliver a report with two separate sections: one will

report on the performance of two different Resource Managers; the other will show the performance for the IVR profile `media`.

Also on this page:

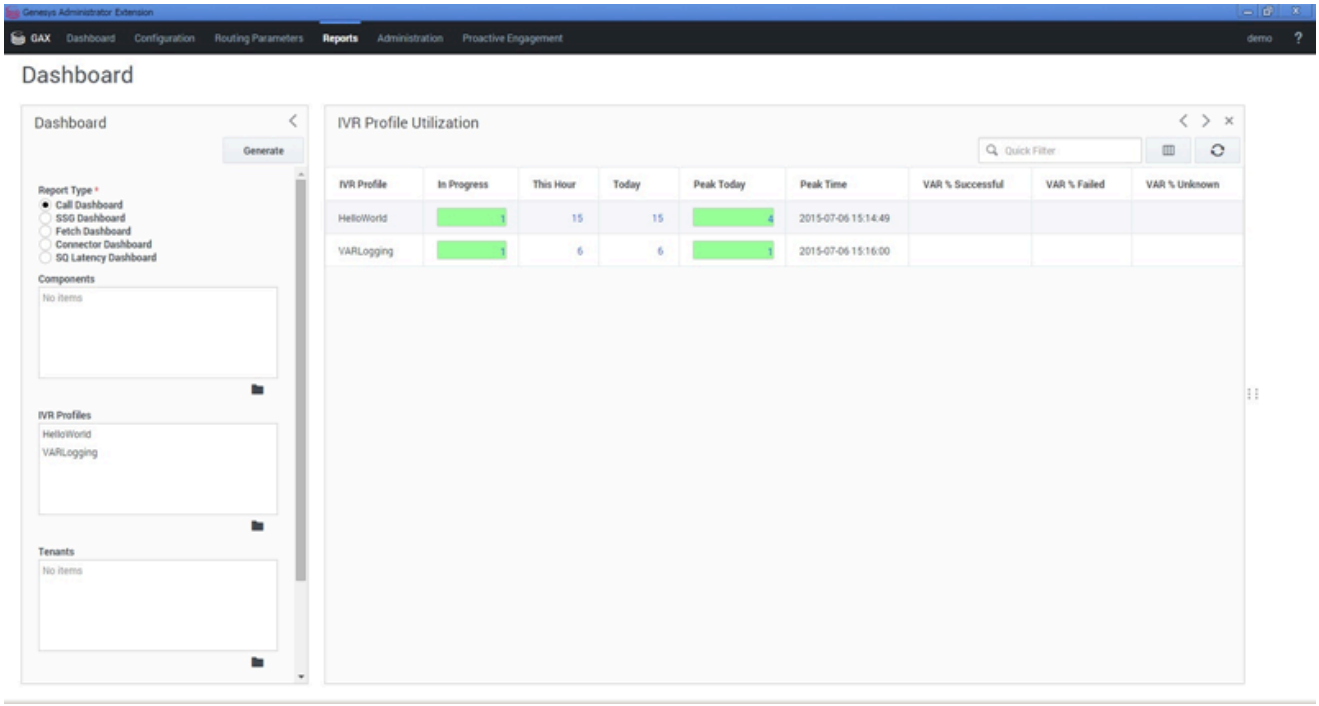
Report Filter Controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type*	Select a report type from this list of radio buttons: Call Dashboard, SSG Dashboard, Fetch Dashboard, Connector Dashboard, SQ Latency Dashboard.
Query Data From*	Select a site from the drop-down list, to be the source of the report's data. Click the Browse button and select up to eight sites from the list of check boxes.
Application	Select an Application from the drop-down menu at the top of the Component panel to the right. **Note:** Enabled only if the Call Dashboard report type is selected.
Components	Select a Component from the panel to the right. **Note:** Enabled only if the Call Dashboard report type is selected. The available items depend on the Application selection above this list.
Supplementary Services Gateway (SSG) Gateway Components	Select a gateway from the Application (ASG) panel to the right. **Note:** Enabled only if the SSG Dashboard report type is selected.
Component Type*	Select a Component Type from the panel to the right. This row appears only in the Fetch Dashboard (where MCP and CCP are the choices) and in the Connector Dashboard (where PSTNC and CTIC are the choices). **Note:** Enabled only if the Fetch Dashboard or Component Dashboard report types are selected. The available items depend on the Application selection listed above.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the

Data Display Element	Purpose / Functionality
	right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then selectSelect or clear the check box next to each Tenant in the list in the data field to the right.
Refresh (seconds)	Enter a whole number from 5 to 1800 as the interval in seconds the dashboard reports automatically refreshes.

Sample Dashboard Report

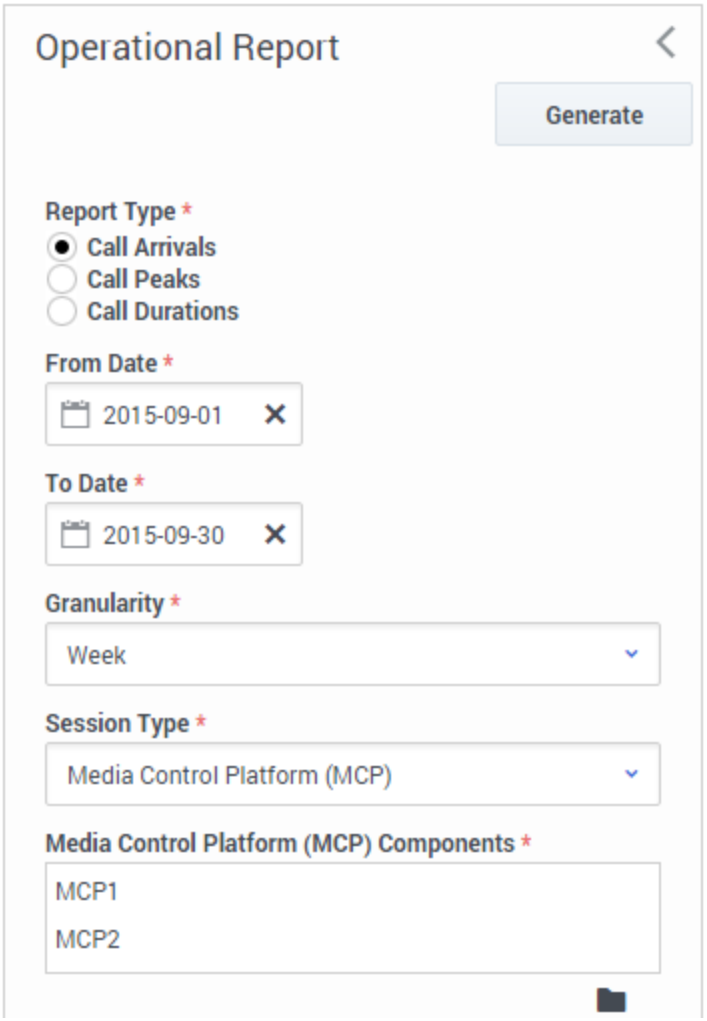


Operational Report Filters

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Operational reports show you statistics about the rate of call arrivals, call durations, and peak call volume—by IVR Profile or GVP component.

You can also filter for one or more tenants, if your contact center has multiple.



Filters focus on specific information

For example, the filters in the screen shot will deliver a report on how two MCPs handled Call Arrivals during the month of September. The data will display in weekly granularity.

Identify the data that you want to see, with the filter controls. The table below lists your choices and their ranges.

Also on this page:

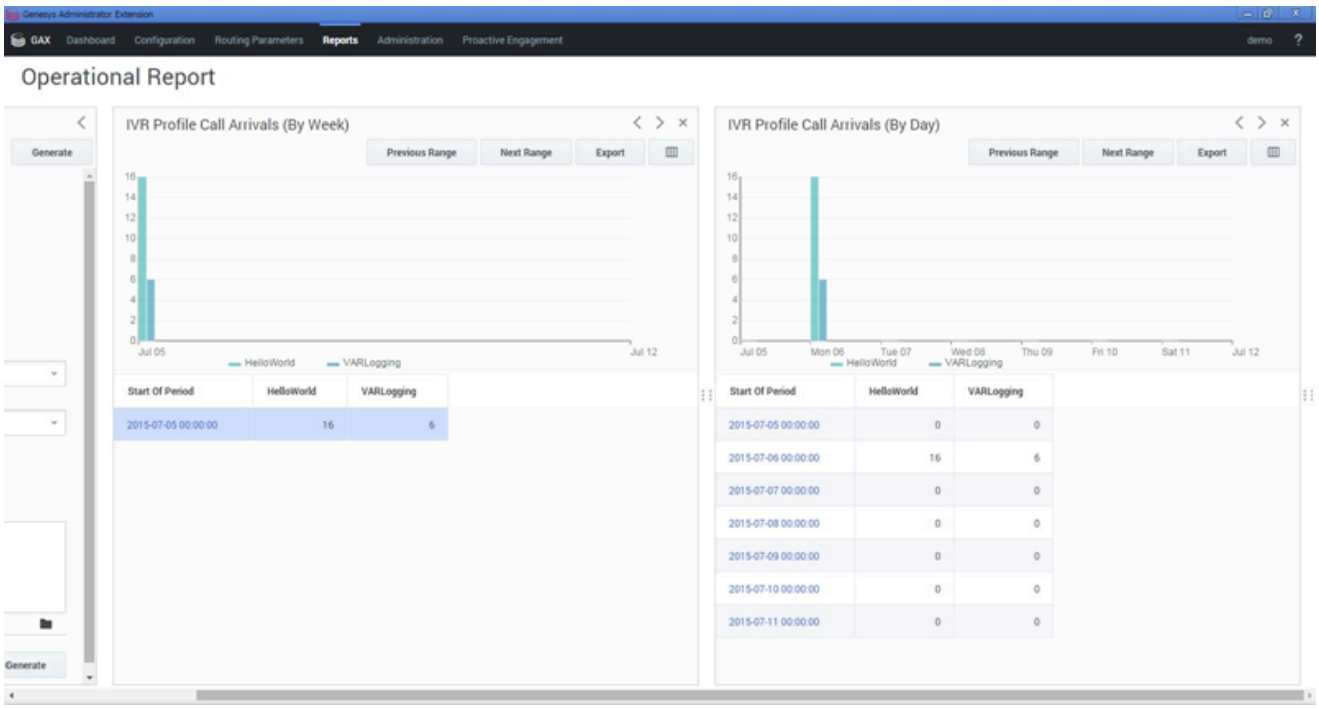
Report Filter Controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type *(mandatory)*	Select a report type from this list of radio buttons: Call Arrivals, Call Peaks, Call Durations.
Query Data From *(mandatory)*	Select a site to be the source of the report's data. If the report type is Call Peaks, select from a drop-down list. If the report type is Call Arrivals, click the Browse button and select up to eight sites from the list of check boxes.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. Note: Enabled only if the From Date field is populated.
Granularity *(mandatory)*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
Session Type *(mandatory)*	Select a session type from this drop-down list, which varies with the Report Type selection: Call Arrivals/Peaks: RM, MCP, VoiceXML, Media Service, CCP, PSTNC, CTIC, ASR, TTS. Call Durations: VoiceXML, Media Service, ASR, TTS.
Filter Type *(mandatory)*	Click the Browse icon (a solid black folder) beneath this field, then select or clear a radio button for your choice of filter: IVR Profile, Component, or Tenant. Your choice determines the selections in the Component Type field as described below.
Component Type<span *(mandatory)*	Select a Component Type from the drop-down list. Your selection causes a mandatory Services field to appear below this field. This applies for all selections except for VoiceXML, which displays the MCP Services field. When the Component Type is VoiceXML, ASR or TTS, the Tenants

Data Display Element	Purpose / Functionality
	and IVR Profiles fields are enabled. **Note:** This field is enabled only when the Filter Type is Component.
IVR Profile	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list inside the data field to the right. **Note:** Enabled only when the Filter Type is IVR Profile.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right. **Note:** Enabled only when the Filter Type is Tenants.

Sample Operational Report



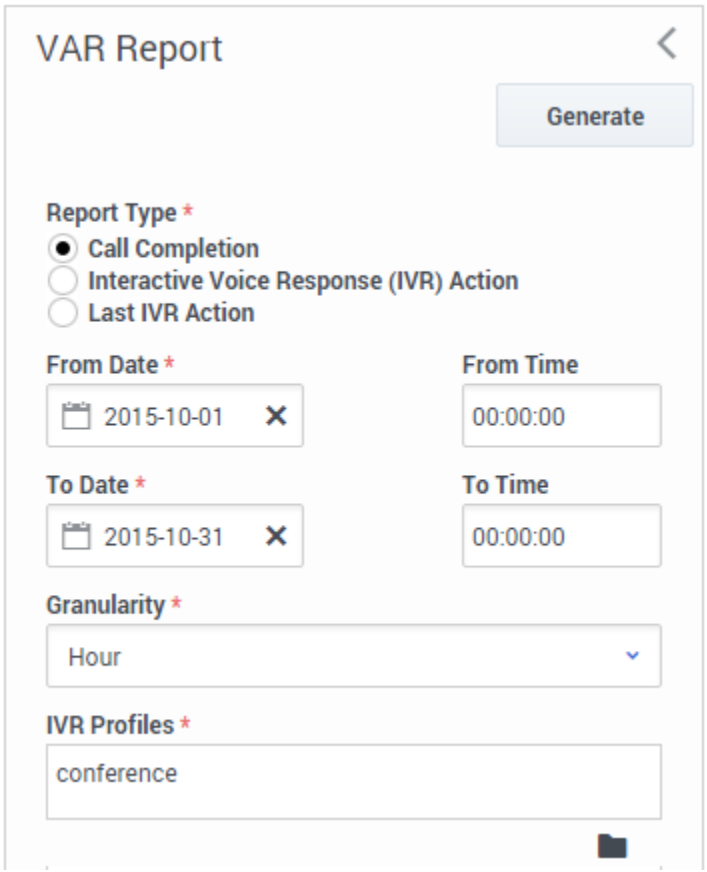
VAR Report Filters

> **Important**
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Reporting in Genesys Engage cloud.

Voice Application Reporting (VAR) helps you measure the efficiency of your contact center.

Of all the calls your center handled, how many reached a successful outcome—and how many did not? Why? Fewer failures quickly translates into better experiences for your customers.

In technical terms, VAR reports on the logical success and failure rates: for calls, and for the IVR Actions in an IVR Profile that you choose.



Filters focus on specific components

For example, the filters in the screen shot will deliver a report on number of calls completed (vs. total) for the month of October. The report will have 1-hour granularity.

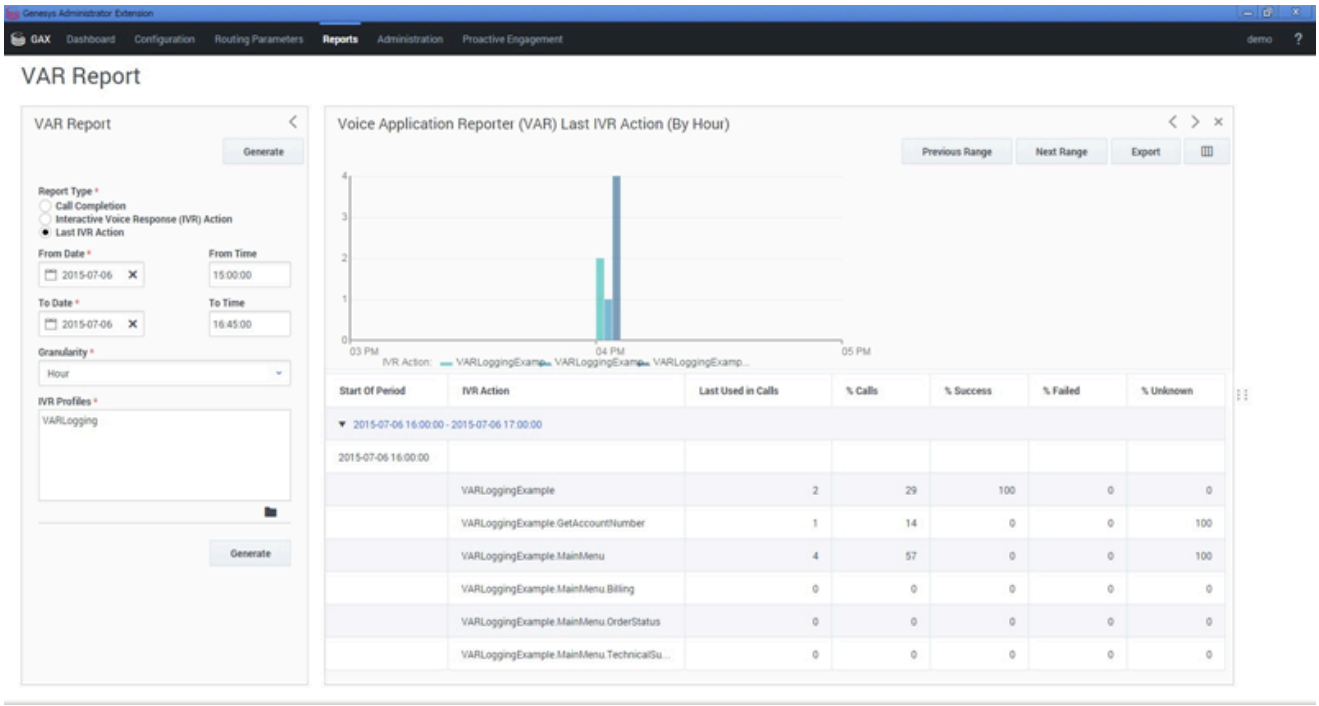
Also on this page:

Report Filter Controls

These filters let you focus on the data that is important to you right now.

Data Display Element	Purpose / Functionality
Report Type (mandatory)	Select a report type from this list of radio buttons: Call Completion, IVR Action, Last IVR Action.
Query Data From (mandatory)	Select a site to be the source of the report's data: Click the Browse button and select up to eight sites from the list of check boxes in the Sites panel to the right.
From Date	Select the report start date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
From Time	Select the report start time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. **Note:** Enabled only if the From Date field is populated.
To Date	Select the report end date from a pop-up calendar. Your selection displays as YYYY-MM-DD.
To Time	Select the report end time from a drop-down menu. Choices are 15-minute increments from 00:00:00 to 23:45:00. **Note:** Enabled only if the From Date field is populated.
Granularity*	Select the increment for data display from this drop-down list: Month, Week, Day, Hour, Thirty minutes, Five minutes.
IVR Profiles	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each IVR profile in the list in the data field to the right.
Tenants	Click the Browse icon (a solid black folder) beneath this field, then select or clear the check box next to each Tenant in the list in the data field to the right.

Sample VAR Report



Genesys Info Mart Historical Database Reference

The Genesys Info Mart Historical Database Reference is made available for Genesys Engage cloud customers who use the Data Export capability. This reference guide acquaints you with the historical reporting data that is collected in the Genesys historical database (the Info Mart database).

What is Genesys Info Mart?

Genesys Info Mart is the enterprise-level Genesys application behind the historical reports in your cloud deployment. Genesys Info Mart receives interaction data from various upstream enterprise-level Genesys applications, then processes the low-level data to produce a data mart that Genesys Engage cloud uses for contact center historical reporting.

Genesys Info Mart consists of a server component (the Genesys Info Mart Server) and a historical database (the Info Mart database). The Info Mart database stores the low-level interaction data, as well as processed data that is suitable for end-user reports. Genesys Info Mart also hosts an aggregation engine that aggregates or re-aggregates the processed data. The historical reports available in your cloud deployment are based on this aggregate data.

What's in this document?

This document will help you make informed business decisions, based on the information that is collected by Genesys Info Mart. It will also help you understand how you can use the data that is collected by Genesys Info Mart to create reports. In brief, you will find the following information in this document:

- Overview and general information about the Info Mart database — Genesys Info Mart Database Schema and Genesys Info Mart Tenant User Schema and Tenant Views
- New in This Release information, including a Summary of Info Mart Schema Changes
- Descriptions of each dimensional model table and its columns and indexes — see Info Mart Tables
- Descriptions of each dimension view and its columns — see Info Mart Views
- Descriptions of important service tables and administrative views — see Info Mart Service and Staging Tables and Administrative Views
- Summary lists of:
  - Indexes
  - References
  - Partitioned tables

- Explanations of what Genesys Info Mart data means — see the links on Explaining Genesys Info Mart Data.

Important

This document does not include information about the aggregate tables in the Info Mart database.

See Important information for Genesys Engage cloud customers for additional important information.

About This Database Reference

Important information for Genesys Engage cloud customers

The Genesys Info Mart Historical Database Reference is provided for the benefit of Genesys Engage cloud customers for whom Data Export capability is enabled. The pages in this document are reproduced from the enterprise-level documentation for Genesys Info Mart. Some of the documented customizations, features, and functionality—including, in some cases, whole tables—might not be available in your cloud deployment or in your Data Export.

Where release numbers are cited (for example, to indicate when certain tables or columns were introduced or modified), they refer to the Genesys Info Mart Server version. You will need to use the information in this document selectively as applicable to the Genesys Info Mart Server version in your deployment.

How do I find the Genesys Info Mart Server and schema versions for my cloud deployment?

Link to video

The output folder you receive for each data export includes a metadata file, **export_XXX.extracted.xml,** which contains information about the .csv files included in the **export_XXX.zip** archive for that data export. Open the metadata file in a text editor to view information about the Genesys Info Mart Server and schema versions in effect for populating your data. For an example, see Export metadata file.

> **Important**
>
> Because your data is exported using unchanging export views, the schema version reported in the metadata file is not necessarily the same as the schema version used to export your data. For your future reference, be sure to note the schema version reported for the first data export you receive.

Intended Audience

This Physical Data Model reference is intended for operational managers and business analysts who

want to query the information that is collected by Genesys Info Mart in order to make informed business decisions. It is intended also for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information that is collected by Genesys Info Mart to create reports that support informed business decisions. In addition, system integrators and system administrators may find helpful the data in the control tables and views for data validation and troubleshooting purposes.

This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.

Abbreviations for Database Terms

The following abbreviations characterize fields throughout this document, to provide more detailed information about all tables, including a concise listing of primary and foreign keys for each table, default field values, mandatory fields, and from which source the Genesys Info Mart Server gathers Info Mart data:

- P, for primary key
- M, for mandatory field
- F, for foreign key (where the term is used loosely to indicate a surrogate key reference to a field in another table, not a formal constraint)
- DV, for default value

Abbreviations for index characterizations include the following:

- U, for unique
- C, for cluster

Other Notes

In the Column List on all Table-* pages, *varchar/nvarchar* in the Data Type column means that the data type is varchar except in multi-language databases that use Unicode, in which case the data type is nvarchar.

About Data Export Capability

Data Export capability is enabled in select Genesys Multicloud CX deployments to periodically copy the data that is stored in the Genesys historical database (called the Info Mart database) into local .csv files, so that the data is available for further import into a data warehouse (the *target* database) for the purpose of archiving or custom reporting.

Data Export capability (also known as *BI Data Feed*) exports data from fact and dimension tables that are part of the Genesys Info Mart dimensional model and creates a .zip archive containing individual .csv files, one file per database table. The .csv files are formatted in accordance with RFC 4180 (https://www.ietf.org/rfc/rfc4180.txt).

The output data files are encoded using the UTF8 format.

What tables are included in the data export?

The export does not include aggregate (RAA) tables or internal (GIDB_*) tables except for certain configuration tables, as listed below. The fact and dimension tables included in your specific data export depend on the details of your Genesys Multicloud CX agreement. The following tables are available for export:

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BGS_SESSION_FACT
- BOT_ATTRIBUTES
- BOT_INTENT
- CALL_RESULT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CALLING_LIST_TO_CAMP_FACT (actualized view)
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CDR_DIM1
- CDR_FACT
- CHAT_SESSION_DIM
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_END_REASON
- COBROWSE_FACT
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_ATTEMPT_FACT
- CONTACT_INFO_TYPE
- DATE_TIME

- DIALING_MODE
- GPM_DIM1
- GPM_FACT
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- GROUP_TO_CAMPAIGN_FACT (actualized view)
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_CUST_1
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_FACT
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIA_ORIGIN
- MEDIA_TYPE
- MEDIATION_SEGMENT_FACT
- PLACE_GROUP_FACT (actualized view)
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_GROUP_FACT (actualized view)
- RESOURCE_SKILL_FACT (actualized view)
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITIES_FACT
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_BOTS_FACT
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_CUST_ATRIBUTES_FACT
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_FACT
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SESSION_FACT

- SDR_SURVEY_ANSWERS
- SDR_SURVEY_FACT
- SDR_SURVEY_I1
- SDR_SURVEY_I2
- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_1
- USER_DATA_CUST_DIM_2
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

The data export for Genesys Multicloud CX customers will also include custom user data tables named IRF_USER_DATA_CUST_01 (a fact table for high-cardinality attached data) and USER_DATA_CUST_DIM_01 through USER_DATA_CUST_DIM_08 (dimension tables for low-cardinality attached data). These tables may be empty, depending on the Genesys Info Mart configuration enabled by your Genesys Multicloud CX agreement.

In addition to the data from the Genesys Info Mart dimensional model tables, configuration details data is exported from the following GIDB tables
:

- Table GIDB_GCX_LOGIN_INFO
- Table GIDB_GC_ANNEX
- Table GIDB_GC_CALLING_LIST
- Table GIDB_GC_CAMPAIGN
- Table GIDB_GC_FOLDER
- Table GIDB_GC_GROUP
- Table GIDB_GC_LOGIN
- Table GIDB_GC_PLACE
- Table GIDB_GC_SKILL
- Table GIDB_GC_TENANT

Export views

Genesys Info Mart exports your data from *export views,* which represent a frozen snapshot of the Info Mart schema at the time the export views were created. For Genesys CX on AWS customers, export

views are created when the Data Export feature is enabled for your account. Using export views means that the export will always include the same tables and columns, regardless of any schema changes that may occur as a result of Genesys Info Mart upgrades and database migrations.

The export views include all the tables listed above, including the custom user-data tables.

Using export views frees you from the need to continually update your target database and consumption queries to ensure consistency with a migrated Info Mart schema. For example, without export views, new columns added to a table that gets exported would break an import query that selects all columns from the exported table, unless you have also added the corresponding columns in the target database.

Be aware that using export views means that the export will not reflect *any* changes that may have occurred in the Info Mart schema since the export views were created, including deletion or renaming of tables or columns, which might affect how Genesys Info Mart populates certain data.

Starting with release 8.5.116.12, for internal reasons the output package includes the **make_export_views<db-schema>.sql** script that was used to create your export views. The script is potentially of limited value to you for troubleshooting purposes.

You can request that Genesys personnel update your export views, if you identify that a later version of Genesys Info Mart, configured in accordance with your Genesys Multicloud CX agreement, provides new data that you want to be included in your export. For information about Info Mart schema changes between releases, see New in the Info Mart Database and Summary of Info Mart Schema Changes.

> **Important**
>
> Before your export views are refreshed, ensure that your consumption queries and target database are ready to process the additional data. For information about creating or updating your target database schema, see Target database, below.

Schedule

By default, the export runs at 00:20, 08:20, and 16:20 every day. While Genesys personnel can adjust the schedule as necessary for your cloud deployment, the export schedule should not be any more frequent than every 30 minutes.

Starting with release 8.5.116.20, you can optionally choose to encrypt the Data Export files. Contact your account representative for more information.

File/directory structure

The export is incremental and uses special audit keys to identify changes in data since the last export. At each export, a chunk of exported data is written into a separate folder that is named

according to the following naming convention: `export_XXX`

where XXX consists of:

- an audit key identifier (*audit key high-water mark*)
- the maximum date of data contained in all previous exports and this export, in GMT time zone, written in the `YYYY_MM_DD_HH_MI_SS` format.

The output folder contains several .zip files, as follows:

- **export_XXX.zip** — zip file with exported data. Each table is stored in a separate file with a file name in the format **<table-name>.csv**—for example, **interaction_fact.csv**. Within a .csv file, a header line identifies the table column names. Note that, within the exported .csv files, nulls and empty strings are represented as empty fields. If the Data Export is encrypted, the file is a compressed binary named **export_XXX.zip.bin**.
- **export_XXX.zip.sha1** — checksum for **export_XXX.zip**. The checksum can be validated by sha1sum program (https://en.wikipedia.org/wiki/Sha1sum) and is used to verify that the .zip file is complete on the receiving side. If the Data Export is encrypted, the checksum is **export_XXX.zip.bin.sha1**.
- **export_XXX.extracted.xml** — metadata about **export_XXX.zip**.

Starting with release 8.5.116.12, the output folder also contains RDBMS-specific **sql_scripts/<dbms>** folders, containing the **update_target** and **make_export_views** SQL scripts described on this page.

> **Important**
>
> The subfolder **.gim** is reserved for internal use.

Checksums are also generated for each individual table .csv file. If a table does not have any changes since the last export, nothing is written for that table.

Export metadata file

Link to video

The **export_XXX.extracted.xml** metadata file includes information about the export file, as shown in the example below.

Example

```
<info>
<created-ts>1521091600</created-ts>
<gim-schema-version>8.5.009.15</gim-schema-version>
<gim-version>8.5.009.20</gim-version>
<hwm-from audit-key="13" created-ts="1520919983"/>
<hwm-to audit-key="200074" created-ts="1520995485"/>
<max-data-ts>1521006157</max-data-ts>
</info>
```

Where:

- `created-ts` — The UTC timestamp, in seconds since January 1, 1970, for the execution of the export.
- `gim-schema-version` — The version of the Info Mart database schema used to populate the tables; this schema version is not necessarily the same as the schema version reflected by the export views and actually used for the export.
- `gim-version` — The version of Genesys Info Mart Server that created the export files.
- `hwm-from` — The starting point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `hwm-to` — The ending point of the data in the export by audit key and the create time, in UTC seconds, of that audit key.
- `max-data-ts` — The maximum time, in UTC seconds, of the data contained in all previous exports and this export.

The `hwm-to` and `hwm-from` values must match between successive export runs. Use them to verify that no intermediate export file has been missed on the receiving side. For example, the next export following the example .xml file above is supposed to have `hwm-from audit-key = 200074`.

The maximum time span of data in any single export file is one day. For example, if historical reporting was not available for two days (because, for instance, the server or database has been down), the export will continue from the last exported high-water mark and move ahead one day in the data. The next export will continue from there, exporting no more than one day at a time, until the export has caught up with the current data.

Target database

Genesys provides an SQL script, **update_target_gim_db.sql,** to assist you in creating a target schema into which to import the exported Info Mart data. Starting with release 8.5.116.12, Genesys Info Mart provides a full suite of **update_target_gim_db*.sql** scripts — **update_target_gim_db.sql, update_target_gim_db_partitioned.sql, update_target_gim_db_multilang.sql,** or **update_target_gim_db_multilang_partitioned.sql** — in RDBMS-specific **sql_scripts/<dbms>** folders in the Data Export output package. The scripts match the Genesys Info Mart release in effect when the data export was performed. Execute the script against your target database to create a schema consistent with the Info Mart schema.

You can also use the script to migrate your target database if the Info Mart database schema changes after you have set up your target database, and your export views have been updated to include the schema changes. The **update_target_*.sql** script enables you to migrate your target database directly from any Info Mart schema version to any later schema version, by updating the target schema with new tables or columns if they are missing.

When to run the **update_target_*.sql** script to migrate your target schema following an Info Mart migration depends on your business needs, import processing, and consumption queries. If you decide that you want your export to include new data available in the Info Mart database, first prepare your processing updates to accommodate the changes between the Info Mart versions (see above for links to information about schema changes). When you are ready, co-ordinate with your Genesys Multicloud CX account representative to get your export views updated and, if your deployment uses a Genesys Info Mart release earlier than 8.5.116.12, to obtain the applicable **update_target_gim_db.sql** script. Execute the script to migrate your target database before you try to import data from the first export after your export views have been updated.

Custom user-data tables

In releases earlier than 8.5.011.14, the **update_target_gim_db.sql** script created custom user-data tables named IRF_USER_DATA_CUST_1, USER_DATA_CUSTOM_DIM_1, and USER_DATA_CUSTOM_DIM_2. Starting with release 8.5.011.14, the **update_target_gim_db.sql** script creates or migrates custom user-data tables named IRF_USER_DATA_CUST_01 and USER_DATA_CUST_DIM_01 through USER_DATA_CUST_DIM_08. Starting with release 8.5.014.19, to increase backward compatibility the script creates or migrates custom user-data tables with both forms of the table names.

Considerations for cross-platform export and import

Genesys Info Mart supports data export and import across RDBMS platforms. For example, you can export data from a PostgreSQL Info Mart database and import it into a Microsoft SQL Server database.

If you are importing data into a Microsoft SQL Server database, note the following considerations:

- **Case-sensitive vs. case-insensitive data** — Starting with release 8.5.015.07, Genesys Info Mart supports either a case-sensitive or a case-insensitive collation for the Info Mart database in Microsoft SQL Server deployments. (In earlier releases, Genesys Info Mart required a case-insensitive collation.) Starting with release 8.5.014.34, the **update_target_*.sql** script for a Microsoft SQL Server target database schema is compatible with a case-sensitive Microsoft SQL Server collation.
  If you plan to import case-sensitive data from an Oracle or PostgreSQL Info Mart database into a Microsoft SQL Server target database, ensure that your target database is case-sensitive.

  > **Important**
  > Data exported from your Info Mart database in the cloud is case-sensitive.

- **Index size limitation** — Remember that a Microsoft SQL Server limitation restricts the maximum length of index keys.
  In releases earlier than 8.5.014.34, the sizes of many columns in dimension tables in the target database schema defined for Microsoft SQL Server were reduced, to ensure that indexes did not exceed Microsoft SQL Server size limits. Starting with release 8.5.014.34, the sizes of all columns defined in the **update_target_*.sql** scripts are the same across all RDBMS platforms.

  For a list of the dimension columns that were modified in the **update_target_*.sql** scripts for Microsoft SQL Server, see New in Release 8.5.014.34.

  > **Important**
  > If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

Consumption

The exported table data typically contains a mix of created and updated rows. For this reason, you should merge newly exported data with existing data loaded from prior exports. For example, first, load the export files into a temporary table and then use an SQL merge statement based on the primary key for the table to merge the data into a permanent target table that holds the cumulative data from prior exports.

Process the export folders in order by folder name.

If necessary, you can restart the export data stream from the beginning or from a fixed date. Also, you can re-export a time span backwards from the most recent export.

Data decoding

The data is exported into .csv files that are formatted in accordance with RFC 4180 (https://www.ietf.org/rfc/rfc4180.txt). The exported data must be decoded properly before it is imported into the target database for custom reporting or archiving purposes. Customers should perform decoding of the exported .csv files according to the guidelines in RFC 4180. Properly decoded data is expected to fit into the target schema that is created by Genesys-provided scripts without the need to increase field sizes.

Handling Unicode characters

Special considerations are required for data that includes Unicode characters. By default, Genesys Info Mart encodes the exported data using Eight-bit Unicode Transformation Format (UTF8) character encoding. However, both the original Info Mart database and the target database must be set up to accommodate Unicode characters in respective database fields, as follows:

- For Microsoft SQL Server, specify the NVARCHAR(N) data type for the columns that store Unicode data
- For Oracle, specify **AL32UTF8** as the database character set when creating the database
- For PostgreSQL, choose the default encoding, which is **UTF8**, when creating the database

Subsequently, a special "multilanguage" version of the Genesys-provided SQL script is required to create both the Info Mart schema and a target schema with the fields that store data with Unicode characters..

Finally, when exported data is decoded before being imported into the target database, .csv file decoding must be done using UTF8 encoding.

Following the above guidelines will help to avoid issues such as data corruption due to data not being decoded properly or data import due to data length being larger than the column size in the target database.

GDPR compliance

Genesys Info Mart data complies with General Data Protection Regulation (GDPR) requirements. However, depending on when you export Info Mart data in relation to specific GDPR requests, as well as when and how you process the exported data, your target database or retained export files might contain personally identifiable information (PII) that needs to be redacted.

You are responsible for implementing adequate processes to ensure that any PII in your exported Info Mart data is handled in accordance with GDPR requirements, including using suitable retention periods or redacting data to comply with "forget" requests.

For details about which Info Mart tables potentially contain PII, see the description of the CTL_GDPR_HISTORY table. (Note that this table is not included in your data export.)

Genesys Info Mart Database

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Genesys Info Mart data resides in the Genesys Info Mart database schema. A separate Tenant User database schema can be added for each tenant as required. This page describes how data is organized and how it can be accessed through views.

> **Important**
>
> The term *voice interactions* refers to traditional telephony calls while the term *multimedia interactions* refers to interactions that are processed through Genesys eServices/Multimedia solution, including 3rd Party Media interactions.

Star Schemas

Genesys Info Mart uses multidimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved by using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are fact tables and dimension tables. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these facts are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions that are related to interactions might include the date and time at which each interaction started, the required skills for the various service types that are requested by customers, and the value of various customers to the business.

Views

Genesys Info Mart supplies read-only views for both single-tenant and multi-tenant deployments. Dimension views provide read-only access to certain configuration details. Tenant-specific views can be created by using a Genesys-provided script to give each tenant access to only its own data and

prevent users from accidentally changing the contents of the underlying database.

Indexes

Genesys Info Mart supplies out-of-box indexes to facilitate purging and transformation of data. The number of indexes would be smaller in a partitioned database where purging is based on partitions.

Genesys Info Mart Database Schema

The Genesys Info Mart database schema contains the dimensions and facts that the extract, transform, and load (ETL) loads. The schema also includes five categories of internal tables that ETL jobs use for data processing.

Genesys Info Mart Database Schema Tables

Specifically, this database schema contains the following tables:

- Dimension tables
- Fact tables
- Control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Many fact tables and the aggregate tables that come with either the Genesys historical reporting presentation layer (Genesys CX Insights [GCXI]) or the Reporting and Analytics Aggregates (RAA) package share the same dimension tables. The Genesys Info Mart ETL frequently loads the dimension and fact tables throughout the day to enable reporting on both recent and historical contact center activity. For more information, see Fact Tables and Dimension Tables.

> **Important**
>
> Genesys Info Mart database schema includes a set of dimension views, in addition to dimension tables. For a discussion of dimension views, see Dimension Views.

Whereas most control (service) tables are intended for internal purposes, certain CTL_* tables contain operational data that is helpful to system integrators and system administrators in their data validation and troubleshooting tasks. For more information, see Info Mart Service and Control Tables.

GIDB stands for Global Interaction Database. This part of the Info Mart database is designed to keep all records that are extracted from various IDBs and subsequently merged, so that coherent reporting data at the lowest level of detail is gathered from the entire contact center and stored within a single data warehouse for as long as customers require detailed data. Genesys Info Mart further processes (transforms) GIDB data to create data representations useful for end-user reports. For more information, see GIDB Tables.

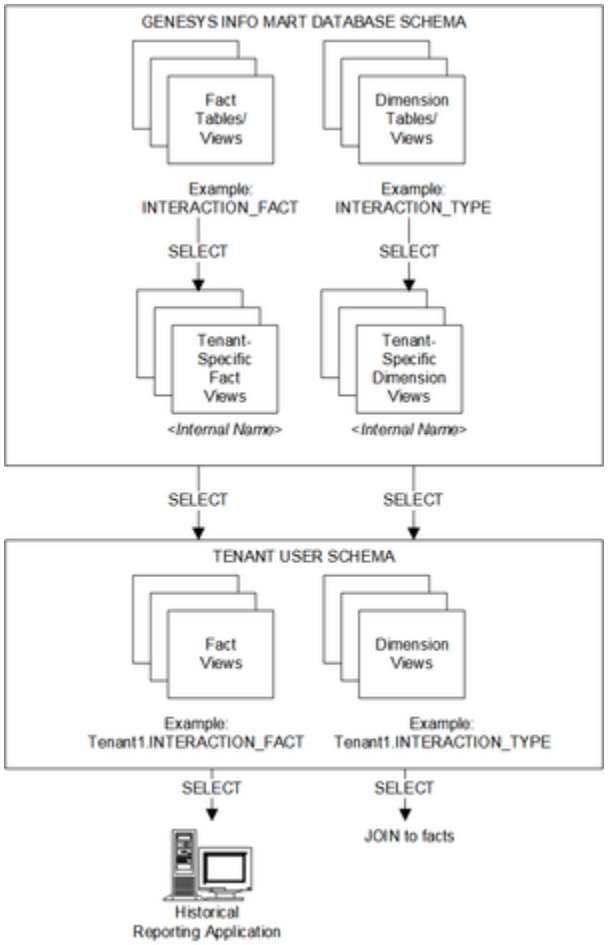
Merge tables within the Info Mart database are intended for internal purposes only. They provide

temporary storage for those interaction records that may be subject to the merge process. For more information, see Merge Tables.

Most staging (STG_*) tables are intended for internal purposes only, with the exception of two tables that are useful for troubleshooting errors in the source data that cause ETL jobs to either generate exceptions or fail. For more information, see Info Mart Service and Control Tables.

All temporary (TMP_*) tables are intended for internal purposes only. For more information, see Temporary Tables.

The fact and dimension tables are depicted in the “Info Mart Database Owner/Schema” portion of the following diagram.



Genesys Info Mart Data Organization and Tenant Views View Large

Dimension Views

The Genesys Info Mart database contains read-only views to present certain configuration details,

based on data in GIDB tables. These views provide configuration data that is not present in any tables in the dimensional model, but that Genesys Info Mart extracts to GIDB and uses for transformation of other data. Downstream reporting applications should query configuration data in Genesys Info Mart by using these views. In essence, these views are dimensions that serve the same purpose as dimension tables: to describe facts with attributes of a contact center environment.

The Genesys Info Mart database schema contains the following predefined dimension views:

- CALLING_LIST
- CALLING_LIST_TO_CAMP_FACT
- CAMPAIGN
- GROUP_
- GROUP_TO_CAMPAIGN_FACT
- PLACE
- PLACE_GROUP_FACT
- RESOURCE_GROUP_FACT
- RESOURCE_SKILL_FACT
- SKILL
- TENANT

The Genesys Info Mart Data Organization and Tenant Views diagram shows dimension views along with dimension tables.

User Data Tables

Genesys Info Mart provides both predefined and custom tables, to store user data supplied with interactions. This data allows interaction resource facts (IRFs) and, starting with release 8.1.2, mediation segment facts (MSFs) to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment. A unified processing mechanism extracts deployment-specific business attributes from both call-based TEvents or Multimedia reporting protocol events (data that is attached by T-Server or Interaction Server, respectively) and EventUserEvents or EventCustomReporting events (data that is attached by other Genesys applications). Because the same logic is used to process these two types of data, they are collectively referred to as *user data*.

A customizable database schema enables you to treat each key-value pair (KVP) field as either a fact or a dimension and to store user-data KVPs in fact and dimension tables.

The following tables facilitate user-data processing:

- IRF_USER_DATA_KEYS
- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

The target table for storage of user data depends on whether the user-data key name is predefined or custom, and whether the value is of high or low cardinality.

- *High-cardinality* user data refers to data for which there can be a very large number of possible values. A Customer ID number is an example of high-cardinality user data.
- *Low-cardinality* user data refers to data that has a limited range of possible values; there may be

multiple values of a specific type for a single interaction. Customer segment, service type, and service subtype are good examples of low-cardinality user data.

The following dimension, fact, and fact extension tables store user data:

- INTERACTION_DESCRIPTOR — This table is provided with the default schema to store Genesys-defined, low-cardinality KVPs, such as service type and customer segment. This table requires no customization.
- IRF_USER_DATA_GEN_1 — This table is provided with the default schema to store Genesys-defined, high-cardinality KVPs, such as case ID and customer ID. This table requires no customization.
- IRF_USER_DATA_CUST_* — For all Genesys Engage cloud customers, the IRF_USER_DATA_CUST_01 table is provided with the default schema to store 60 high-cardinality KVPs. For Genesys Engage cloud customers that started on older schema versions, the IRF_USER_DATA_CUST_1 table was provided with the default schema to store 16 high-cardinality KVPs. Cloud customers that started on older schema versions now have both IRF_USER_DATA_CUST_* tables in their schemas.
- USER_DATA_CUST_DIM_* — For all Genesys Engage cloud customers, USER_DATA_CUST_DIM_01 through USER_DATA_CUST_DIM_08 dimension tables, each storing 5 low-cardinality KVPs, are provided with the default schema to store a total of 40 low-cardinality KVPs. For Genesys Engage cloud customers that started on older schema versions, the USER_DATA_CUST_DIM_1 and USER_DATA_CUST_DIM_2 dimension tables were provided with the default schema to store a total of 10 low-cardinality KVPs. Cloud customers that started on older schema versions now have both sets of USER_DATA_CUST_DIM_* tables in their schemas.

Custom user data is defined and mapped for your deployment based on your Genesys Engage cloud agreement. Depending on the details of your agreement, custom user data might be available for use in your Genesys CX Insights (GCXI) reports. However, in general, you will likely need to use the Data Export capability and your own custom reporting to make use of custom user data.

Contact your Genesys account representative to explore including additional custom user data in your Info Mart data or to explore making custom user data available for your use in the historical reporting presentation layer (GCXI).

Time-Related Fields

The Genesys Info Mart model allows for uniform treatment of time references. The start and end timestamps in most fact tables represent the number of seconds that have elapsed since midnight of January 1, 1970. The start and end date and time in most tables are also stored as dimension references to the DATE_TIME dimension.

The following four columns are standard in most of the fact tables:

- START_DATE_TIME_KEY — Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
- END_DATE_TIME_KEY — Identifies the start of a 15-minute interval in which the fact ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
- START_TS — The date and time at which the fact began, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not

counting leap seconds (also known as UNIX time).

- END_TS — The date and time at which the fact ended, as a Coordinated Universal Time (UTC) value. The UTC value is the number of seconds that have elapsed since midnight on January 1, 1970, not counting leap seconds (also known as UNIX time).

Genesys Info Mart Tenant User Schema and Tenant Views

A Genesys-provided script, named `make_gim_view_for_tenant.sql`, is used to create read-only views to access data in the Genesys Info Mart fact and dimension tables.

The views are created in:

- Genesys Info Mart database schema, in both multi-tenant and single-tenant environments
- Tenant User database schema, in a multi-tenant environment

In a multi-tenant environment, the two types of views can be used in combination.

Views in the Genesys Info Mart Database Schema

The purpose of these views (referred to as tenant-specific views in the Genesys Info Mart Data Organization and Tenant Views diagram) is to provide read-only access to data in the Genesys Info Mart database schema for tenant users who are working only with the data for a particular tenant. A separate set of views is created for each particular tenant. When the tenant administrator creates these views by using the `make_gim_view_for_tenant.sql` script, the script generates the names for created views.

Multi-tenant deployment applications should query Genesys Info Mart data by using these read-only views, instead of querying the tables and views that reside in the Genesys Info Mart database schema.

To restrict data access in single-tenant deployments, use the same script to create a similar set of read-only views. The data organization for the Tenant User that is shown in the Genesys Info Mart Data Organization and Tenant Views diagram is applicable to single-tenant deployments in which data-access views are created.

Views in the Tenant User Database Schema

These views (shown within the Tenant User database schema in Genesys Info Mart Data Organization and Tenant Views) can be used to make data access more specific to the needs of a particular tenant user. The tenant administrator creates these views in separate Tenant User database schemas by using the same `make_gim_view_for_tenant.sql` script.

Because each tenant's data is exposed through a different database schema, tenant administrators can control user access to tenant-specific data.

Each Tenant User schema has a view on a single DATE_TIME table, so each schema supports a single time zone. To provide reports in multiple time zones, the downstream report developer must use a separate Tenant User schema for each time zone.

The Genesys Info Mart Data Organization and Tenant Views diagram shows a Tenant User schema that contains table views for only one tenant. However, to simplify deployment of the reporting solution, Genesys Info Mart supports creating table views for more than one tenant in the same Tenant User schema. Therefore, the tenant administrator does not need to create a separate Tenant User schema for each combination of time zone and tenant. Instead, the tenant administrator can include all tenants, or a group of tenants, in a single schema per time zone. For more information, see Creating Read-Only Tenant Views in the *Genesys Info Mart Deployment Guide*.

Each Tenant User database schema contains:

- Dimension views
- Fact views

The structure of the views created in the Tenant User database schema is identical to that of their underlying dimension and fact tables or views in the Genesys Info Mart database schema. For this reason, subject area diagrams and descriptions for the Tenant User views are not provided in this document.

A Tenant User database schema contains the following views, as well as additional views that are created for custom user data tables. For internal reasons in the case of some of the dimension views, the Tenant User schema includes views of both the dimension view and its underlying table.

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BGS_SESSION_FACT
- BOT_ATTRIBUTES
- BOT_INTENT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CALL_RESULT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE
- CAMPAIGN_GROUP_STATE_FACT
- CDR_DIM1
- CDR_FACT
- CHAT_SESSION_DIM
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_END_REASON
- COBROWSE_FACT
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_ATTEMPT_FACT
- CONTACT_INFO_TYPE

- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_FACT
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- INTERACTION_DESCRIPTOR
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS
- IXN_RESOURCE_STATE_FACT
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_FACT
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIATION_SEGMENT_FACT
- MEDIA_ORIGIN
- MEDIA_TYPE
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITIES_FACT
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_BOTS_FACT
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_CUST_ATRIBUTES_FACT
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_FACT
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SESSION_FACT
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_FACT
- SDR_SURVEY_I1
- SDR_SURVEY_I2

- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

New in the Info Mart Database

The following pages provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 and 8.5.1 releases, starting with the most recent release supported in cloud deployments:

- New in Release 8.5.1
- New in Release 8.5.0

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes.

Link to video

New in Release 8.5.1

This page provides information about schema-related changes introduced in Genesys Info Mart 8.5.1 releases, starting with the most recent release supported in cloud deployments. See New in Release 8.5.0 for information about earlier schema-related changes introduced in Genesys Info Mart 8.5.0 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.116.29

- **Data Export enhancements:**
  - The export job now creates multiple export chunks when the amount of data to be exported exceeds the export chunk size — for example, when there is an export backlog, such as when data is re-exported. By default, the maximum number of export chunks is 10. This improvement can significantly reduce the time required to process large export backlogs. Previously, the export job exported only one chunk of data each time it ran.
  - The export job now purges exported data based on the export creation time, as indicated by the `created-ts` value in the export metadata file. Previously, the export job purged exported data based on the data generation time, as indicated by the `max-data-ts` value in the metadata file.

New in Release 8.5.116.26

- **Outbound Contact reporting enhancement** — You can now use the ocs-dial-sched-time option to specify whether Genesys Info Mart populates the CONTACT_ATTEMPT_FACT.DIAL_SCHED_TIME and DIAL_SCHED_TIME_KEY columns with the first or the last value OCS records in the **dial_sched_time** field during a contact attempt.
- **Schema change** — Two new columns, ACTIVE_FLAG and UPDATE_AUDIT_KEY, are added to the SM_MEDIA_NEUTRAL_STATE_FACT table. These columns are reserved for future use and are not populated.

New in Release 8.5.116.20

- **Data Export encryption** — Genesys Info Mart now supports encrypting the .zip files in your Data Export package. For information about enabling this feature, see About Data Export Capability.

New in Release 8.5.116.12

- A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity.
- A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use.

New in Release 8.5.0

This page provides information about schema-related changes introduced in Genesys Info Mart 8.5.0 releases, starting with the most recent release supported in cloud deployments. See New in Release 8.5.1 for information about subsequent schema-related changes introduced in Genesys Info Mart 8.5.1 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.015.19

- New tables support reporting on voice bot and chat bot activity orchestrated with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises deployments.) The following tables have been added:
  - SDR_BOTS_FACT
  - BOT_ATTRIBUTES
  - BOT_INTENT

    The new tables are included in Data Export.
- In preparation for future support of alternative data streams, a new column, PRODUCER_BATCH_ID, has been added to a number of *_FACT and GIDB tables. The column is reserved for internal use.
- General Data Protection Regulation (GDPR) processing now includes the TARGET_OBJECT_SELECTED column in the ROUTING_TARGET table. The description of the CTL_GDPR_HISTORY table has been updated accordingly.

New in Release 8.5.015.14

- A new column, GVP_SESSION_ID, has been added to the IRF_USER_DATA_GEN_1 table for internal purposes.

New in Release 8.5.015.07

- **Outbound Contact reporting enhancement** — By default, Genesys Info Mart now creates a single, aggregated CONTACT_ATTEMPT_FACT (CAF) record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID. Previously, Genesys Info Mart created a separate CAF record for each call

attempt dialed as part of multiple attempts to reach a customer. If you want to retain the previous behavior, set the ocs-caf-aggregates-calls option to `false`.

A new index on the GIDB_GOX_CHAIN_CALL table enables the new behavior.

The new behavior affects when CAF records are created, as well as population of the CALLID field.

- **Miscellaneous**
  - The size of the SCRIPT column in the GIDB_GC_GROUP table has been increased from 255 to 1024 characters. However, note that the length of SCRIPT values remains effectively limited to 255 characters until ICON supports longer values in GC_GROUP.SCRIPT in IDB.
  - The size of the CALL_ID column in the CDR_FACT table has been increased from 64 to 255 characters. (The CDR_FACT table is reserved for future use.)

New in Release 8.5.014.34

- **Enhanced support for Unicode in Microsoft SQL Server** — In Microsoft SQL Server deployments with single-language databases, the data types of some columns in certain dimension tables have been changed from `varchar` to `nvarchar`, to extend support of Unicode characters in single-language databases.

  Columns in the following tables were modified for single-language databases. See the Summary of Info Mart Schema Changes for a list of the applicable columns.

  AGENT_LOCATION
  ATTEMPT_DISPOSITION
  CALLBACK_DIAL_RESULTS
  CALLBACK_DIM_1
  CALLBACK_DIM_2
  CALLBACK_DIM_3
  CALL_RESULT
  CAMPAIGN_GROUP_STATE
  CDR_DIM1
  COBROWSE_END_REASON
  COBROWSE_MODE
  COBROWSE_PAGE
  COBROWSE_USER_AGENT
  CONTACT_INFO_TYPE
  DIALING_MODE
  GROUP_ANNEX
  INTERACTION_RESOURCE_STATE
  INTERACTION_TYPE
  MEDIA_TYPE
  RECORD_FIELD_GROUP_1
  RECORD_FIELD_GROUP_2
  RECORD_STATUS
  RECORD_TYPE
  REQUESTED_SKILL_COMBINATION
  RESOURCE_
  RESOURCE_ANNEX
  RESOURCE_STATE
  RESOURCE_STATE_REASON
  ROUTING_TARGET
  STRATEGY
  TECHNICAL_DESCRIPTOR
  TIME_ZONE
  WORKBIN

  For consistency, the sizes of the SECTIONNAME and KEYNAME columns in the GROUP_ANNEX and RESOURCE_ANNEX tables have been modified in multi-language databases as well.

- **Data Export enhancements** — To improve support for scenarios where data is exported from a PostgreSQL or Oracle Info Mart database and subsequently imported into a Microsoft SQL Server target database:
  - The **update_target_*.sql** scripts for Microsoft SQL Server have been modified to be compatible with a case-sensitive Microsoft SQL Server collation.
  - The sizes of all columns in the target database schemas defined in the applicable **update_target_*.sql** scripts are now the same across all RDBMS platforms. Previously, to ensure that indexes did not exceed Microsoft SQL Server size limits, the sizes of many dimension columns in the target database schema defined for Microsoft SQL Server were reduced.

    The sizes of the following columns have changed in the **update_target_*.sql** scripts for Microsoft SQL Server:

    INTERACTION_DESCRIPTOR
    CUSTOMER_SEGMENT
    SERVICE_TYPE
    SERVICE_SUBTYPE
    BUSINESS_RESULT
    POST_CALL_SURVEY_DIM_2
    SURVEY_SQ1
    SURVEY_SQ2
    POST_CALL_SURVEY_DIM_3
    SURVEY_SQ3
    SURVEY_SQ4
    SURVEY_SQ5
    SURVEY_SQ6
    SURVEY_SQ7
    POST_CALL_SURVEY_DIM_4
    SURVEY_SQ8
    SURVEY_SQ9
    SURVEY_SQ10
    USER_DATA_CUST_DIM_1
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    USER_DATA_CUST_DIM_2
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    SDR_GEO_LOCATION
    COUNTRY_NAME
    REGION
    TIMEZONE
    SDR_SURVEY_S1
    SQ1

SQ2
SQ3
SQ4
SQ5

SDR_SURVEY_S2
SQ6
SQ7
SQ8
SQ9
SQ10

SDR_SURVEY_QUESTIONS_I1
IQ1
IQ2
IQ3
IQ4
IQ5

SDR_SURVEY_QUESTIONS_I2
IQ6
IQ7
IQ8
IQ9
IQ10

SDR_SURVEY_QUESTIONS_S1
SQ1
SQ2
SQ3
SQ4
SQ5

SDR_SURVEY_QUESTIONS_S2
SQ6
SQ7
SQ8
SQ9
SQ10

USER_DATA_GEN_DIM_1
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5

USER_DATA_GEN_DIM_2
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5

Note: If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

- In the **update_target_*.sql** scripts for Microsoft SQL Server, the data types of the following columns in various GIDB tables have been changed from `varchar` to `nvarchar`:

GIDB_GC_CALLING_LIST.NAME
GIDB_GC_CALLING_LIST.DESCRIPTION
GIDB_GC_CAMPAIGN.NAME
GIDB_GC_CAMPAIGN.DESCRIPTION
GIDB_GC_FOLDER.NAME
GIDB_GC_GROUP.SCRIPT
GIDB_GC_GROUP.NAME
GIDB_GC_LOGIN.LOGINCODE
GIDB_GC_PLACE.NAME
GIDB_GC_SKILL.NAME
GIDB_GC_TENANT.NAME

New in Release 8.5.014.26

- **Support for Asynchronous interactions in Advanced Chat deployments** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on Asynchronous interactions that are placed into a parking queue. Two new columns, PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION, have been added to the CHAT_SESSION_FACT table.
- **Miscellaneous** — The names of the KVPs that populate the USER_DATA_GEN_DIM_* tables have been changed in the out-of-box CTL_UD_TO_UDE_MAPPING table, to avoid confusion with placeholder names for custom KVPs mapped in the **make_gim_UDE_template** SQL scripts. The tables, which were introduced in the previous release, are reserved for internal use.

New in Release 8.5.014.19

- **Reporting on agent location** — A new dimension table, AGENT_LOCATION, records locations of agents for both voice and multimedia login sessions. A new column, AGENT_LOCATION_KEY, in the SM_RES_SESSION_FACT table, is a surrogate key that you can use to join the SM_RES_SESSION_FACT to the AGENT_LOCATION dimension. The key is used to indicate the agent's specific location for the summarized resource session, by agent and media type.
- **Miscellaneous schema enhancements**:
  - To enhance reporting on Genesys Predictive Routing, two new columns in the GPM_FACT table — VQ_GUID and VQ_RESOURCE_KEY — enable you to join GPM_FACT to MEDIATION_SEGMENT_FACT.

Use this join to make information about virtual queues (VQs) that participate in Predictive Routing interactions available in reports.

- Two new dimension tables, USER_DATA_GEN_DIM_1 and USER_DATA_GEN_DIM_2, have been added to the Info Mart schema to store out-of-box user data for internal use. Corresponding keys, USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2, have been added to the IRF_USER_DATA_KEYS table, accordingly.

New in Release 8.5.014.09

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, a new Info Mart dimension table, GPM_DIM1, and nine new columns in the GPM_FACT table store the new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher. In addition, the values provided in some existing KVPs have been modified.
  For more information about the reporting KVPs sent by GPR, see Integrate with Genesys Reporting in the GPR *Deployment and Operations Guide.*
- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:
  - New tables, CHAT_THREAD_FACT and MEDIA_ORIGIN, store data for chat thread statistics.
  - A new column in the CHAT_SESSION_FACT table, THREAD_ID, has been included for future use, to associate chat session with chat thread reporting.

New in Release 8.5.013.06

- **Enhanced omnichannel reporting** — Two new columns in the SM_MEDIA_NEUTRAL_STATE_FACT table, END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY, enhance support for reporting across all media channels.
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or other monitoring purposes, new CDR_* tables have been added to the Info Mart database schema. Although the CDR_* tables are populated in cloud deployments, they are considered reserved for internal use.

New in Release 8.5.012.15

- In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher, Genesys Info Mart now supports reporting on Co-browse sessions. The following fact and dimension tables, which were originally added to the Info Mart schema in release 8.5.011.14, are no longer reserved:
  - COBROWSE_END_REASON
  - COBROWSE_FACT
  - COBROWSE_MODE
  - COBROWSE_PAGE

- COBROWSE_USER_AGENT

- In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. The following new tables store relevant fact and dimension data:

  - LDR_FACT
  - LDR_CAMPAIGN
  - LDR_DEVICE
  - LDR_GROUP
  - LDR_LIST
  - LDR_POSTAL_CODE
  - LDR_RECORD

  The LDR_* tables are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

  Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized. For links to more information about CX Contact historical reporting, see the New in Release 8.5.012 item in the *Genesys Info Mart 8.5 Deployment Guide*.

New in Release 8.5.011.18

- The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1 to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

New in Release 8.5.011.14

- In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart supports detailed reporting on asynchronous (async) chat sessions.

  The following new columns have been added to the CHAT_SESSION_FACT and CHAT_SESSION_DIM tables, to store async chat statistics in the Info Mart dimensional model database schema:

  - CHAT_SESSION_FACT.ASYNC_DORMANT_COUNT
  - CHAT_SESSION_FACT.ASYNC_DORMANT_DURATION
  - CHAT_SESSION_FACT.ASYNC_IDLE_COUNT
  - CHAT_SESSION_FACT.ASYNC_IDLE_DURATION
  - CHAT_SESSION_FACT.ACTIVE_IDLE_COUNT
  - CHAT_SESSION_FACT.ACTIVE_IDLE_DURATION
  - CHAT_SESSION_FACT.HANDLE_COUNT
  - CHAT_SESSION_FACT.HANDLE_DURATION
  - CHAT_SESSION_DIM.ASYNC_MODE

  For links to more information about async chat historical reporting, see the New in Release 8.5.011.14 item in the *Genesys Info Mart 8.5 Deployment Guide*.

- Database schema improvements related to user data processing are as follows:

  - To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF_USER_DATA_KEYS table are added as nullable and without default values.

- The STG_TRANSFORM_DISCARDS.TABLE_NAME column has been increased from 30 to 255 characters.
- In preparation for future support of a new data source, the following new tables have been added to the Info Mart database

schema:

- COBROWSE_FACT
- COBROWSE_END_REASON
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT

New in Release 8.5.011

- In eServices deployments with Chat Server release 8.5.203.09 or higher, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. In deployments that include Bot Gateway Server (BGS) release 9.0.002 or higher, Genesys Info Mart also supports reporting on chat bot activity. (BGS is currently available only in restricted release.)

  The following new tables store chat- and BGS-related data:

  - CHAT_SESSION_FACT
  - CHAT_SESSION_DIM
  - BGS_SESSION_FACT
  - BGS_SESSION_DIM
  - BGS_ BOT_DIM
  - BGS_ BOT_NAME_DIM

  A control table, CTL_XML_CONFIG, is used internally to map Chat Server KVPs and BGS reporting data attributes to the respective CHAT_* and BGS_* tables during transformation.

  For links to more information about chat session and chat bot historical reporting, see the New in Release 8.5.011 item in the *Genesys Info Mart 8.5 Deployment Guide.*

- To improve the robustness of queries that involve the GPM_FACT table (for example, when converting from a nonpartitioned to a partitioned database), the START_DATE_TIME_KEY is now part of the composite primary key for the GPM_FACT table in nonpartitioned as well as partitioned databases.

New in Release 8.5.010.16

- Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the CTL_GDPR_HISTORY history table has been similarly extended.
- The UPDATE_AUDIT_KEY column was added to the following tables:

  CALLBACK_FACT
  GPM_FACT
  SDR_ACTIVITIES_FACT
  SDR_CUST_ATRIBUTES_FACT
  SDR_EXT_REQUEST_FACT
  SDR_SESSION_FACT
  SDR_SURVEY_FACT
  SDR_SURVEY_TRANSCRIPT_FACT
  SDR_USER_INPUTS_FACT
  SDR_USER_MILESTONE_FACT

  For tables that might contain personally identifiable information (PII), the presence of the audit key enables enhanced GDPR support in deployments that include the Data Export feature.

New in Release 8.5.010

- To enable customers to comply with General Data Protection Regulation (GDPR) Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart exports

or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. New control tables (CTL_GDPR_HISTORY, CTL_GDPR_HWM, CTL_KEY_TO_CAF_MAPPING) and a number of new temporary (TMP_*) tables support this functionality. The CTL_GDPR_HISTORY table reports the actual PII data that was requested for export or was redacted because of a "forget" request.

- In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. In preparation for future support of these alternative data channels, the following schema changes have been made:
  - A new column in the CTL_TRANSFORM_HISTORY table, HWM_VALUE2, provides supplemental information for HWMs that might require nonnumeric values for context.
  - In Microsoft SQL Server deployments, the data types of some columns in the following dimension tables have changed, to support Unicode characters in both single- and multi-language databases.

    CALLBACK_DIM_1
    CALLBACK_DIM_2
    CALLBACK_DIM_3
    GPM_MODEL
    GPM_PREDICTOR
    GPM_RESULT
    INTERACTION_DESCRIPTOR
    POST_CALL_SURVEY_DIM_1
    POST_CALL_SURVEY_DIM_2
    POST_CALL_SURVEY_DIM_3
    POST_CALL_SURVEY_DIM_4
    POST_CALL_SURVEY_DIM_5
    POST_CALL_SURVEY_DIM_6
    SDR_ACTIVITY
    SDR_APPLICATION
    SDR_CALL_DISPOSITION
    SDR_CALL_TYPE
    SDR_CUST_ATRIBUTES
    SDR_ENTRY_POINT
    SDR_EXIT_POINT
    SDR_EXT_HTTP_REST
    SDR_EXT_REQUEST
    SDR_EXT_REQUEST_OUTCOME
    SDR_EXT_SERVICE_OUTCOME
    SDR_GEO_LOCATION
    SDR_INPUT
    SDR_INPUT_OUTCOME
    SDR_LANGUAGE
    SDR_MESSAGE
    SDR_MILESTONE
    SDR_SURVEY_ANSWERS
    SDR_SURVEY_QUESTIONS
    SDR_SURVEY_QUESTIONS_I1
    SDR_SURVEY_QUESTIONS_I2
    SDR_SURVEY_QUESTIONS_S1
    SDR_SURVEY_QUESTIONS_S2
    SDR_SURVEY_S1
    SDR_SURVEY_S2
    SDR_SURVEY_STATUS
    SDR_USER_INPUT
    USER_DATA_CUST_DIM_1

    For full details about the changes, see the table descriptions.

    > **Important**
    >
    > Because of the schema changes, Genesys strongly recommends that Microsoft SQL Server deployments for Genesys Info Mart 8.5.010 or higher use Microsoft SQL Server 2016 or later supported version. See Microsoft SQL Server Considerations in the *Deployment Guide* for more information.

- In multi-language Microsoft SQL Server databases, to correct data type inconsistencies between IDs that might be used for joins, the data types of the following columns have been changed from `nvarchar` to `varchar`:

  CALLBACK_FACT.ORIGINATION_IXN_ID
  CALLBACK_FACT.FIRST_OUT_IXN_ID
  CALLBACK_FACT.LAST_OUT_IXN_ID
  CALLBACK_FACT.ORS_SESSION_ID
  GPM_FACT.MEDIA_SERVER_IXN_GUID
  SDR_ACTIVITIES_FACT.SESSION_ID
  SDR_SURVEY_FACT.SESSION_ID
  SDR_SURVEY_FACT.INTERACTION_ID
  SDR_SURVEY_TRANSCRIPT_FACT.SESSION_ID

- To extend Unicode support for user input in multi-language Microsoft SQL Server databases, the data types of the UTTERANCE and INTERPRETATION columns in the SDR_USER_INPUTS_FACT table have been changed from `varchar` to `nvarchar`.

New in Release 8.5.009.20

- New tables and columns extend support for Callback reporting by providing more data about dialing attempts and dial results.

- Two new dimension tables, CALLBACK_DIAL_RESULTS and CALLBACK_DIM_4, have been added.
- The following columns have been added to the CALLBACK_FACT table:

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL
CALLBACK_DIM_4_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_A_CONNECTED
CUSTOMER_ANI	FIRST_OUT_IXN_ID	PRIORITY_WHEN_C_CONNECTED
DIAL_1_TS through DIAL_5_TS	LAST_OUT_IXN_ID	PRIORITY_WHEN_CB_ACCEPTED
	ORIGINATION_IXN_ID	SERVICE_END_TS
EWT_THRESHOLD_WHEN_OFFERED	ORS_SESSION_ID	WAITED_BEFORE_OFFER_TIME

The columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs.

> **Important**
>
> If you use the Data Export feature, ensure that you modify your target database schema and import processing to match the Info Mart schema changes.

New in Release 8.5.009

- In premise deployments, Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. The following new **GPM_*** tables in the Info Mart schema store GPR-related data:
  - GPM_FACT
  - GPM_RESULT
  - GPM_PREDICTOR
  - GPM_MODEL
- Audit keys were added to the CTL_TRANSFORM_HWM and CTL_TRANSFORM_HISTORY control tables, as well as to a number of staging tables.

New in Release 8.5.008.29

- The following new SDR_* fact and dimension tables have been added:
  - SDR_SURVEY_FACT
  - SDR_SURVEY_QUESTIONS
  - SDR_SURVEY_ANSWERS

- In deployments that support Session Detail Record (SDR) reporting, the way Genesys Info Mart stores URL values in the SDR_EXT_HTTP_REST table has changed. For more information, see SDR_EXT_HTTP_REST.URL.

New in Release 8.5.008

- The following changes have been made to CALLBACK_FACT columns: The data type of DS_AUDIT_KEY has been increased from 10 to 19 digits; a default value (0) has been added for LAST_CALLBACK_OFFERED_TS.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new column has been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_TYPE.MEDIA_TYPE.
  - The following SDR_USER_INPUTS_FACT columns have been modified: START_TS_MS is no longer mandatory; UTTERANCE and INTERPRETATION have been increased to 512 chars.
- To support internal performance improvements, additional fields have been added to indexes in the GIDB_GC_* tables.

New in Release 8.5.007

- Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. The data type for INTERACTION_FACT.SUBJECT has been extended from 255 to 1024 characters to accommodate this enhancement. You can also store up to 1024 characters in fields with character data types in custom user data fact tables
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_ACTIVITIES_FACT, SDR_ACTIVITY, SDR_SURVEY_I1, SDR_SURVEY_I2, SDR_SURVEY_QUESTIONS_I1, SDR_SURVEY_QUESTIONS_I2, SDR_SURVEY_QUESTIONS_S1, SDR_SURVEY_QUESTIONS_S2, SDR_SURVEY_S1, SDR_SURVEY_S2, SDR_SURVEY_SCORES, SDR_SURVEY_STATUS.
  - The following new columns have been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_DISPOSITION.FINAL_DISPOSITION, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I2_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S2_KEY, SDR_SURVEY_STATUS.OFFER.

New in Release 8.5.006

- A new propagation rule, **IRF_ROUTE**, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource (where additional changes might be made to the key's value).
- A new column, TARGET_ADDRESS, has been added to the INTERACTION_RESOURCE_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.
- In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

New in Release 8.5.005

- Following the initial 8.5.005 release, starting with release 8.5.005.20, a new table, SDR_SURVEY_TRANSCRIPT_FACT, has been added to the schema to support survey transcription data.
- Genesys Info Mart now supports reporting on Genesys Callback activity on voice, web, or mobile channels in all on-premises as well as Cloud deployments.

  Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated tables, which were initially introduced in an earlier Genesys Info Mart release:

  - CALLBACK_FACT
  - CALLBACK_DIM_1
  - CALLBACK_DIM_2
  - CALLBACK_DIM_3

  Additionally, new values have been added to the following columns in conjunction with Callback support implementation:

  - OUTBOUNDCALLBACK in the INTERACTION_TYPE.INTERACTION_SUBTYPE column
  - DEFERRED and INCOMPLETE in the TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT column
  - CALLBACKACCEPTED in the TECHNICAL_DESCRIPTOR.RESULT_REASON column
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_CUST_ATRIBUTES, SDR_CUST_ATRIBUTES_FACT, SDR_SURVEY_I1, SDR_SURVEY_I2, SDR_SURVEY_S1, SDR_SURVEY_S2, SDR_SURVEY_STATUS, SDR_SURVEY_SCORES.

New in Release 8.5.004

- Genesys Info Mart now supports reporting on how much time a particular interaction was in focus (that is, actively being processed) on the agent desktop. Two new columns, FOCUS_TIME_COUNT and FOCUS_TIME_DURATION in the INTERACTION_RESOURCE_FACT (IRF) table, store focus time data.
- Genesys Info Mart now stores data that enables you to determine who ended a chat session. If a customer leaves the chat session before the agent, a new flag, called CUSTOMER_LEFT_FIRST, is added to the ANCHOR_FLAGS dimension and is set in the IRF.ANCHOR_FLAGS_KEY field. For conference calls, the flag is set for each IRF record that is active when the customer left the chat session. The time when the customer left the chat, or the time when the agent stopped the chat session is stored in the IRF.IRF_ANCHOR_TS column. (IRF_ANCHOR_TS is the new name for the column that was called IRF_ANCHOR_SENT_TS in release 8.5.003 and IRF_ANCHOR_DATE_TIME_KEY prior to that.) The IRF_ANCHOR_TS column is populated in each IRF record that is active when the customer leaves the chat session.
- In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time, if so configured. Two new columns, ASM_COUNT and ASM_ENGAGE_DURATION in the IRF table, are populated based on the setting for the new configuration option, populate-irf-asm-engage-duration. (The default option value is false, which is the value in effect for the Cloud.) Genesys Info Mart requires that OCS attaches a special KVP, GSW_CALL_TYPE="ENGAGING", to identify engaging calls.
- To improve processing of user data that is attached during mediation, a new column, USERDATA_FLAG, has been added to the MEDIATION_SEGMENT_FACT (MSF) table. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- The field IRF.LAST_INTERACTION_RESOURCE is now supported for all media types. Release 8.5.003 supported this field only for voice interactions. Prior to release 8.5.003, this field was reserved.
- Starting with release 8.5.003.17, to distinguish an agent from other persons in a contact center, a newly introduced value, `Person`, is set in the RESOURCE_.RESOURCE_SUBTYPE column for any persons who are not agents. The previously existing value, `Agent`, is now used in the RESOURCE_.RESOURCE_SUBTYPE column only to identify Agents (that is, the resources for whom the `IsAgent` flag is set in the Person configuration object). Both subtypes are associated with the `Agent` resource type that is stored in the RESOURCE_.RESOURCE_TYPE column.

New in Release 8.5.003

- To enhance Tenant metrics to include active multimedia interactions that have not yet been handled, two new columns, ANCHOR_ID and ANCHOR_SDT_KEY, are added to the INTERACTION_FACT table. Values in these columns are derived as follows:
  - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR_ID based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same IRF record.
  - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR_ID based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same MSF record.

- To enable Unicode characters support on Oracle databases, the fields with the `varchar` data types now use the explicit `CHAR` character length semantics.
- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD_FIELD_41 through RECORD_FIELD_60) of the varchar data type are added to the CONTACT_ATTEMPT_FACT table.
- A new column, CREATE_AUDIT_KEY, has been added to the SM_MEDIA_NEUTRAL_STATE_FACT table.
- In the INTERACTION_RESOURCE_FACT table, the name of the IRF_ANCHOR_DATE_TIME_KEY column is changed to IRF_ANCHOR_SENT_TS.
- A previously reserved field, LAST_INTERACTION_RESOURCE, in the INTERACTION_RESOURCE_FACT table is now populated for voice interactions.
- New combinations in the TECHNICAL_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.
  - `Completed/Archived/InConference/Unspecified`
  - `Completed/Archived/InConference/ConferenceInitiator`
  - `Completed/Archived/InConference/ConferenceJoined`
  - `Completed/Archived/InitiatedConsult/Unspecified`
  - `Completed/Archived/ReceivedConsult/Unspecified`
  - `Completed/Archived/ReceivedRequest/Unspecified`
  - `Completed/Canceled/InConference/Unspecified`
  - `Completed/Canceled/InConference/ConferenceInitiator`
  - `Completed/Canceled/InConference/ConferenceJoined`
  - `Completed/Canceled/InitiatedConsult/Unspecified`
  - `Completed/Canceled/ReceivedConsult/Unspecified`
  - `Completed/Canceled/ReceivedRequest/Unspecified`
- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.
  - PUSH_DELIVERY_CONFIRMED_TS field has been added to the CALLBACK_FACT table.
  - CUSTOMER_READY_TO_START_IXN_TS field has been added to the CALLBACK_FACT table.
  - DESIRED_TIME field in the CALLBACK_FACT table has been renamed to DESIRED_TIME_TS.
  - A constraint, NOT NULL, has been added for the DESIRED_TIME_TS field (with a default value of `0`).
- For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, new tables can be added to the Info Mart installation database by using the appropriate post-call survey script (**make_gim_post_call_survey.sql**, **make_gim_post_call_survey_partitioned.sql**, **make_gim_post_call_survey_multilang.sql**, or **make_gim_post_call_survey_multilang_partitioned.sql**).

New in Release 8.5.002

- To provide Call Detail Record (CDR) data, a new database view, CDR, has been added to the Info Mart schema. The CDR view is based on the INTERACTION_RESOURCE_FACT table and MEDIA_TYPE, INTERACTION_TYPE, RESOURCE_, TECHNICAL_DESCRIPTOR, and DATE_TIME dimension tables. The DATE_TIME dimension is presented as a new CDR_DATE_TIME view, for purposes of CDR data reporting.

New in Release 8.5.001

- To assist in exporting and archiving data, audit keys (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY) have been added to user-data fact extension tables:
  - IRF_USER_DATA_CUST_1
  - IRF_USER_DATA_GEN_1
  - IRF_USER_DATA_KEYS
- To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as index-organized in Oracle).
- A new role reason and technical result reason, IntroducedTransfer, identify IRFs for agents involved in an introduced transfer. For information about when a conference qualifies as an introduced transfer, see the description of the new configuration option, introduced-transfer-threshold.
- A new interaction subtype, InternalConferenceInvite, supports simplified, more meaningful reporting on chat conferences or consultations through a queue, by identifying the subordinate interactions that the agent desktop uses to implement the interaction flow.
- Support for reporting on chat consultations affects the population of various IRF metrics.
- Population of thread-related columns in the ANCHOR_FLAGS table is no longer enabled by default.
- The initial 8.5.001 release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition, release 8.1.402.07 included schema and configuration changes to prepare Genesys Info Mart to support additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services. The following observable changes in the Info Mart schema support functionality in a future release:
  - New SDR_* fact and dimension tables
  - A new CALLBACK_FACT table and new callback dimension tables (CALLBACK_DIM_1, CALLBACK_DIM_2, CALLBACK_DIM_3)
  - User data mapping for additional KVPs

Summary of Info Mart Schema Changes

The following table summarizes Genesys Info Mart schema changes between 8.x releases, for all supported RDBMS types. Some of the changes listed might not apply to the RDBMS you use.

> **Tip**
> Type in the Search box to quickly filter the table by release, table name, type of change, and so on. Alternatively, click a column header to sort the table to group entries.

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION		8.5.014.19	Table added	See table
BGS_BOT_DIM		8.5.011	Table added	See table
BGS_BOT_NAME_DIM		8.5.011	Table added	See table
BGS_SESSION_DIM		8.5.011	Table added	See table
BGS_SESSION_FACT		8.5.011	Table added	See table
BOT_ATTRIBUTES		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
BOT_INTENT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
CALLBACK_DIAL_RESULTS		8.5.009.20	Table added	See table
CALLBACK_DIM_1		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_2		8.1.402. Supported for on-premises deployments starting with	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		release 8.5.005.		
CALLBACK_DIM_3		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CALLBACK_DIM_4		8.5.009.20	Table added	See table
CALLBACK_FACT		8.1.402. Supported for on-premises deployments starting with release 8.5.005.	Table added	See table
CDR_DIM1		8.5.013.06	Table added	See table
CDR_FACT		8.5.013.06	Table added	See table
CHAT_SESSION_DIM		8.5.011	Table added	See table
CHAT_SESSION_FACT		8.5.011	Table added	See table
CHAT_THREAD_FACT		8.5.014.09	Table added	See table
COBROWSE_END_REASON		8.5.011.14	Table added	See table
COBROWSE_FACT		8.5.011.14	Table added	See table
COBROWSE_MODE		8.5.011.14	Table added	See table
COBROWSE_PAGE		8.5.011.14	Table added	See table
COBROWSE_USER_AGENT		8.5.011.14	Table added	See table
CTL_GDPR_HISTORY		8.5.010	Table added	See table
GPM_DIM1		8.5.014.09	Table added	See table
GPM_FACT		8.5.009	Table added	See table
GPM_MODEL		8.5.009	Table added	See table
GPM_PREDICTOR		8.5.009	Table added	See table
GPM_RESULT		8.5.009	Table added	See table
GROUP_ANNEX		8.1.4	Table added	See table
LDR_CAMPAIGN		8.5.012.15	Table added	See table
LDR_DEVICE		8.5.012.15	Table added	See table
LDR_FACT		8.5.012.15	Table added	See table
LDR_GROUP		8.5.012.15	Table added	See table
LDR_LIST		8.5.012.15	Table added	See table
LDR_POSTAL_CODE		8.5.012.15	Table added	See table
LDR_RECORD		8.5.012.15	Table added	See table
MEDIA_ORIGIN		8.5.014.09	Table added	See table
POST_CALL_SURVEY_DIM_1		8.5.003. Supported	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		in certain deployments only.		
POST_CALL_SURVEY_DIM_2		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_3		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_4		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_5		8.5.003. Supported in certain deployments only.	Table added	See table
POST_CALL_SURVEY_DIM_6		8.5.003. Supported in certain deployments only.	Table added	See table
SDR_ACTIVITIES_FACT		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_ACTIVITY		8.5.007. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_APPLICATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_BOTS_FACT		8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.	Table added	See table
SDR_CALL_DISPOSITION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CALL_TYPE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_CUST_ATRIBUTES		8.5.005. Supported in certain Genesys Engage cloud	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		deployments only.		
SDR_CUST_ATRIBUTES_FACT		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_ENTRY_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXIT_POINT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_HTTP_REST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_FACT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_REQUEST_OUTCOME		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_EXT_SERVICE_OUTCOME		8.5.004. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_GEO_LOCATION		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT		8.5.004.09. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_INPUT_OUTCOME		8.5.004.09. Supported in Genesys Engage	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
		cloud deployments only.		
SDR_LANGUAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MESSAGE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_MILESTONE		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SDR_SESSION_FACT		8.5.001	Table added	See table
SDR_SURVEY_ANSWERS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_FACT		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_I2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS		8.5.008.29. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_I2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTIONS_S1		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_QUESTIONS_S2		8.5.007. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S1		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_S2		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_SCORES		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_STATUS		8.5.005. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_SURVEY_TRANSCRIPT_FACT		8.5.005.20. Supported in certain Genesys Engage cloud deployments only.	Table added	See table
SDR_USER_INPUT		8.5.004.09	Table added	See table
SDR_USER_INPUTS_FACT		8.5.004.09	Table added	See table
SDR_USER_MILESTONE_FACT		8.5.001. Supported in Genesys Engage cloud deployments only.	Table added	See table
SM_MEDIA_NEUTRAL_STATE_FACT		8.5.002	Table added	See table
USER_DATA_GEN_DIM_1		8.5.014.19	Table added	See table
USER_DATA_GEN_DIM_2		8.5.014.19	Table added	See table
ANCHOR_FLAGS	CUSTOMER_LEFT_FIRST	8.5.004	Column added	See table
CALLBACK_FACT	CALLBACK_DIAL_RESULT_KEY	8.5.009.20	Column added	See table
CALLBACK_FACT	CALLBACK_DIM_4_KEY	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_ANI	8.5.009.20	Column added	See table
CALLBACK_FACT	CUSTOMER_READY_TO_START_IXN_TS	8.5.009.20	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
CALLBACK_FACT	DESIRED_TIME_TS	8.5.003 (renamed from DESIRED_TIME)	Column added	See table
CALLBACK_FACT	DIAL_1_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_2_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_3_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_4_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	DIAL_5_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_THRESHOLD_WHEN_OFFERED	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	EWT_WHEN_REJECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	FIRST_OUT_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	LAST_OUT_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORIGINATION_IXN_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.009.20	Column added	See table
CALLBACK_FACT	POS_WHEN_LAST_DIAL	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_A_CONNECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_CB_ACCEPTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRIORITY_WHEN_C_CONNECTED	8.5.009.20	Column added	See table
CALLBACK_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	PUSH_DELIVERY_CONFIRMED_TS	8.5.003	Column added	See table
CALLBACK_FACT	SERVICE_END_TS	8.5.009.20	Column added	See table
CALLBACK_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
CALLBACK_FACT	WAITED_BEFORE_OFFER_TIME	8.5.009.20	Column added	See table
CALLING_LIST_METRIC_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CAMPAIGN_GROUP_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CDR_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_SESSION_DIM	ASYNC_MODE	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ACTIVE_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_DORMANT_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_COUNT	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	ASYNC_IDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	HANDLE_COUNT	8.5.011.14	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
CHAT_SESSION_FACT	HANDLE_DURATION	8.5.011.14	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_COUNT	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PARKING_QUEUE_DURATION	8.5.014.26	Column added	See table
CHAT_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CHAT_SESSION_FACT	THREAD_ID	8.5.014.09	Column added	See table
CHAT_THREAD_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CONTACT_ATTEMPT_FACT	RECORD_FIELD_31 through RECORD_FIELD_60	8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)	Column added	See table
CTL_AUDIT_LOG	PRODUCER_INFO_KEY	8.5.116.12	Column added	See table
CTL_TRANSFORM_HISTORY	AUDIT_KEY	8.5.009	Column added	See table
CTL_TRANSFORM_HISTORY	FORM_VALUE2	8.5.010	Column added	See table
CTL_UD_TO_UDE_MAPPING	CONVERT_EXPRESSION	8.1.201	Column added	See table
GPM_FACT	ADJUSTED_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	DEFAULT_SCORE_USED	8.5.014.09	Column added	See table
GPM_FACT	FINAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	GLOBAL_SCORES_COUNT	8.5.014.09	Column added	See table
GPM_FACT	GPM_DIM1_KEY	8.5.014.09	Column added	See table
GPM_FACT	INITIAL_SCORE_THRESHOLD	8.5.014.09	Column added	See table
GPM_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
GPM_FACT	SUITABLE_AGENTS_COUNT	8.5.014.09	Column added	See table
GPM_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
GPM_FACT	VQ_GUID	8.5.014.19	Column added	See table
GPM_FACT	VQ_RESOURCE_KEY	8.5.014.19	Column added	See table
GROUP_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_FACT	ANCHOR_ID	8.5.003	Column added	See table
INTERACTION_FACT	ANCHOR_SDT_KEY	8.5.003	Column added	See table
INTERACTION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	ASM_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	ASM_ENGAGE_DURATION	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	FOCUS_TIME_COUNT	8.5.004	Column added	See table
INTERACTION_RESOURCE_FACT	FOCUS_TIME_DURATION	8.5.004	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_TS	8.5.004 (renamed from IRF_ANCHOR_SENT_TS)	Column added	See table
INTERACTION_RESOURCE_FACT	IRF_SESSIONID	8.5.116.12	Column added	See table
INTERACTION_RESOURCE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
INTERACTION_RESOURCE_FACT	TGT_ADDRESS	8.5.006	Column added	See table
IRF_USER_DATA_CUSTOM	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_CUSTOM	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_CUSTOM	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_C	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_GEN_C	GSW_CALL_TYPE	8.5.011.18	Column added	See table
IRF_USER_DATA_GEN_C	GVP_SESSION_ID	8.5.015.14	Column added	See table
IRF_USER_DATA_GEN_P	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_GEN_S	SERVICE_ID	8.1.402	Column added	See table
IRF_USER_DATA_GEN_S	SERVICE_START_TS	8.1.402	Column added	See table
IRF_USER_DATA_GEN_U	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	8.5.001	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_1	8.5.014.19	Column added	See table
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_2	8.5.014.19	Column added	See table
IXN_RESOURCE_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	IRF_SESSIONID	8.5.116.12	Column added	See table
MEDIATION_SEGMENT_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
MEDIATION_SEGMENT_FACT	USER_DATA_FLAG	8.5.004	Column added	See table
RESOURCE_	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
RESOURCE_ANNEX	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_BOTS_FACT	STEPCOUNT	8.5.116.12	Column added	See table
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.007	Column added	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.008	Column added	See table
SDR_CUST_ATRIBUTES_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I1_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_I2_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_S1_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_QUESTION_S2_KEY	8.5.007	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	8.5.005	Column added	See table
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_SURVEY_STATUS	OFFER	8.5.007	Column added	See table
SDR_SURVEY_TRANSCRIPT_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	8.5.010.16	Column added	See table
SM_MEDIA_NEUTRAL_ACTIVITY_FACT	ACTIVE_FLAG	8.5.116.26	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	CREATE_AUDIT_KEY	8.5.003	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	END_DATE_TIME_KEY	8.5.013.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	8.5.013.06	Column added	See table
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	8.5.116.26	Column added	See table
SM_RES_SESSION_FACT	AGENT_LOCATION_KEY	8.5.014.19	Column added	See table
SM_RES_SESSION_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
SM_RES_STATE_REASON_FACT	PRODUCER_BATCH_ID	8.5.015.19	Column added	See table
CALLBACK_FACT	DESIRED_TIME	8.5.003 (renamed to DESIRED_TIME_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_DATE_TIME_KEY	8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	Column discontinued	See table
INTERACTION_RESOURCE_FACT	IRF_ANCHOR_SENT_TS	8.5.004 (renamed to IRF_ANCHOR_TS)	Column discontinued	See table
SDR_SURVEY_STATUS	RECORDING	8.5.008	Column discontinued	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
AGENT_LOCATION	AGENT_LOCATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	CAUSE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ATTEMPT_DISPOSITION	DESCRIPTOR_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_1_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_2_RESULT	8.5.014.34	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	
CALLBACK_DIAL_RESULTS	DIAL_3_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_4_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIAL_RESULTS	DIAL_5_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CALLBACK_OFFER_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			language databases)	
CALLBACK_DIM_1	CALLBACK_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CHANNEL	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_1	CONNECT_ORDER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	CALL_DIRECTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	DIAL_DIALOG_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	FINAL_DIAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_2	OFFER_TIMING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_DIM_3	DISPOSITION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
CALLBACK_DIM_3	FINAL_TARGET	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_DIM_3	FINAL_TARGET	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALLBACK_FACT	DS_AUDIT_KEY	8.5.008	Column modified (data type increased from 10 to 19 digits)	See table
CALLBACK_FACT	FIRST_OUT_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	LAST_CALLBACK_OFFERED_TS	8.5.008	Column modified (default value added)	See table
CALLBACK_FACT	LAST_OUT_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORIGINATION_IXN_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
CALLBACK_FACT	ORS_SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			databases)	
CALL_RESULT	CALL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CALL_RESULT	CALL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CAMPAIGN_GROUP_STATE_LOG	CAMPAIGN_GROUP_STATE_LOG	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_DIM1	DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CDR_FACT	CALL_ID	8.5.015.07	Column modified (size of the column increased)	See table
COBROWSE_END_REASONS	SESSION_END_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
COBROWSE_FACT	PAGE_QUERY	8.5.012.15	Column modified (No longer a mandatory field)	See table
COBROWSE_MODE	SEGMENT_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_DOMAIN	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_PAGE	PAGE_PATH	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_AGENT_VER	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	CREATOR_DEVICE_BRAND	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_DEVICE_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_DEVICE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_CLASS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
COBROWSE_USER_AGENT	CREATOR_OS_VER	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
COBROWSE_USER_AGENT	CREATOR_USER_AGENT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_ATTEMPT_FACT	ACTL_SCHED_TIME	8.5.116.26	Column modified (behavior changed)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.001	Column modified (IRF_INITIAL value is added).	See table
CTL_UD_TO_UDE_MAPPING	PROPAGATION_RULE	8.5.006	Column modified (IRF_ROUTE value is added)	See table
DIALING_MODE	DIALING_MODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
DIALING_MODE	DIALING_MODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			changed from `varchar` to `nvarchar` in single-language databases)	
GPM_FACT	MEDIA_SERVER_IXN_GUID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
GPM_FACT	MESSAGE	8.5.009.20	Column modified (default value no longer defined)	See table
GPM_FACT	START_DATE_TIME_KEY	8.5.011	Column modified (added to the composite primary key in nonpartitioned databases)	See table
GPM_MODEL	MODEL	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_MODEL	MODEL_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_PREDICTOR	PREDICTOR_ID	8.5.010	Column modified (in Microsoft SQL Server,data type modified in single-language databases)	See table
GPM_RESULT	CUSTOMER_FOUND	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			language databases)	
GPM_RESULT	GPM_MODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_STATUS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GPM_RESULT	GPM_USE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
GROUP_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)	See table
GROUP_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			type changed in multi-language databases)	
GROUP_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_DESCRIPTOR	BUSINESS_RESULT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	CUSTOMER_SEGMENT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	SERVICE_SUBTYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_DESCRIPTOR	SERVICE_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
INTERACTION_FACT	STATUS	8.5.001	Column modified (error code 26 added)	See table
INTERACTION_FACT	SUBJECT	8.5.007	Column modified (data type extended from 255 to 1024 characters)	See table
INTERACTION_RESOURCE_FACT	ACE_FLAGS_KEY	8.5.004	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(scope extended)	
INTERACTION_RESOURCE_FACT	CONSULT_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	CONSULT_RCV_RING_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	CONSULT_RCV_RING_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	CONSULT_RCV_TALK_COUNT	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	CONSULT_RCV_TALK_DURATION	8.5.001	Column modified (scope expanded to include chat consultations)	See table
INTERACTION_RESOURCE_FACT	LAST_INTERACTION_RESOURCE	8.5.003 and 8.5.004	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_FACT	SESSIONID	8.5.116.45	Column modified (size of the column increased)	See table
INTERACTION_RESOURCE_FACT	QUEUED_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_FACT	HOLD_POINT_DURATION	8.1.2, 8.1.3, 8.1.4	Column modified (behavior changed)	See table
INTERACTION_RESOURCE_STATE_DESCRIPTOR	STATE_DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_RESOURCE_STATE_DESCRIPTOR_COLD	STATE_DESCRIPTOR	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
INTERACTION_RESOURCE_STATE	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_ROLE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_RESOURCE_STATE	STATE_ROLE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.001	Column modified (`InternalConference` subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.005	Column modified (`OutboundCallback` subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.001	Column modified (INTERNALCONFERENCEINVITE subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.005	Column modified (OUTBOUNDCALLBACK subtype added)	See table
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
INTERACTION_TYPE	INTERACTION_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
IRF_USER_DATA_CUSTn	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.005.09	Column modified (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the **make_gim_UDE_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).	See table
IRF_USER_DATA_CUSTn	CUSTOM_DATA_1 through CUSTOM_DATA_16	8.5.007	Column modified (data types for CUSTOM_DATA_1	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make_gim_UDE_template*.sql**)	
MEDIATION_SEGMENT_FACT	RSESSIONID	8.5.116.45	Column modified (size of the column increased)	See table
MEDIA_TYPE	MEDIA_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
MEDIA_TYPE	MEDIA_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IAGENTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_ICALLSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_ICOMPANYSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IPRODUCTSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single-language databases)	
POST_CALL_SURVEY_DIM	SURVEY_IQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ6	8.5.010	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in single-language databases)	
POST_CALL_SURVEY_DIM	SURVEY_SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			databases)	
POST_CALL_SURVEY_DIM	SURVEY_COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_IRECOMMENDSCORE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
POST_CALL_SURVEY_DIM	SURVEY_RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
RECORD_FIELD_GROUP_1	RECORD_FIELD_1_STRING_1 through RECORD_FIELD_1_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_FIELD_GROUP_2	RECORD_FIELD_2_STRING_1 through RECORD_FIELD_2_STRING_10	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_STATUS	RECORD_STATUS_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
RECORD_TYPE	RECORD_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RECORD_TYPE	RECORD_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_AUX_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_STRING	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_FIRST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	AGENT_LAST_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			databases)	
RESOURCE_	EMPLOYEE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	EXTERNAL_RESOURCE_ID	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	IVR_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_ALIAS	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.003.17	Column modified (new value, `Person`, added for the `Agent` resource type)	See table
RESOURCE_	RESOURCE_SUBTYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			changed from varchar to nvarchar in single-language databases)	
RESOURCE_	RESOURCE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	RESOURCE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_	SWITCH_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_ANNEX	KEYNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the size of the nvarchar data type changed in multi-language databases)	See table
RESOURCE_ANNEX	SECTIONNAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases and the	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			size of the nvarchar data type changed in multi-language databases)	
RESOURCE_ANNEX	VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_NAME_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE	STATE_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	HARDWARE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			varchar to nvarchar in single-language databases)	
RESOURCE_STATE_REASON	REASON_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	REASON_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_KEY	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	SOFTWARE_REASON_VALUE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
RESOURCE_STATE_REASON	WORKMODE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			nvarchar in single-language databases)	
ROUTING_TARGET	AGENT_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	PLACE_GROUP_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	ROUTING_TARGET_TYPE_CD	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	SKILL_EXPRESSION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
ROUTING_TARGET	TARGET_OBJECT_SELECTED	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			single-language databases)	
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_ACTIVITIES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ACTIVITY	NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_TITLE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_APPLICATION	APPLICATION_VERSION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_BOTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_CALL_DISPOSITION	DISPOSITION_CATEGORY	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_CALL_DISPOSITION	DISPOSITION_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_CALL_DISPOSITION	FINAL_DISPOSITION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	CALL_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CALL_TYPE	MEDIA_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATRIBUTES	ATRIBUTE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_CUST_ATRIBUTES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_ENTRY_POINT	DNIS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXIT_POINT	APPLICATION_EXIT_POINT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_HTTP_REST	URL	8.5.008.29	Column modified (behavior changed)	See table
SDR_EXT_HTTP_REST	URL	8.5.010	Column modified (in Microsoft SQL	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			Server, data type modified in single-language databases)	
SDR_EXT_REQUEST	REQUEST_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST	REQUEST_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_REQUEST_FAILE	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_EXT_REQUEST_OUTCOME	OUTCOME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_EXT_SERVICE_OUTCOME	SERVICE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_EXT_SERVICE_OUTCOME	SERVICE_RESPONSE_DESC	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_GEO_LOCATION	COUNTRY_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			modified in single- and multi-language databases)	
SDR_GEO_LOCATION	REGION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_GEO_LOCATION	TIMEZONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_INPUT	INPUT_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT	INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SELECTED_OPTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	STRIKEOUT	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_INPUT_OUTCOME	SUCCESS	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_LANGUAGE	LANGUAGE_CODE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_LANGUAGE	LANGUAGE_NAME	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MESSAGE	MESSAGE_FILE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_MILESTONE	MILESTONE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_MILESTONE	MILESTONE_PATH	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SESSION_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_ANSWERS	SURVEY_ANSWER_STR	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_FACT	INTERACTION_ID	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_SURVEY_FACT	SESSION_ID	8.5.010	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type modified in multi-language databases)	
SDR_SURVEY_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_SURVEY_QUESTION	QUESTION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION	QUES_I5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTIONS	Q10_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	Q6_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	Q7_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	Q8_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	Q9_I2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	SQ1_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTIONS	SQ2_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_3	SQ3_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_4	SQ4_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_5	SQ5_S1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_1_0	SQ1_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_6	SQ6_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_7	SQ7_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_QUESTION_8	SQ8_S2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_QUESTION_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ1	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ2	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ3	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ4	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S1	SQ5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ10	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
SDR_SURVEY_S2	SQ6	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ7	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ8	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_S2	SQ9	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
SDR_SURVEY_STATUS	COMPLETE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	OFFER	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_STATUS	RECORDING	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_SURVEY_TRANSCRIPT	REJECTED	8.5.010	Column modified (in Microsoft SQL Server, data type	See table
Table	Column	Changed in release	Type of change	More information

Table	Column	Changed in release	Type of change	More information
			modified in multi-language databases)	
SDR_SURVEY_TRANSCRIPT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUT	USER_INPUT_TYPE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single-language databases)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	INTERPRETATION	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_INPUTS_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
SDR_USER_INPUTS_FACT	START_TS_MS	8.5.008	Column modified (no longer mandatory)	See table
SDR_USER_INPUTS_FACT	UTTERANCE	8.5.008	Column modified (data type increased from 50 to 512 characters)	See table
SDR_USER_INPUTS_FACT	UTTERANCE	8.5.010	Column modified (in Microsoft SQL Server, data type modified in multi-language databases)	See table
SDR_USER_MILESTONES_FACT	SESSION_ID	8.5.116.45	Column modified (size of the column increased)	See table
STG_TRANSFORM_DISCARDS	CAUSE	8.5.001	Column modified (error code 26 added)	See table
STG_TRANSFORM_DISCARDS	TABLE_NAME	8.5.011.14	Column modified (data type increased from 30	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			to 255 characters)	
STRATEGY	STRATEGY_NAME	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
STRATEGY	STRATEGY_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESOURCE_ROLE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESOURCE_ROLE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	RESULT_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
TECHNICAL_DESCRIPTOR	RESULT_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	ROLE_REASON	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	ROLE_REASON_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	TECHNICAL_RESULT	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TECHNICAL_DESCRIPTOR	TECHNICAL_RESULT_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	DESCRIPTION	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from varchar to nvarchar in single-language databases)	See table
TIME_ZONE	TIME_ZONE_NAME	8.5.014.34	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	
TIME_ZONE	TIME_ZONE_NAME2	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
USER_DATA_CUST_DIM_1	DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5	8.5.010	Column modified (in Microsoft SQL Server, data type modified in single- and multi-language databases)	See table
WORKBIN	WORKBIN_TYPE_CODE	8.5.014.34	Column modified (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)	See table
ATTEMPT_DISPOSITION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CALL_RESULT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_SESSION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CAMPAIGN_GROUP_STATE	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CAMPAIGN_GROUP_STATE_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_ATTEMPT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CONTACT_INFO_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_AUDIT_LOG	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_ETL_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_EXTRACT_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_PURGE_HISTORY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_TRANSFORM_HISTORY	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
CTL_UDE_KEYS_TO_DIM_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
CTL_UD_TO_UDE_MAPPING	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DATE_TIME	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
DIALING_MODE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
GROUP_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_RESOURCE_FACT	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
INTERACTION_RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
INTERACTION_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_CUSTV_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
IRF_USER_DATA_GEN_V1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIATION_SEGMENT_FACT	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
MEDIA_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_FIELD_GROUP_2	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
RECORD_STATUS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RECORD_TYPE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
REQUESTED_SKILL_COMBINATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_ANNEX	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
RESOURCE_STATE_REASON	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
ROUTING_TARGET	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
SDR_APPLICATION	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_IDB_FK_VIOLATIONS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STG_TRANSFORM_DISCARDS	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
STRATEGY	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TECHNICAL_DESCRIPTOR	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
TIME_ZONE	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
USER_DATA_CUST_DIM_1	Various columns	8.5.003	Column modified (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	See table
WORKBIN	Various columns	8.5.003	Column modified	See table
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Table	Column	Changed in release	Type of change	More information
			(in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)	
Table	**Column**	**Changed in release**	**Type of change**	**More information**

Subject Areas

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact table surrounded by the dimension tables and views that describe it.

Creating Queries

Use the lists of related tables/views on the Subject Area pages to determine how best to query the information that is stored by Genesys Info Mart. For example, to report information on the history of each place in a place group:

1. Review the Place_Group subject area list of related tables/views. The PLACE_GROUP_FACT_ table is related to dimension tables and dimension views that describe it. (As described in Dimension Views, this document provides information about the PLACE_GROUP_FACT view, not the PLACE_GROUP_FACT_ table.)
2. Construct a query that constrains the facts that are queried, based on the attributes of the dimension tables and views in the Place_Group subject area.

You can create queries that retrieve information from a single subject area. For example, you can query the tables in the Resource_Group subject area in order to retrieve information about the history of agent group membership. You can also create queries that combine information from multiple subject areas. For example, to determine how many interactions a particular agent group handles on a given day, you can create a query that combines information from the Resource_Group and Interaction_Resource subject areas.

As shown on the Facts subject area page, some fact tables contain direct references to other fact tables. Information from related fact tables can be used in combination. In addition, information from the following fact tables and views, which do not have direct references to each other, can be used in combination:

- INTERACTION_RESOURCE_FACT and PLACE_GROUP_FACT_
- INTERACTION_RESOURCE_FACT and RESOURCE_GROUP_FACT_
- INTERACTION_RESOURCE_FACT and RESOURCE_SKILL_FACT_

> **Important**
>
> Please refer to the specific tables and views for each subject area for complete descriptions of all the columns. The related tables and views are listed on each subject area page, or see Info Mart Tables and Info Mart Views for a complete list of links.

List of Subject Areas

The Info Mart dimensional model includes the following subject areas.

Subject Area	Description
Calling_List_Metric	Represents a snapshot of outbound campaign calling list metrics.
Calling_List_To_Campaign	Represents the associations between calling lists and campaigns.
Campaign_Group_Session	Represents campaign groups as they are being loaded and unloaded.
Campaign_Group_State	Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
Campaign_Group_To_Campaign	Represents the associations between agent groups or place groups and campaigns.
Contact_Attempt	Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
Facts	Represents the relationships between subject area facts.
Interaction	Represents interactions from the perspective of a customer experience.
Interaction_Resource	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
Interaction_Resource_State	Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
Mediation_Segment	Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
Place_Group	Represents the membership of places among place groups.
Resource_Group	Represents the membership of contact center resources among resource groups.
Resource_Skill	Represents the skill resumes of agent resources.
Summary_Resource_Session	Represents agent resource media sessions from login to logout, summarized to the media type.
Summary_Resource_State	Represents agent resource states, summarized to the media type.
Summary_Resource_State_Reason	Represents agent resource state reasons, summarized to the media type.

Facts Subject Area

In addition to referring to dimension tables, some fact tables refer to other fact tables. This subject area diagram depicts the interrelationships between subject area fact tables.

Facts Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CALLBACK_FACT	Represents a callback-related event.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and

Table/View	Description
	interaction workbins.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT view	Describes an agent's skills and proficiency levels.

Calling_List_Metric Subject Area

This subject area provides a snapshot of outbound campaign calling list metrics.

Calling_List_Metric Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Calling_List_To_Campaign Subject Area

The subject area provides the associations between outbound campaign calling lists and campaigns.

Calling_List_To_Campaign Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
CALLING_LIST_TO_CAMP_FACT view	Describes the association of a calling list to an outbound campaign.
CAMPAIGN view	Allows facts to be described based on attributes of an outbound campaign.

Campaign_Group_Session Subject Area

This subject area represents outbound campaign groups that are being loaded and unloaded.

Campaign_Group_Session Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_State Subject Area

This subject area represents campaign groups from the perspective of states they go through, such as Loaded, Started, and Unloading.

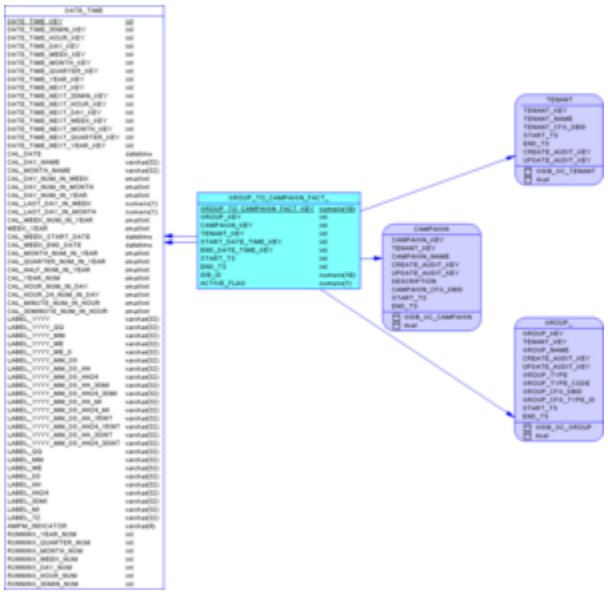
Campaign_Group_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Campaign_Group_To_Campaign Subject Area

This subject area represents the associations between agent groups or place groups and outbound campaigns.



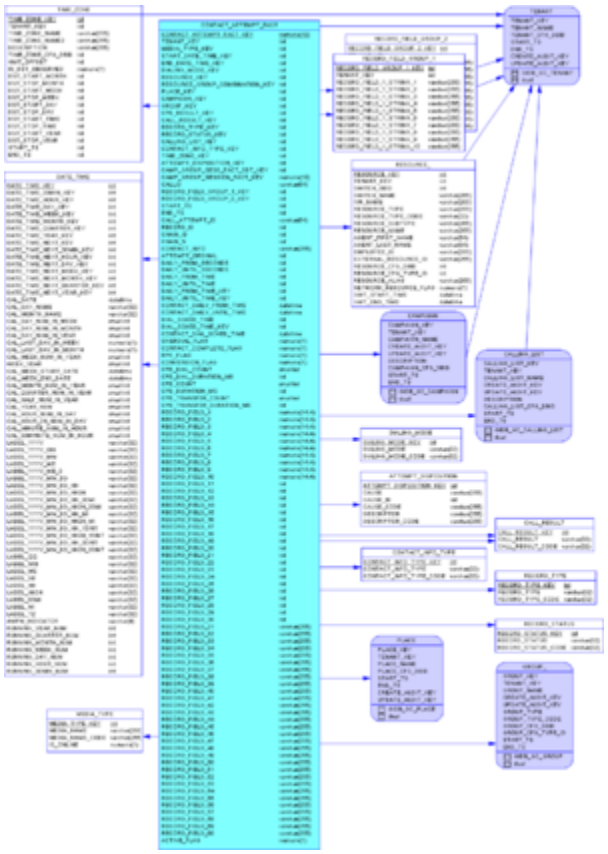
Campaign_Group_To_Campaign Subject Area View
Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
GROUP_TO_CAMPAIGN_FACT view	Describes the association of an agent or place group to an outbound campaign.

Contact_Attempt Subject Area

This subject area represents outbound campaign contact record attempts. An attempt may or may not include dialing.



Contact_Attempt Subject Area View Large

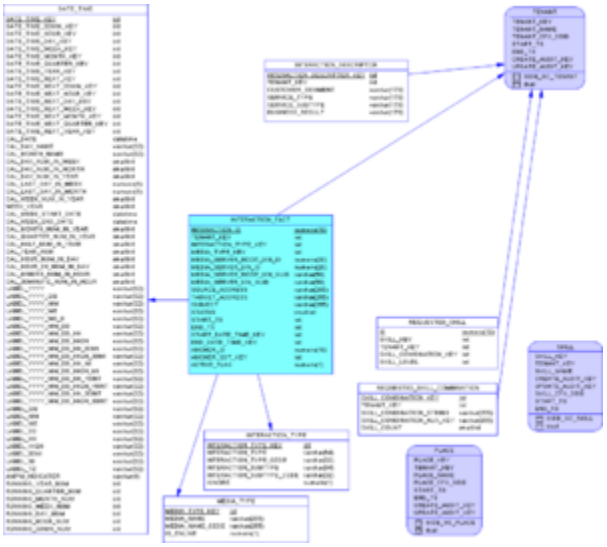
Subject Area Dimensional Model Tables

Table/View	Description
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.

Table/View	Description
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.

Interaction Subject Area

This subject area represents interactions from the perspective of a customer experience.



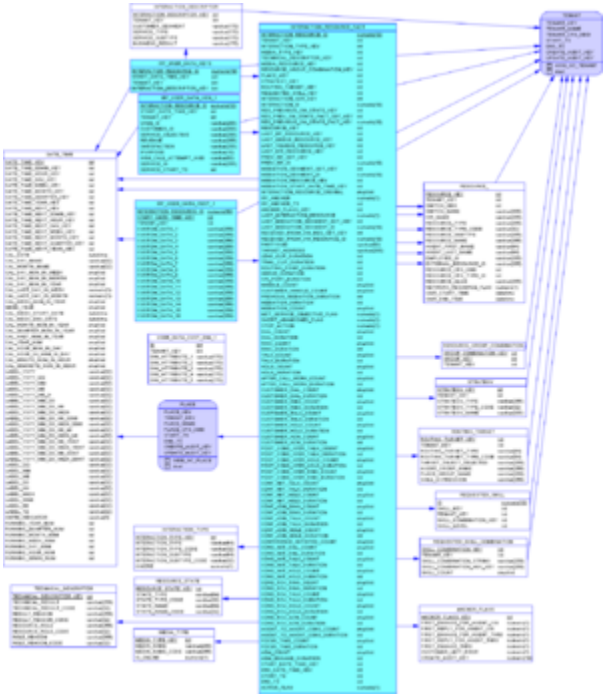
Interaction Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

Interaction_Resource Subject Area

This subject area represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.



Interaction_Resource Subject Area View Large

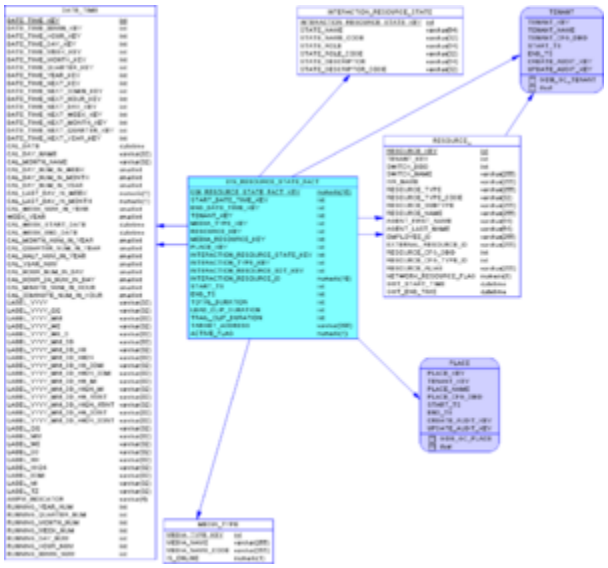
Subject Area Dimensional Model Tables

Table/View	Description
ANCHOR_FLAGS	Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of

Table/View	Description
	that target handling resource.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
IRF_USER_DATA_KEYS	Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.

Interaction_Resource_State Subject Area

This subject area provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.



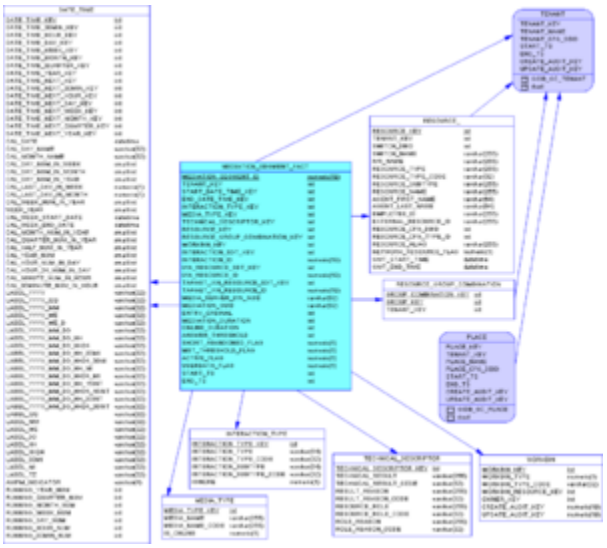
Interaction_Resource_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.

Mediation_Segment Subject Area

This subject area represents interaction activity from the perspective of contact center queues (ACD queues, virtual queues, interaction queues, and interaction workbins) and groups thereof.



Mediation_Segment Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a

Table/View	Description
	place, or a group thereof.

Place_Group Subject Area

This subject area depicts the membership of places among place groups.

Place_Group Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
PLACE_GROUP_FACT view	Describes the membership of places in place groups.

Resource_Group Subject Area

This subject area represents the membership of contact center resources among resource groups.

Resource_Group Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_FACT view	Describes the membership of resources in resource groups.

Resource_Skill Subject Area

This subject area represents the skill resumes of agent resources.

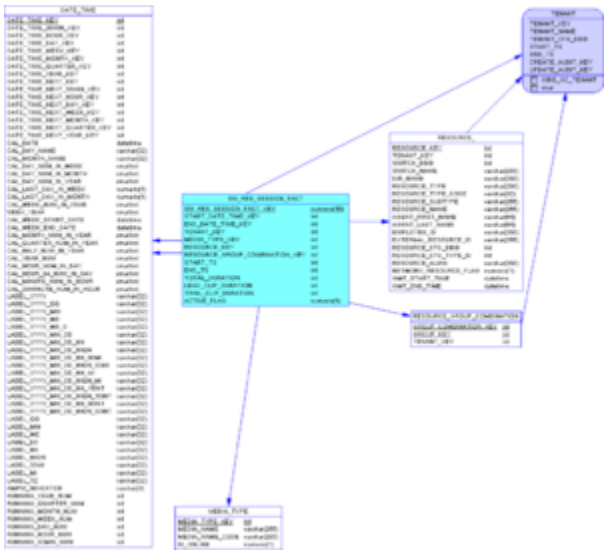
Resource_Skill Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_SKILL_FACT view	Describes an agent's skills and proficiency levels.

Summary_Resource_Session Subject Area

This subject area represents agent resource media sessions from login to logout, summarized to the media type.



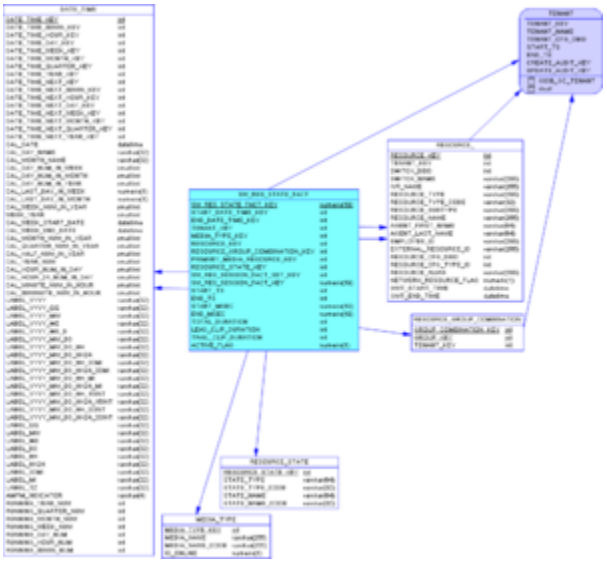
Summary_Resource_Session Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.

Summary_Resource_State Subject Area

This subject area represents agent resource states, summarized to the media type.



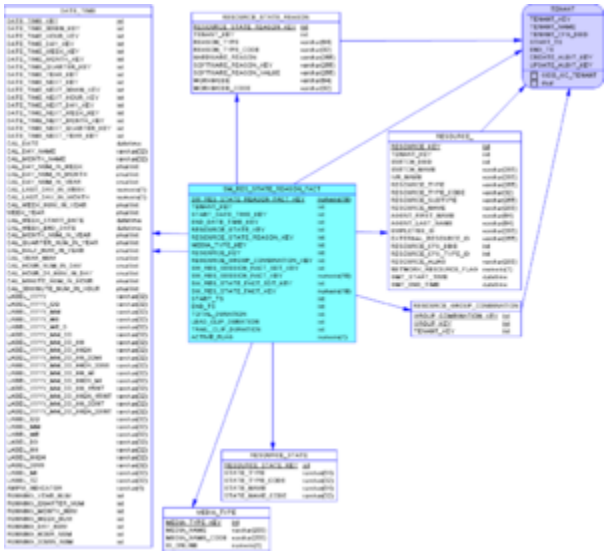
Summary_Resource_State Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.

Summary_Resource_State_Reason Subject Area

This subject area represents agent resource state reasons, summarized to the media type.



Summary_Resource_State_Reason Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.

Info Mart Tables

Info Mart tables fall into one of the following categories, out of which only the first one contains data that is suitable for reporting purposes:

- Fact tables
- Dimension tables
- Info Mart service and control tables
- GIDB tables
- Merge tables
- Temporary tables
- Staging tables

Fact Tables

The fact tables all include the *_FACT* suffix in the table name. The following Info Mart tables are fact tables, which are described in this document:

- BGS_SESSION_FACT
- CALLBACK_FACT
- CALLING_LIST_METRIC_FACT
- CAMPAIGN_GROUP_SESSION_FACT
- CAMPAIGN_GROUP_STATE_FACT
- CDR_FACT
- CHAT_SESSION_FACT
- CHAT_THREAD_FACT
- COBROWSE_FACT
- CONTACT_ATTEMPT_FACT
- GPM_FACT
- INTERACTION_FACT
- INTERACTION_RESOURCE_FACT
- IXN_RESOURCE_STATE_FACT
- LDR_FACT
- MEDIATION_SEGMENT_FACT
- SDR_ACTIVITIES_FACT
- SDR_BOTS_FACT
- SDR_CUST_ATRIBUTES_FACT
- SDR_EXT_REQUEST_FACT
- SDR_SESSION_FACT
- SDR_SURVEY_FACT
- SDR_SURVEY_TRANSCRIPT_FACT
- SDR_USER_INPUTS_FACT
- SDR_USER_MILESTONE_FACT
- SM_MEDIA_NEUTRAL_STATE_FACT
- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT

The Info Mart schema also includes the following Fact tables, which are not described in this document. Instead, as described in Dimension Views, this document provides detailed information about the parallel views:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

Fact Extension Tables

Special tables referred to as fact extension tables complement the INTERACTION_RESOURCE_FACT (IRF) and, depending on configuration, MEDIATION_SEGMENT_FACT (MSF) tables. The following are Info Mart fact extension tables:

- IRF_USER_DATA_CUST_*
- IRF_USER_DATA_GEN_1
- IRF_USER_DATA_KEYS

Dimension Tables

The following are Info Mart dimension tables, which are described in this document:

- AGENT_LOCATION
- ANCHOR_FLAGS
- ATTEMPT_DISPOSITION
- BGS_BOT_DIM
- BGS_BOT_NAME_DIM
- BGS_SESSION_DIM
- BOT_ATTRIBUTES
- BOT_INTENT
- CALLBACK_DIAL_RESULTS
- CALLBACK_DIM_1
- CALLBACK_DIM_2
- CALLBACK_DIM_3
- CALLBACK_DIM_4
- CALL_RESULT
- CAMPAIGN_GROUP_STATE
- CDR_DIM1
- CHAT_SESSION_DIM
- COBROWSE_END_REASON
- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT
- CONTACT_INFO_TYPE
- DATE_TIME
- DIALING_MODE
- GPM_DIM1
- GPM_MODEL
- GPM_PREDICTOR
- GPM_RESULT
- GROUP_ANNEX
- INTERACTION_DESCRIPTOR

- INTERACTION_RESOURCE_STATE
- INTERACTION_TYPE
- IRF_USER_DATA_KEYS
- LDR_CAMPAIGN
- LDR_DEVICE
- LDR_GROUP
- LDR_LIST
- LDR_POSTAL_CODE
- LDR_RECORD
- MEDIA_ORIGIN
- MEDIA_TYPE
- POST_CALL_SURVEY_DIM_1
- POST_CALL_SURVEY_DIM_2
- POST_CALL_SURVEY_DIM_3
- POST_CALL_SURVEY_DIM_4
- POST_CALL_SURVEY_DIM_5
- POST_CALL_SURVEY_DIM_6
- RECORD_FIELD_GROUP_1
- RECORD_FIELD_GROUP_2
- RECORD_STATUS
- RECORD_TYPE
- REQUESTED_SKILL
- REQUESTED_SKILL_COMBINATION
- RESOURCE_
- RESOURCE_ANNEX
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON
- ROUTING_TARGET
- SDR_ACTIVITY
- SDR_APPLICATION
- SDR_CALL_DISPOSITION
- SDR_CALL_TYPE
- SDR_CUST_ATRIBUTES
- SDR_ENTRY_POINT
- SDR_EXIT_POINT
- SDR_EXT_HTTP_REST
- SDR_EXT_REQUEST
- SDR_EXT_REQUEST_OUTCOME
- SDR_EXT_SERVICE_OUTCOME
- SDR_GEO_LOCATION
- SDR_INPUT
- SDR_INPUT_OUTCOME
- SDR_LANGUAGE
- SDR_MESSAGE
- SDR_MILESTONE
- SDR_SURVEY_ANSWERS
- SDR_SURVEY_I1
- SDR_SURVEY_I2
- SDR_SURVEY_QUESTIONS
- SDR_SURVEY_QUESTIONS_I1
- SDR_SURVEY_QUESTIONS_I2
- SDR_SURVEY_QUESTIONS_S1
- SDR_SURVEY_QUESTIONS_S2
- SDR_SURVEY_S1
- SDR_SURVEY_S2
- SDR_SURVEY_SCORES
- SDR_SURVEY_STATUS
- SDR_USER_INPUT
- STRATEGY
- TECHNICAL_DESCRIPTOR
- TIME_ZONE
- USER_DATA_CUST_DIM_1
- USER_DATA_GEN_DIM_1
- USER_DATA_GEN_DIM_2
- WORKBIN

Some tables, such as TECHNICAL_DESCRIPTOR, are populated with data upon Info Mart initialization.

Other tables are populated based on the resources and configuration of your contact center, the configuration of the Genesys Info Mart application object, and the configuration of other Genesys applications from which the Genesys Info Mart Server gathers data. Still other tables, such as MEDIA_TYPE, after being populated upon Info Mart initialization, can be further extended at runtime.

Dimension Views

Genesys Info Mart database schema includes a number of dimension views that are provided on top of certain dimension tables. Dimension views can be used for reporting similarly to dimension tables. Moreover, where both a table and a view are available in the schema, dimension views are recommended to be queried for reporting purposes. For this reason, this document does not provide detailed descriptions of the following tables:

- CALLING_LIST_TO_CAMP_FACT_
- GROUP_TO_CAMPAIGN_FACT_
- PLACE_GROUP_FACT_
- RESOURCE_GROUP_FACT_
- RESOURCE_SKILL_FACT_

See Genesys Info Mart Views for descriptions of dimension views, including those that correspond to the above tables.

Time Dimension Tables

The DATE_TIME table is the default time dimension table that is created in the Info Mart database during schema initialization. During initialization, Genesys Info Mart populates this table with calendar data for a configurable number of days in the future; new rows are added to the table at a configured frequency, as part of regular maintenance.

Custom time dimension tables can be added to the Info Mart schema at any point to support the need for multiple calendars. When tables are created, Genesys Info Mart populates these tables with calendar data for a configurable number of days in the future; it further maintains these tables, similarly to the DATE_TIME table maintenance.

Info Mart Service and Control Tables

The following control tables can be referenced to trace processing of Genesys Info Mart data while testing new reports or to troubleshoot behavior of ETL jobs:

- CTL_AUDIT_LOG
- CTL_ETL_HISTORY
- CTL_EXTRACT_HISTORY
- CTL_TRANSFORM_HISTORY

> **Important**
> Genesys recommends that you query operational data through views rather than from the control tables directly.

The following control tables are configured and used for user data processing:

- CTL_UD_TO_UDE_MAPPING
- CTL_UDE_KEYS_TO_DIM_MAPPING

Starting with release 8.5.010, the CTL_GDPR_HISTORY table provides details about personally identifiable information (PII) that is associated with General Data Protection Regulation (GDPR) “export” or “forget” requests and that was stored in Info Mart fact tables at the time the request was processed. In addition to making the PII data available for customers to retrieve in response to "export" requests, the table provides a detailed audit trail of all the fields that were interrogated to satisfy the GDPR requests. In this way, the table serves as an execution report on "export" and "forget" processing.

The following Info Mart table can be referenced to check what purging activities have been completed:

- CTL_PURGE_HISTORY

The following Info Mart table is for reference only:

- CTL_SCHEMA_INFO

The following control tables are listed for completeness of the schema description. They serve purely internal purposes and should not be used for either reporting or administrative needs:

- CTL_AUDIT_LOG_KEY
- CTL_DS
- CTL_EXTRACT_HWM
- CTL_EXTRACT_METRICS
- CTL_PROCESSING_STATUS
- CTL_SCHEDULED_JOBS
- CTL_TIME_ZONE_OFFSET
- CTL_TRANSFORM_HWM
- CTL_TRANSFORM_TODO
- CTL_WORKFLOW_STATUS

See also Info Mart Service and Staging Tables and Administrative Views.

GIDB Tables

The Global Interaction Database (GIDB) section of the Info Mart database comprises the following tables:

- GIDB_G_AGENT_STATE_HISTORY_MM
- GIDB_G_AGENT_STATE_HISTORY_V

- GIDB_G_AGENT_STATE_RC_MM
- GIDB_G_AGENT_STATE_RC_V
- GIDB_G_CALL_HISTORY_MM
- GIDB_G_CALL_HISTORY_V
- GIDB_G_CALL_MM
- GIDB_G_CALL_STAT_V
- GIDB_G_CALL_V
- GIDB_G_CUSTOM_DATA_S_MM
- GIDB_G_CUSTOM_DATA_S_V
- GIDB_G_DND_HISTORY_MM
- GIDB_G_DND_HISTORY_V
- GIDB_G_IR_HISTORY_MM
- GIDB_G_IR_HISTORY_V
- GIDB_G_IR_MM
- GIDB_G_IR_V
- GIDB_G_IS_LINK_HISTORY_V
- GIDB_G_IS_LINK_V
- GIDB_G_LOGIN_SESSION_MM
- GIDB_G_LOGIN_SESSION_V
- GIDB_G_PARTY_HISTORY_MM
- GIDB_G_PARTY_HISTORY_V
- GIDB_G_PARTY_MM
- GIDB_G_PARTY_V
- GIDB_G_ROUTE_RES_VQ_HIST_MM
- GIDB_G_ROUTE_RES_VQ_HIST_V
- GIDB_G_ROUTE_RESULT_MM
- GIDB_G_ROUTE_RESULT_V
- GIDB_G_SECURE_UD_HISTORY_MM
- GIDB_G_SECURE_UD_HISTORY_V
- GIDB_G_USERDATA_HISTORY_MM
- GIDB_G_USERDATA_HISTORY_V
- GIDB_G_VIRTUAL_QUEUE_MM
- GIDB_G_VIRTUAL_QUEUE_V
- GIDB_GC_ACTION_CODE
- GIDB_GC_AGENT
- GIDB_GC_ANNEX
- GIDB_GC_APPLICATION
- GIDB_GC_ATTR_VALUE
- GIDB_GC_BUS_ATTRIBUTE
- GIDB_GC_CALLING_LIST
- GIDB_GC_CAMPAIGN
- GIDB_GC_ENDPOINT
- GIDB_GC_FIELD
- GIDB_GC_FILTER
- GIDB_GC_FOLDER
- GIDB_GC_FORMAT
- GIDB_GC_GROUP
- GIDB_GC_IVR
- GIDB_GC_IVRPORT
- GIDB_GC_LOGIN
- GIDB_GC_OBJ_TABLE
- GIDB_GC_PLACE
- GIDB_GC_SCRIPT
- GIDB_GC_SKILL
- GIDB_GC_SWITCH
- GIDB_GC_TABLE_ACCESS
- GIDB_GC_TENANT
- GIDB_GC_TIME_ZONE
- GIDB_GC_TREATMENT
- GIDB_GC_VOICE_PROMPT
- GIDB_GCX_AGENT_PLACE
- GIDB_GCX_CAMPGROUP_INFO
- GIDB_GCX_CAMPLIST_INFO
- GIDB_GCX_ENDPOINT_PLACE
- GIDB_GCX_FORMAT_FIELD
- GIDB_GCX_GROUP_AGENT
- GIDB_GCX_GROUP_ENDPOINT
- GIDB_GCX_GROUP_PLACE
- GIDB_GCX_GROUP_ROUTEDN
- GIDB_GCX_LIST_TREATMENT

- GIDB_GCX_LOGIN_INFO
- GIDB_GCX_SKILL_LEVEL
- GIDB_GCX_SUBCODE
- GIDB_GM_F_USERDATA
- GIDB_GM_L_USERDATA
- GIDB_GO_CAMPAIGN
- GIDB_GO_CAMPAIGNHISTORY
- GIDB_GO_CHAIN
- GIDB_GO_CHAINREC_HIST
- GIDB_GO_FIELDHIST
- GIDB_GO_METRICS
- GIDB_GO_SEC_FIELDHIST
- GIDB_GOX_CHAIN_CALL
- GIDB_GX_SESSION_ENDPOINT_MM
- GIDB_GX_SESSION_ENDPOINT_V

GIDB tables are populated as a result of data extraction from all IDBs that are deployed to feed data into Genesys Info Mart. Each row corresponds to a record that is extracted from a given IDB. The data that is related to interaction processing is extracted to media-dependent tables whose names are appended with *_MM* (for multimedia interactions) or *_V* (for voice interactions). The data for complete and active agent reason codes is extracted from G_AGENT_STATE_RC and G_AGENT_STATE_RC_A IDB tables, respectively, and written into the same GIDB_G_AGENT_STATE_RC_* table; any duplicated records are merged as the GIDB data is transformed for the dimensional model.

In addition to extracting all the fields from a certain IDB table, Genesys Info Mart populates values for the following columns that are specific to the Info Mart database:

- CREATE_AUDIT_KEY
- UPDATE_AUDIT_KEY (provided for those tables that can be updated)

Genesys Info Mart does not extract data from the IDB system fields that have no meaning for contact center reports. Otherwise, the meaning of the data in each row is the same as in the corresponding IDB record. For example, the GIDB_GC_PLACE table in the Info Mart database corresponds to the GC_PLACE table in IDB. Refer to the *Interaction Concentrator Physical Data Model* for your particular RDBMS for information about the data that is stored in corresponding GIDB tables.

Merge Tables

The merge tables of the Info Mart database are the following:

- G_CALL
- G_IR
- G_IS_LINK
- GSYS_DNPREMOTELOCATION

If data is being extracted from multiple IDBs, and if merging of call data is required (for example, for multi-site calls), Merge tables temporarily store data for these calls.

This document provides no descriptions for merge tables because they are used for internal processing and contain no final reporting data.

Temporary Tables

The Info Mart schema contains a large number of temporary (TMP_*) tables. These tables are used by the ETL jobs during data processing.

This document provides no listing or descriptions of TMP_* tables because they are used for internal processing and contain no final reporting data.

Staging Tables

The Info Mart schema contains a number of staging (STG_*) tables. Unlike in release 7.x, staging tables no longer make up a separate database, but instead are created as part of the Info Mart database. A majority of these tables are used by the ETL jobs to store temporary data between execution cycles.

The following two staging tables store errors that are written during ETL job execution (the transformation job, in particular) and are helpful in troubleshooting the source data that causes these errors:

- STG_IDB_FK_VIOLATION
- STG_TRANSFORM_DISCARDS

The following staging tables store temporary data about active multimedia interactions and facilitate purging, from fact tables, of multimedia data that is related to ongoing interactions that meet configured criteria:

- STG_ACTIVE_IF
- STG_ACTIVE_IRF
- STG_ACTIVE_IRF_REPLIES
- STG_ACTIVE_MSF

The following staging tables keep track of interaction threads and of agent participation in threads. While a thread is active, metrics for the thread are updated in these staging tables, as applicable, and the data persists until the thread is closed.

- STG_ACTIVE_THREAD
- STG_THREAD_AGENT
- STG_THREAD_AGENTRPY

Aside from the STG_IDB_FK_VIOLATION and STG_TRANSFORM_DISCARDS tables, this document provides no listing or descriptions of the STG_* tables, because they are used for internal processing and contain neither final reporting data nor troubleshooting data.

List of Dimensional Model Tables

The following fact and dimension tables are described in this document. The descriptions provide information about many aspects of each table's columns, each table's indexes (if any), and the subject areas of which each table is a member. The tables are presented in alphabetical order.

Table	Description
AGENT_LOCATION	Records geographical locations of agents for both voice and multimedia login sessions.
ANCHOR_FLAGS	Enables identification of the beginning of the handling of an interaction or interaction thread from the perspective of the handling resource, such as an agent's first participation in an interaction.
ATTEMPT_DISPOSITION	Indicates what event caused termination of a contact attempt.
BGS_BOT_DIM	Allows BGS session facts to be described based on the function of the bot.
BGS_BOT_NAME_DIM	Allows BGS session facts to be described based on the name of the bot.
BGS_SESSION_DIM	Allows BGS session facts to be described based on characteristics of the session.
BGS_SESSION_FACT	Represents bot activity in a chat session.
BOT_ATTRIBUTES	Allows SDR bot session facts to be described based on the attributes of the bot.
BOT_INTENT	Allows SDR bot session facts to be described based on the attributes of the intent detected by the bot.
CALLBACK_DIAL_RESULTS	Allows callback facts to be described based on the results of the dialing attempts.
CALLBACK_DIM_1	Allows callback facts to be described based on characteristics of the callback offer and attempts.
CALLBACK_DIM_2	Allows callback facts to be described based on attributes of the callback attempt.
CALLBACK_DIM_3	Allows callback facts to be described based on attributes that characterize the state of the callback.
CALLBACK_DIM_4	Allows callback facts to be described based on attributes that characterize the callback dialing attempt.
CALLBACK_FACT	Represents a callback-related event.
CALLING_LIST_METRIC_FACT	Represents a snapshot of outbound campaign calling list metrics.
CALL_RESULT	Enables facts to be described based on attributes of an outbound campaign call result.

Table	Description
CAMPAIGN_GROUP_SESSION_FACT	Represents the loading and unloading of an outbound campaign group session.
CAMPAIGN_GROUP_STATE	Allows facts to be described based on attributes of an outbound campaign group status.
CAMPAIGN_GROUP_STATE_FACT	Represents the states of a campaign group session.
CDR_DIM1	Reserved for future use.
CDR_FACT	Reserved for future use.
CHAT_SESSION_DIM	Allows chat session facts to be described based on characteristics of the session.
CHAT_SESSION_FACT	Represents chat session activity in a multimedia interaction.
CHAT_THREAD_FACT	Represents chat session activity in a given thread.
COBROWSE_END_REASON	Allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.
COBROWSE_FACT	Allows to describe a web page visit shared by an agent and a customer during a Co-browse session.
COBROWSE_MODE	Allows Co-browse facts to be described based on the modes that are used in a Co-browse session.
COBROWSE_PAGE	Allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.
COBROWSE_USER_AGENT	Allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session.
CONTACT_ATTEMPT_FACT	Represents a processing attempt for an outbound campaign contact.
CONTACT_INFO_TYPE	Allows facts to be described based on attributes of an outbound campaign contact information type.
DATE_TIME	Allows facts to be described by attributes of a calendar date and 15-minute interval.
DIALING_MODE	Allows facts to be described based on attributes of an outbound campaign dialing mode.
GPM_DIM1	Allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.
GPM_FACT	Represents Predictive Routing events.
GPM_MODEL	Allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets.
GPM_PREDICTOR	Allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.
GPM_RESULT	Allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

Table	Description
GROUP_ANNEX	Stores additional configuration data to support Genesys Interactive Insights capability to control visibility of certain data and reports.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_FACT	Represents interactions from the perspective of a customer experience.
INTERACTION_RESOURCE_FACT	Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
INTERACTION_RESOURCE_STATE	Allows facts to be described by the states of contact center resources, as resources are offered and handle interactions.
INTERACTION_TYPE	Allows facts to be described based on interaction type, such as Inbound, Outbound or Internal.
IRF_USER_DATA_CUST_1	Is provided as a sample of a table to store high-cardinality data that comes as deployment-specific, user-defined business attributes that characterize the interaction. By default, this table is not included in the schema.
IRF_USER_DATA_GEN_1	Allows interaction resource facts and, if so configured, mediation segment facts to be described by Genesys-defined (predefined) string attributes that may come attached with interactions.
IRF_USER_DATA_KEYS	Allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.
IXN_RESOURCE_STATE_FACT	Provides detailed interaction-handling state information in the context of an interaction resource fact. It facilitates interval-based reporting for interaction-related resource states.
LDR_CAMPAIGN	Allows CX Contact record facts to be described based on characteristics of the outbound campaign.
LDR_DEVICE	Allows CX Contact record facts to be described based on device characteristics of the contact list records.
LDR_FACT	Describes contact list records that CX Contact reported as unattempted.
LDR_GROUP	Allows CX Contact record facts to be described based on the name of the agent group or place

Table	Description
	group associated with the outbound campaign.
LDR_LIST	Allows CX Contact record facts to be described based on characteristics of contact lists.
LDR_POSTAL_CODE	Allows CX Contact record facts to be described based on postal code values of contact list records.
LDR_RECORD	Allows CX Contact record facts to be described based on contact information type, record type, record status, and disposition.
MEDIATION_SEGMENT_FACT	Describes interaction activity with respect to ACD queues, virtual queues, interaction queues, and interaction workbins.
MEDIA_ORIGIN	Allows chat session thread facts to be described based on where the session originated.
MEDIA_TYPE	Allows facts to be described based on media type, such as Voice.
POST_CALL_SURVEY_DIM_1	Allows interaction resource facts to be described based on the scores assigned by customers.
POST_CALL_SURVEY_DIM_2	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_3	Allows interaction resource facts to be described based on responses provided by customers during post-call survey.
POST_CALL_SURVEY_DIM_4	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_5	Allows interaction resource facts to be described based on post-call survey responses provided by customers.
POST_CALL_SURVEY_DIM_6	Allows interaction resource facts to be described based on the post-call survey completion and customer recommendation score.
RECORD_FIELD_GROUP_1	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_FIELD_GROUP_2	Allows contact attempt facts to be described by deployment-specific outbound campaign calling list field values.
RECORD_STATUS	Allows facts to be described based on attributes of an outbound campaign record status.
RECORD_TYPE	Allows facts to be described based on attributes of an outbound campaign record type.
REQUESTED_SKILL	Allows facts to be described based on a combination of requested skills and minimum skill proficiencies.
REQUESTED_SKILL_COMBINATION	Allows facts to be described by a single string field that represents the full combination of requested

Table	Description
	skills and proficiencies.
RESOURCE_	Allows facts to be described based on the attributes of contact center resources.
RESOURCE_ANNEX	Stores additional configuration data for configuration objects of type Person.
RESOURCE_GROUP_COMBINATION	Allows facts to be described based on the membership of resources in a combination of resource groups.
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.
ROUTING_TARGET	Allows facts to be described by routing targets that are selected by the router.
SDR_ACTIVITIES_FACT	Records activities that the user encountered while the call was being processed by the Application.
SDR_ACTIVITY	Allows SDR facts to be described based on the activities in the application session.
SDR_APPLICATION	Allows SDR facts to be described based on the attributes of the Designer application.
SDR_BOTS_FACT	Represents bot activity during interaction flows orchestrated by Genesys Designer applications.
SDR_CALL_DISPOSITION	Allows SDR facts to be described based on the disposition of the interaction.
SDR_CALL_TYPE	Allows SDR facts to be described based on the call type.
SDR_CUST_ATRIBUTES	Allows SDR facts to be described based on attributes attached to SDR for reporting purposes.
SDR_CUST_ATRIBUTES_FACT	Records attribute values that applications attach to SDR for reporting purposes.
SDR_ENTRY_POINT	Allows SDR facts to be described based on the DNIS.
SDR_EXIT_POINT	Allows SDR facts to be described based on the exit point of the self-service application.
SDR_EXT_HTTP_REST	Allows SDR facts to be described based on the URLs invoked for external HTTP requests.
SDR_EXT_REQUEST	Allows SDR facts to be described based on attributes of external service requests.
SDR_EXT_REQUEST_FACT	Represents a particular invocation of an external service.
SDR_EXT_REQUEST_OUTCOME	Allows SDR facts to be described based on the outcome of external service requests.
SDR_EXT_SERVICE_OUTCOME	Allows SDR facts to be described based on the outcome of custom services.
SDR_GEO_LOCATION	Allows SDR facts to be described based on the

Table	Description
	geographical location of the data center.
SDR_INPUT	Allows SDR facts to be described based on the input block.
SDR_INPUT_OUTCOME	Allows SDR facts to be described based on the outcome of the caller's voice or DTMF input.
SDR_LANGUAGE	Allows SDR facts to be described based on the language in which the call was conducted.
SDR_MESSAGE	Allows SDR facts to be described based on the prompt messages that were used.
SDR_MILESTONE	Allows SDR facts to be described based on the milestones that the user reached.
SDR_SESSION_FACT	Represents caller activity in an SDR application.
SDR_SURVEY_ANSWERS	Enables SDR facts to be described based on answers to questions in the post-call survey.
SDR_SURVEY_FACT	Represents post-call survey activity in an SDR application.
SDR_SURVEY_I1	Allows SDR facts to be described based on responses to survey questions IQ1-IQ5.
SDR_SURVEY_I2	Allows SDR facts to be described based on responses to survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS	Enables SDR facts to be described based on questions in the post-call survey.
SDR_SURVEY_QUESTIONS_I1	Allows SDR facts to be described based on custom survey questions IQ1-IQ5.
SDR_SURVEY_QUESTIONS_I2	Allows SDR facts to be described based on custom survey questions IQ6-IQ10.
SDR_SURVEY_QUESTIONS_S1	Allows SDR facts to be described based on custom survey questions SQ1-SQ5.
SDR_SURVEY_QUESTIONS_S2	Allows SDR facts to be described based on custom survey questions SQ6-SQ10.
SDR_SURVEY_S1	Allows SDR facts to be described based on responses to survey questions SQ1-SQ5.
SDR_SURVEY_S2	Allows SDR facts to be described based on responses to survey questions SQ6-SQ10.
SDR_SURVEY_SCORES	Allows SDR facts to be described based on the satisfaction level expressed by survey respondents.
SDR_SURVEY_STATUS	Allows SDR facts to be described based on survey status.
SDR_SURVEY_TRANSCRIPT_FACT	Captures transcriptions of voice messages left during survey.
SDR_USER_INPUT	Allows SDR facts to be described based on the type of user input — voice or DTMF.
SDR_USER_INPUTS_FACT	Represents user input activity in an SDR session.
SDR_USER_MILESTONE_FACT	Identifies the milestones that the user

Table	Description
	encountered.
SM_MEDIA_NEUTRAL_STATE_FACT	Represents agent resource states, summarized across all media.
SM_RES_SESSION_FACT	Represents agent resource media sessions from login to logout, summarized to the media type.
SM_RES_STATE_FACT	Represents agent resource states, summarized to the media type.
SM_RES_STATE_REASON_FACT	Represents agent resource state reasons, summarized to the media type.
STRATEGY	Allows facts to be described by the associated routing strategy or IVR application.
TECHNICAL_DESCRIPTOR	Allows facts to be described by the role of the associated contact center resource and the technical result of the association.
TIME_ZONE	Allows facts to be described based on attributes of a time zone.
USER_DATA_CUST_DIM_1	Is provided as a sample of a table to store deployment-specific, user-defined, low-cardinality dimensions based on data that come attached with interactions. By default, this table is not included in the schema.
USER_DATA_GEN_DIM_1	Reserved for internal use.
USER_DATA_GEN_DIM_2	Reserved for internal use.
WORKBIN	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

Table AGENT_LOCATION

Description

Introduced: 8.5.014.19
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the AGENT_LOCATION_STRING column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table records geographical locations of agents for both voice and multimedia login sessions. Each row describes one location as reported for a given agent login session. Because a voice login session and a multimedia login session for the same agent are reported separately from different data sources, the location values might differ for voice and multimedia media types.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
AGENT_LOCATION_KEY	int	X	X		
TENANT_KEY	int		X	X	
AGENT_LOCATION_STRING	nvarchar(255)		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

AGENT_LOCATION_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

AGENT_LOCATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value reported by SIP Server or Interaction Server for the voice or multimedia login session, respectively.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_AGENTLOC_LOCATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_AGENTLOC_LOCATION

Field	Sort	Comment
TENANT_KEY	Ascending	
AGENT_LOCATION_STRING	Ascending	

Subject Areas

No subject area information available.

Table ANCHOR_FLAGS

Description

Modified: 8.5.004 (CUSTOMER_LEFT_FIRST column added); 8.5.001 (population of FIRST_*_THRD metrics made conditional)

In partitioned databases, this table is not partitioned.

This dimension table contains possible combinations of flags that indicate the first participation of an agent in a particular interaction, in a reply within a particular interaction, in a particular interaction thread, or in a reply within a particular interaction thread, as well as the first participation by any handling resource in the thread. Each row represents the mapping of a distinct combination of values that are actually set in the ANCHOR_FLAGS_KEY field in the INTERACTION_RESOURCE_FACT table by means of a bit mask.

This dimension enables IRFs to be described based on a number of aspects of participation in an interaction thread at the same time, and it enables downstream reporting applications to report thread metrics for agent and other handling resources at the agent level and at the tenant level.

Important

Interaction thread metrics accounted for in the ANCHOR_FLAGS table do not apply to Chat Thread reporting with Advanced Chat.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ANCHOR_FLAGS_KEY	int	X	X		
FIRST_ENGAGE_FOR_AGENT_IXN	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_IXN	numeric(1)		X		
FIRST_ENGAGE_FOR_AGENT_THRD	numeric(1)		X		
FIRST_REPLY_FOR_AGENT_THRD	numeric(1)		X		
FIRST_ENGAGE_THRD	numeric(1)		X		
CUSTOMER_LEFT_FIRST	numeric(1)		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

ANCHOR_FLAGS_KEY

The surrogate key that is used to join this dimension to the fact tables.

FIRST_ENGAGE_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into the interaction — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold). Unlike the other flags, which can be set for multimedia interactions only, this flag can also apply to voice interactions.

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set when the agent's first participation in an interaction is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

FIRST_REPLY_FOR_AGENT_IXN

In the IRF for an agent, indicates whether this is the first participation by that agent in a reply within the interaction: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for the interaction — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). If the interaction contains more

than one OutboundReply, this flag applies to the agent's first participation in any one of them. The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for an interaction might also be the agent's first participation in the interaction, which is indicated in FIRST_ENGAGE_FOR_AGENT_IXN.

FIRST_ENGAGE_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by that agent in any of the interactions in a thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into any one of the interactions in the thread — for example, when the agent accepts a route, accepts a transfer or conference, or pulls an interaction from a queue or workbin (excluding workbin hold).

This flag applies to participation in either the inbound or outbound portions of an interaction; for example, it will be set if the agent's first participation in the interaction thread is in an OutboundReply to an Inbound interaction.

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an interaction but does not accept. This flag also does not apply to collaborations.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_REPLY_FOR_AGENT_THRD

In the IRF for an agent, indicates whether this is the first participation by the agent in a reply for any of the interactions in the thread: 0 = No, 1 = Yes.

This flag is set in the IRF for an agent's first connection into an OutboundReply for any one of the interactions in the thread — for example, when the agent initiates an OutboundReply, accepts a route, accepts a transfer, or pulls an interaction from a queue or workbin (excluding workbin hold). The OutboundReply does not need to be successful (in other words, sent).

This flag does not apply if the IRF does not show the agent connecting to the interaction — for example, if the agent is offered an OutboundReply but does not accept. This flag also does not apply to collaborations.

Note: An agent's first participation in an OutboundReply for a thread might also be the agent's first participation in the thread, which is indicated in FIRST_ENGAGE_FOR_AGENT_THRD.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

FIRST_ENGAGE_THRD

Indicates whether this is the first participation, by any handling resource, in the interaction thread: 0 = No, 1 = Yes.

This flag is set in the IRF for the handling resource (agent or strategy) that first participates in the thread — for example, when an agent accepts an Inbound interaction, or when a strategy generates an AutoResponse.

IRFs in which this flag is set also have IRF_ANCHOR = 1.

Starting with release 8.5.001, this flag is set only if the **populate-thread-facts** configuration option is set to `true`. Otherwise, the value of this field is always 0.

CUSTOMER_LEFT_FIRST

Introduced: Release 8.5.004
Indicates whether the customer left a chat first: 0 = No, 1 = Yes.

This flag is set in the IRF for each agent engaged in the chat or chat consultation, if data about the party that ended a chat session is available from Interaction Concentrator. In IRFs in which this flag is set, IRF_ANCHOR_TS records the time the customer left the chat.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It

encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table ATTEMPT_DISPOSITION

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: CAUSE, CAUSE_CODE, DESCRIPTOR, DESCRIPTOR_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table indicates a cause for contact attempt termination. Outbound Contact Server (OCS) provides this data as a cause of the final transition to Unloaded state for a contact attempt record. This data may be useful in a report to classify the causes for the termination of the outbound processing. For example, the ChainRejected and ChainReschedToContinue dispositions distinguish between rejected and rescheduled records, respectively. In addition, the final transition has a descriptor that provides further details of the transition — for example, whether rescheduling was caused by an agent or by the system. This release supports the descriptor for the CHAINEVENTRECORDRESCHEDULE disposition only.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ATTEMPT_DISPOSITION_KEY	int	X	X		
CAUSE	nvarchar(255)				
CAUSE_ID	int				
CAUSE_CODE	nvarchar(255)				
DESCRIPTOR	nvarchar(255)				
DESCRIPTOR_CODE	nvarchar(255)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

ATTEMPT_DISPOSITION_KEY

The key that uniquely identifies the disposition. The value combines the state and the descriptor that provides additional details. The key value enables you to calculate the state by using appropriate bit masks. The first eight bits specify the cause, which equals the integer value that is supplied by Outbound Contact Server. The next eight bits specify the descriptor that is generated by Genesys Info Mart.

CAUSE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The cause as specified in the OCS model. This value can change with localization.

CAUSE_ID

An integer that equals the value that is supplied by Outbound Contact Server to specify the cause.

CAUSE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The cause code that is equivalent to the OCS model cause. This value does not change with localization.

DESCRIPTOR

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Specifies whether the final transition was caused by an agent or by the system, or whether this is unknown. Because not all outbound dispositions support descriptor, most dispositions have only an 'Unknown' value. This is a string value that can be localized or changed, based on reporting needs.

DESCRIPTOR_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the descriptor. This field is set to one of the following values:

- BY_AGENT
- BY_SYSTEM
- UNKNOWN

This value is not localizable and should not be changed.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table BGS_BOT_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the characteristics of the bot used in the session, such as category and function.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
BOT_CATEGORY	nvarchar(50)		X		NO_VALUE
BOT_FUNCTION	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_BOT_DIM_KEY.

BOT_CATEGORY

The generic category describing the type of function performed by the bot, such as Monitoring, Dialog, Notification, or Service. For information about how you can define and set bot categories, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

BOT_FUNCTION

The specific bot functionality, such as Translator, Advisor, Escalation, Recording, AI, or Questioner. For information about how you can define and set bot functions, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_BGS_BOT_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_BOT_DIM

Field	Sort	Comment
BOT_CATEGORY	Ascending	
BOT_FUNCTION	Ascending	

Subject Areas

No subject area information available.

Table BGS_BOT_NAME_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on the name of the bot used in the session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
BOT_NAME	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_BOT_NAME_DIM_KEY.

BOT_NAME

The **ChatBotID-ChatBotName** pair that identifies the bot, where:

- **ChatBotID** is the ID of the BGS bot plugin. This ID, which is hardcoded inside the bot, is always present.
- **ChatBotName** is the name of the "external" bot (for example, if the bot plugin implements a connector to other bot frameworks). The **ChatBotName** value is not always present.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_BGS_BOT_NAME_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_BOT_NAME_DIM

Field	Sort	Comment
BOT_NAME	Ascending	

Subject Areas

No subject area information available.

Table BGS_SESSION_DIM

Description

Introduced: 8.5.011

In partitioned databases, this table is not partitioned.

This dimension table allows Bot Gateway Server (BGS) session facts to be described based on characteristics of the session, such as how the session ended.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
REJECTED_TO_START	int		X		0
ENDED_ABNORMALLY	int		X		0
ENDED_BY	nvarchar(50)		X		NO_VALUE
END_REASON	nvarchar(50)		X		NO_VALUE
END_RESULT	nvarchar(50)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as BGS_SESSION_DIM_KEY.

REJECTED_TO_START

Indicates whether the session was rejected before it started: 0 = No, 1 = Yes.

If the session was rejected (REJECTED_TO_START=1), the columns for other session statistics in this table are populated with the default values defined in the schema.

ENDED_ABNORMALLY

Indicates whether the session ended abnormally for a technical reason (for example, a protocol or connection error resulted in disconnection of the bot from the session): 0 = No, 1 = Yes.

ENDED_BY

The type of participant that initiated termination of the BGS session. Possible values are:

- AGENT
- CLIENT
- SYSTEM
- BOT
- CBP

For more information about the meaning of the values, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

END_REASON

The reason the BGS session was terminated. For information about possible values, see Integrating BGS with Genesys Historical Reporting in the *Bot Gateway Server Quick Start Guide.*

END_RESULT

The business result of the session: Success or Fail. In the initial BGS implementation of support for reporting, BGS does not populate the applicable data attribute, and END_RESULT will always be

populated with the default value defined in the schema.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_BGS_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BGS_SESSION_DIM

Field	Sort	Comment
REJECTED_TO_START	Ascending	
ENDED_ABNORMALLY	Ascending	
ENDED_BY	Ascending	
END_REASON	Ascending	
END_RESULT	Ascending	

Subject Areas

No subject area information available.

Table BGS_SESSION_FACT

Description

Introduced: 8.5.011

In partitioned databases, this table is partitioned.

Each row in this table describes a chat bot session managed by Bot Gateway Server (BGS). The statistics reported in each record summarize session activity for a particular bot instance or process.

Important

BGS is currently available only in restricted release. For more information about including chat bot functionality in your eServices deployment, contact your Genesys account representative.

Each fact is based on application data attributes in a reporting event produced by BGS. BGS generates the event when the bot session ends and publishes the event as a Kafka message. Genesys Info Mart pulls the data directly from Kafka and transforms it to combine the statistics in each event into a single BGS_SESSION_FACT record. Rows are inserted once and are not updated.

The MEDIA_SERVER_IXN_GUID links the BGS_SESSION_FACT record with the CHAT_SESSION_FACT record, as well as with the related INTERACTION_FACT (IF).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CBS_ID	varchar(50)/nvarchar(50)	X	X		
START_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
END_TS	int		X		
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
MEDIA_SERVER_IXN_GUID	nvarchar(50)		X		
INTERACTION_SDT_KEY	int		X	X	
DURATION	int		X		0
MESSAGES_SENT	int		X		0
MESSAGES_RECEIVED	int		X		0
MEDIA_TYPE_KEY	int		X	X	-2
BGS_BOT_NAME_DIM_KEY	int		X		-2
BGS_BOT_DIM_KEY	int		X		-2
BGS_SESSION_DIM_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

CBS_ID

The ID assigned by BGS to every bot instance or process connected to the Chat Server session. In combination with START_DATE_TIME_KEY, CBS_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

START_TS

The UTC-equivalent value of the date and time at which the bot session was initiated in BGS, regardless of whether the session was accepted or rejected.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session was initiated in BGS, regardless of whether it was accepted or rejected. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. In combination with CBS_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned

as well as partitioned databases.

END_TS

The UTC-equivalent value of the date and time at which the BGS session ended or was rejected.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the BGS session ended or was rejected. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate bot session details with chat session details by using the following references:

```
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID =
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND CHAT_SESSION_FACT.START_DATE_TIME_KEY =
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

You can also associate bot session details directly with interaction details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
BGS_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND INTERACTION_FACT.START_DATE_TIME_KEY =
BGS_SESSION_FACT.INTERACTION_SDT_KEY
```

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the MEDIA_SERVER_IXN_GUID field. In a partitioned database, INTERACTION_SDT_KEY in combination with

MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for the INTERACTION_FACT table.

DURATION

The duration, in milliseconds, of the BGS session.

MESSAGES_SENT

The number of messages sent by the bot in the BGS session.

MESSAGES_RECEIVED

The number of messages received by the bot in the BGS session.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. The MEDIA_TYPE_KEY references the MEDIA_TYPE dimension record where the value of the reporting data attribute matches MEDIA_TYPE.MEDIA_NAME_CODE.

BGS_BOT_NAME_DIM_KEY

The surrogate key that is used to join the BGS_BOT_NAME_DIM dimension to the fact table, to identify the name of the bot used in the session.

BGS_BOT_DIM_KEY

The surrogate key that is used to join the BGS_BOT_DIM dimension to the fact table, to identify the category and function of the bot used in the session.

BGS_SESSION_DIM_KEY

The surrogate key that is used to join the BGS_SESSION_DIM dimension to the fact table, to describe characteristics of the session.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_BGS_SESSION_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_BGS_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table BOT_ATTRIBUTES

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) bot session facts to be described based on attributes of the bot invoked by the Designer application. Each row describes one bot resource.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
NAME	nvarchar(255)		X		NO_VALUE
TYPE	nvarchar(32)		X		NO_VALUE
OUTCOME	nvarchar(32)		X		NO_VALUE

Column	Data Type	P	M	F	DV
PROVIDER	nvarchar(255)		X		NO_VALUE

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

NAME

The name of the bot, as defined for the bot resource in the Bot Registry in Designer.

TYPE

The type of bot, as defined for the bot resource in the Bot Registry. For example: Dialogflow.

OUTCOME

Indicates whether the bot session succeeded or failed.

PROVIDER

The bot service provider for the specified bot type. For example: Google.

Index List

CODE	U	C	Description
I_BOT_ATTRIBUTES	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BOT_ATTRIBUTES

Field	Sort	Comment
NAME	Ascending	
TYPE	Ascending	
OUTCOME	Ascending	
PROVIDER	Ascending	

Subject Areas

No subject area information available.

Table BOT_INTENT

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) bot session facts to be described based on attributes of the intent detected by the bot during the bot session, such as "Book ticket" or "Close account". Each row describes one intent, or what it is that the customer wants to do.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
INTENT	nvarchar(255)		X		NO_VALUE

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

INTENT

The customer's intent, which is a possible outcome of the bot session.

Index List

CODE	U	C	Description
I_BOT_INTENT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_BOT_INTENT

Field	Sort	Comment
INTENT	Ascending	

Subject Areas

No subject area information available.

Table CALL_RESULT

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CALL_RESULT and CALL_RESULT_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table enables facts to be described based on attributes of an outbound campaign call result. Each row describes one call result.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CALL_RESULT_KEY	int	X	X		
CALL_RESULT	nvarchar(32)				
CALL_RESULT_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

CALL_RESULT_KEY

The surrogate key that is used to join this dimension table to the fact tables.

CALL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the call result. This value can change with localization.

The following are possible values:

None
Abandoned
Agent CallBack Error
All Trunks Busy
Answer
Answering Machine Detected
Bridge
Busy
Call Drop Error
Cancel Record
Cleared
Conferenced
Consult
Converse-On
Covered
Deafened
Dial Error
Do Not Call
Dropped
Dropped On No Answer
Fax Detected
Forwarded
General Error
Group CallBack Error
Held
No Answer
No Dial Tone
No Established Detected
No Port Available
No Progress
No RingBack Tone
NU Tone
Ok
Overflowed
Pager Detected
Picked
Queue Full
Redirected
Remote Release
Silence
SIT Detected
SIT IC (Intercept)
SIT Invalid Number
SIT NC (No Circuit)
SIT RO (Reorder)
SIT Unknown Call State
SIT VC (Vacant Code)
Stale
Switch Error
System Error
Transfer Error
Transferred
Unknown Call Result
Wrong Number
Wrong Party

CALL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the call result description. This value does not change with localization.

The following are possible values:

NONE
ABANDONED
AGENT_CALLBACK_ERROR
ALL_TRUNKS_BUSY
ANSWER
ANSWERING_MACHINE_DETECTED
BRIDGE
BUSY
CALL_DROP_ERROR
CANCEL_RECORD
CLEARED
CONFERENCED
CONSULT
CONVERSE_ON
COVERED
DEAFENED
DIAL_ERROR
DO_NOT_CALL

DROPPED
DROPPED_ON_NO_ANSWER
FAX_DETECTED
FORWARDED
GENERAL_ERROR
GROUP_CALLBACK_ERROR
HELD
NO_ANSWER
NO_DIAL_TONE
NO_ESTABLISHED_DETECTED
NO_PORT_AVAILABLE
NO_PROGRESS
NO_RINGBACK_TONE
NU_TONE
OK
OVERFLOWED
PAGER_DETECTED
PICKED
QUEUE_FULL
REDIRECTED
REMOTE_RELEASE
SILENCE
SIT_DETECTED
SIT_IC
SIT_INVALID_NUMBER
SIT_NC
SIT_RO
SIT_UNKNOWN_CALL_STATE
SIT_VC
STALE
SWITCH_ERROR
SYSTEM_ERROR
TRANSFER_ERROR
TRANSFERRED
UNKNOWN_CALL_RESULT
WRONG_NUMBER
WRONG_PARTY

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table CALL_TYPE

This table is reserved.

Table CALLBACK_DIAL_RESULTS

Description

Introduced: 8.5.009.20
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DIAL_*_RESULT columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on the results of up to five callback dialing attempts.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
DIAL_1_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_2_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_3_RESULT	nvarchar(64)		X		UNKNOWN

Column	Data Type	P	M	F	DV
DIAL_4_RESULT	nvarchar(64)		X		UNKNOWN
DIAL_5_RESULT	nvarchar(64)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIAL_RESULTS_KEY.

DIAL_1_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_1_RESULT

The result of the first dialing attempt. Possible values are:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

DIAL_2_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_2_RESULT

The result of the second dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_3_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_3_RESULT

The result of the third dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_4_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_4_RESULT

The result of the fourth dialing attempt. See DIAL_1_RESULT for the possible values.

DIAL_5_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DIAL_5_RESULT

The result of the fifth dialing attempt. See DIAL_1_RESULT for the possible values.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_CALLBACK_DIAL_RESULTS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIAL_RESULTS

Field	Sort	Comment
DIAL_1_RESULT	Ascending	
DIAL_2_RESULT	Ascending	
DIAL_3_RESULT	Ascending	
DIAL_4_RESULT	Ascending	
DIAL_5_RESULT	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_1

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: CHANNEL, CALLBACK_OFFER_TYPE, CALLBACK_TYPE, CONNECT_ORDER)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on characteristics of the callback offer and attempts.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CHANNEL	nvarchar(170)		X		UNKNOWN

Column	Data Type	P	M	F	DV
CALLBACK_OFFER_TYPE	nvarchar(170)		X		UNKNOWN
CALLBACK_TYPE	nvarchar(170)		X		UNKNOWN
CONNECT_ORDER	nvarchar(170)		X		UNKNOWN
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_1_KEY.

CHANNEL

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CHANNEL

The interaction channel from which the callback originated. This field is set to one of the following values:

- IVR
- WEB
- MOBILE
- UNKNOWN

CALLBACK_OFFER_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CALLBACK_OFFER_TYPE

The type of callback offer that was presented to the customer. For example, after business hours, SCHEDULED is the only available option; during business hours, business rules might allow only the WAIT_FOR_AGENT option or a combination of SCHEDULED and WAIT_FOR_AGENT. This field is set to one of the following values:

- SCHEDULED
- WAIT_FOR_AGENT
- COMBINED_SCHEDULED_AND_WAIT_FOR_AGENT
- IMMEDIATE
- UNKNOWN

CALLBACK_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_TYPE

The type of callback the customer requested. This field is set to one of the following values:

- IMMEDIATE - The interaction is created right away while the customer is waiting for the agent (in an online chat session or waiting for a voice call).
- WAIT_FOR_AGENT - The interaction is delayed until the agent is about to become available or actually becomes available (as in an agent first scenario).
- SCHEDULED - The time for the callback interaction is negotiated with the customer.
- UNKNOWN - The type is unknown. This value is also used when the callback offer was declined.

CONNECT_ORDER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CONNECT_ORDER

The order in which the final callback interaction was connected. This field is set to one of the following values:

- CUSTOMER_FIRST
- AGENT_FIRST_PREVIEW
- AGENT_FIRST_NO_PREVIEW
- UNKNOWN

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_1	X		Ensures that the combinations of values

CODE	U	C	Description
			that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_1

Field	Sort	Comment
CHANNEL	Ascending	
CALLBACK_OFFER_TYPE	Ascending	
CALLBACK_TYPE	Ascending	
CONNECT_ORDER	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_2

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data types for the following columns modified in single-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING); 8.5.010 (in Microsoft SQL Server, data types for the following columns modified in multi-language databases: DIAL_DIALOG_RESULT, CALL_DIRECTION, FINAL_DIAL_RESULT, OFFER_TIMING)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes of the final callback attempt.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
DIAL_DIALOG_RESULT	nvarchar(170)		X		UNKNOWN
CALL_DIRECTION	nvarchar(170)		X		UNKNOWN
FINAL_DIAL_RESULT	nvarchar(170)		X		UNKNOWN
OFFER_TIMING	nvarchar(170)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_2_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

DIAL_DIALOG_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_DIAL_DIALOG_RESULT

The result of the final dialog for the callback. This field is set to one of the following values:

- RIGHT_PERSON
- RESCHEDULED
- CANCELLED
- TRANSFERRED_TO_RP
- UNKNOWN

CALL_DIRECTION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_CALL_DIRECTION

The direction of the final callback interaction. This field is set to one of the following values:

- CUSTOMER_TERMINATED - Scenarios in which the contact center is dialing out to the customer's number.
- CUSTOMER_ORIGINATED - Scenarios in which the contact center notifies the customer-facing application

that it is time for the callback interaction, after which the application creates the interaction (such as a call or chat), obtaining the phone number if necessary. In this scenario, a customer call comes into the contact center as a regular inbound call, but it is recognized as the callback interaction.

- UNKNOWN

FINAL_DIAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_FINAL_DIAL_RESULT

The result of the final callback dialing attempt. This field is set to one of the following values:

- CREATE_CALL_ERROR
- BUSY
- NO_ANSWER
- ANSWERING_MACHINE
- ERROR_TONE
- FAX
- PERSON
- CANCEL
- CONNECTED
- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- PUSH_DELIVERY_NOT_CONFIRMED
- USERORIGINATED_CONNECTED
- UNKNOWN

Notes:

- FAILED_TO_ESTABLISH_CUSTOMER_ORIGINATED_MEDIA is a result that must be reported by the user application; otherwise, there is no CTI data that will enable Genesys Callback product to identify this result.
- For PUSH_DELIVERY_CONFIRMED, the PUSH_DELIVERY_CONFIRMED_TS field in the CALLBACK_FACT table provides the timestamp when the application confirmed that the push was delivered.

OFFER_TIMING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in

single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_OFFER_TIMING

Specifies whether the callback offer was made during operational (business) or non-operational hours. This field is set to one of the following values:

- ON-HOURS
- OFF-HOURS
- UNKNOWN

Index List

CODE	U	C	Description
I_CALLBACK_DIM_2	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_2

Field	Sort	Comment
DIAL_DIALOG_RESULT	Ascending	
CALL_DIRECTION	Ascending	
FINAL_DIAL_RESULT	Ascending	
OFFER_TIMING	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_3

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the FINAL_TARGET and DISPOSITION columns modified in single-language databases); 8.5.010 (in Microsoft SQL Server, data type for FINAL_TARGET modified in multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the state of the callback.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
FINAL_TARGET	nvarchar(170)		X		UNKNOWN
DISPOSITION	nvarchar(50)		X		UNKNOWN

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_3_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

FINAL_TARGET

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_DIM_FINAL_TARGET

The routing target that was used to find the agent.

DISPOSITION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Based on KVP: _CB_DISPOSITION

The state of the callback, in the format *state.substate*. If the state cannot be reported, the field is set to the default value, UNKNOWN.

Supported states are:

- SCHEDULED
- QUEUED
- ROUTING
- PROCESSING
- COMPLETED

Supported substates are:

- REDIAL_LIMIT_REACHED
- CANCELLED
- AGENT
- ABANDONED_IN_QUEUE

- REJECTED
- PUSH_SEND
- PUSH_DELIVERY_CONFIRMED
- PUSH_SEND_ERROR
- FAILED
- CONNECTED
- TRANSFERRED_TO_RP

Index List

CODE	U	C	Description
I_CALLBACK_DIM_3	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_3

Field	Sort	Comment
FINAL_TARGET	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_DIM_4

Description

Introduced: 8.5.009.20

In partitioned databases, this table is not partitioned.

This dimension table allows callback facts to be described based on attributes that characterize the callback dialing attempt.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
ABANDONED_DURING_CB_OFFER	int		X		0
DIAL_IGNORING_AVAILABILITY	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CALLBACK_DIM_4_KEY.

ABANDONED_DURING_CB_OFFER

Based on KVP: _CB_N_ABANDONED_DURING_CALLBACK_OFFER

Indicates whether the caller dropped the call without explicitly accepting or rejecting the callback offer: 0 = No, 1 = Yes.

DIAL_IGNORING_AVAILABILITY

Based on KVP: _CB_IXN_START_IGNORING_AVAILABILITY

Indicates whether the callback queue is being flushed, and dialing (or push notification) is being forced regardless of actual agent availability: 0 = No, 1 = Yes.

A value of 1 might occur at the end of the day, when contact center personnel are trying to close the queue for the day and do not want to leave any callbacks for the next day.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_CALLBACK_DIM_4	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CALLBACK_DIM_4

Field	Sort	Comment
ABANDONED_DURING_CB_OFFER	Ascending	
DIAL_IGNORING_AVAILABILITY	Ascending	

Subject Areas

No subject area information available.

Table CALLBACK_FACT

Description

Introduced: 8.1.402. Supported for on-premises deployments starting with release 8.5.005.
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for various ID columns modified in multi-language databases, as identified in the column descriptions); 8.5.009.20 (21 new columns added, as identified in the column descriptions); 8.5.008 (data type of DS_AUDIT_KEY increased); 8.5.003 (PUSH_DELIVERY_CONFIRMED_TS and CUSTOMER_READY_TO_START_IXN_TS added; DESIRED_TIME renamed to DESIRED_TIME_TS, which has been made mandatory)

In partitioned databases, this table is partitioned.

Each row in this table describes a callback-related event, such as a callback offer, callback cancellation, or successful callback. The facts are based on data passed from Callback applications. Rows are inserted at receipt of a callback-related event and are not updated. The SERVICE_ID links the CALLBACK_FACT record with the related IRF record. There are no associated MSF records.

Important

Whether or not rows are created for all callbacks that are offered depends on whether Genesys Info Mart receives the required KVP(s) from Genesys Mobile Services (GMS). Depending on your setup, the CALLBACK_FACT table might contain records for accepted callbacks only; in this case, certain columns might be empty or might contain default values that need to be interpreted in this context. For more information about the circumstances in which required KVPs will be sent, see Set Up Historical Reporting in the *Callback Solution Guide.*

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ADDED_TS	int	X	X		
DS_AUDIT_KEY	numeric(19)	X	X	X	
EVENT_SEQUENCE	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
TENANT_KEY	int		X	X	-1
SERVICE_ID	varchar(255)		X		
FINAL_RECORD	int		X		0
EWT_READY_TO_START_IXN	int		X		0
EWT_WHEN_OFFERED	int		X		0
POS_READY_TO_START_IXN	int		X		0
POS_WHEN_OFFERED	int		X		0
CALLBACK_OFFER_TIME	int		X		
WAIT_AGENT_OFFLINE_TIME	int		X		0
ESTABLISH_MEDIA_IXN_TIME	int		X		0
CONN_WAITING_AGENT_TIME	int		X		0
CALLBACK_ACCEPTED_TS	int		X		0
CALLBACK_OFFERED_TS	int		X		
READY_START_MEDIA_IXN_TS	int		X		0
CUSTOMER_CONNECTED_TS	int		X		0
AGENT_ADDED_TO_IXN	int		X		0
XFER_TO_AGENT_FAILED	int		X		0
ABANDONED_WAITING	int		X		0
TIMEOUT_WAITING	int		X		0
IXN_REQ_AGENT	int		X		0
CALLBACK_OFFERED	int		X		
CALLBACK_ACCEPTED	int		X		0
CALLBACK_ATTEMPTS	int		X		0

Column	Data Type	P	M	F	DV
SERVICE_START_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
CALLBACK_OFFERS_PER_SESSION	int		X		0
LAST_CALLBACK_OFFERED_TS	int		X		0
LAST_CALLBACK_OFFER_TIME	int		X		0
CUSTOMER_PHONE_NUMBER	varchar(255)/nvarchar(255)				
DESIRED_TIME *Discontinued in release 8.5.003 (renamed to DESIRED_TIME_TS)	int				
DESIRED_TIME_TS	int		X		0
PUSH_DELIVERY_CONFIRMED_TS	int		X		0
CUSTOMER_READY_TO_START_IXN_TS	int		X		0
CALLBACK_DIM_1_KEY	int		X	X	-2
CALLBACK_DIM_2_KEY	int		X	X	-2
CALLBACK_DIM_3_KEY	int		X	X	-2
RESOURCE_KEY	int		X	X	-2
DIAL_1_TS	int				
DIAL_2_TS	int				
DIAL_3_TS	int				
DIAL_4_TS	int				
DIAL_5_TS	int				
EWT_WHEN_REJECTED	int				
CUSTOMER_ANI	varchar(20)/nvarchar(20)				
SERVICE_END_TS	int				
WAITED_BEFORE_OFFER_TIME	int				
EWT_WHEN_LAST_DIAL	int				
POS_WHEN_LAST_DIAL	int				
PRIORITY_WHEN_CB_ACCEPTED	int				
PRIORITY_WHEN_CONNECTED	int				
PRIORITY_WHEN_ANI_CONNECTED	int				
EWT_THRESHOLD_WHEN_OFFERED	int				
ORIGINATION_IXN_ID	varchar(64)				
FIRST_OUT_IXN_ID	varchar(64)				
LAST_OUT_IXN_ID	varchar(64)				
ORS_SESSION_ID	varchar(64)				
CALLBACK_DIAL_RESULTS_KEY	int			X	

Column	Data Type	P	M	F	DV
CALLBACK_DIM_4_KEY	int			X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

ADDED_TS

The UTC-equivalent value of the date and time at which the event with callback data is received.

DS_AUDIT_KEY

Modified: 8.5.008 (data type increased from 10 to 19 digits)
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The value of this field equals the audit key of the GIDB table from which the callback-related data is taken.

EVENT_SEQUENCE

The number of this event relative to other events associated with the same callback service.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

TENANT_KEY

Based on KVP: _CB_TENANT_DBID

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding IRF record. Use this value to restrict data access.

SERVICE_ID

Based on KVP: _CB_SERVICE_ID

The ID of the callback service request. Depending on the scenario, the value equals the ID of the GMS service instance or ID of the ORS session.

The value allows you to associate interaction details with the callback details by using the following references:

CALLBACK_FACT.SERVICE_ID = IRF_USER_DATA_GEN_1.SERVICE_ID
AND CALLBACK_FACT.START_DATE_TIME_KEY = IRF_USER_DATA_GEN_1.START_DATE_TIME_KEY

From IRF_USER_DATA_GEN_1, you can then link in the usual way to IRF records.

FINAL_RECORD

Based on KVP: _CB_FINAL_RECORD

Indicates whether this is a final record about this callback service: 0 = No, 1 = Yes.

EWT_READY_TO_START_IXN

Based on KVP: _CB_EWT_WHEN_READY_TO_START_MEDIA_IXN

The value of Expected Wait Time (EWT), in seconds, for the service request at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

EWT_WHEN_OFFERED

Based on KVP: _CB_EWT_WHEN_CALLBACK_WAS_OFFERED

The value of EWT, in seconds, at the time the callback was offered.

POS_READY_TO_START_IXN

Based on KVP: _CB_POS_WHEN_READY_TO_START_MEDIA_IXN

The customer position in the queue at the time the contact center was ready to start the first callback interaction, such as an outbound dialing attempt.

POS_WHEN_OFFERED

Based on KVP: _CB_POS_WHEN_CALLBACK_WAS_OFFERED

The customer position in the queue at the time callback was offered.

CALLBACK_OFFER_TIME

Based on KVP: _CB_D_CALLBACK_OFFER

The duration of the callback offer, in seconds.

WAIT_AGENT_OFFLINE_TIME

Based on KVP: _CB_D_WAITING_FOR_AGENT_OFFLINE

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

ESTABLISH_MEDIA_IXN_TIME

Based on KVP: _CB_D_ESTABLISH_MEDIA_IXN

The amount of time, in seconds, it took to establish the callback interaction, such as an outbound call.

CONN_WAITING_AGENT_TIME

Based on KVP: _CB_D_CUSTOMER_CONNECTED_WAITING_FOR_AGENT

The amount of time, in seconds, the customer was waiting to be connected to the agent after the callback interaction was established.

CALLBACK_ACCEPTED_TS

Based on KVP: _CB_T_CALLBACK_ACCEPTED

The UTC timestamp at the time the callback offer was accepted.

CALLBACK_OFFERED_TS

Based on KVP: _CB_T_CALLBACK_OFFERED

The UTC timestamp at the time the callback was offered.

READY_START_MEDIA_IXN_TS

Based on KVP: _CB_T_READY_TO_START_MEDIA_IXN

The UTC timestamp at the time the contact center was ready to start the callback interaction. The value matches the time of either an outbound dialing attempt or a push notification prompting the customer to start a call or chat session.

CUSTOMER_CONNECTED_TS

Based on KVP: _CB_T_CUSTOMER_CONNECTED

The UTC timestamp at the time the customer was reconnected to the contact center and started waiting for an agent to be connected.

AGENT_ADDED_TO_IXN

Based on KVP: _CB_N_AGENT_ADDED_TO_IXN

Indicates whether the agent was successfully added to the callback interaction: 0 = No, 1 = Yes.

XFER_TO_AGENT_FAILED

Based on KVP: _CB_N_TRANSFER_TO_AGENT_FAILED

Number of times the callback interaction failed to transfer to the agent.

ABANDONED_WAITING

Based on KVP: _CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT

Indicates whether the customer abandoned the callback interaction while waiting to be connected to an agent: 0 = No, 1 = Yes.

TIMEOUT_WAITING

Based on KVP: _CB_N_TIMEOUT_WHILE_WAITING_FOR_AGENT

Indicates whether the customer was disconnected because the timeout for waiting for an agent was reached: 0 = No, 1 = Yes.

IXN_REQ_AGENT

Based on KVP: _CB_N_IXN_REQ_AGENT

For internal use.

CALLBACK_OFFERED

Based on KVP: _CB_N_CALLBACK_OFFERED

Indicates whether callback was offered, at least once, during the session: 0 = No, 1 = Yes.

CALLBACK_ACCEPTED

Based on KVP: _CB_N_CALLBACK_ACCEPTED

Indicates whether a callback offer was accepted: 0 = No, 1 = Yes.

CALLBACK_ATTEMPTS

Based on KVP: _CB_N_CALLBACK_MEDIA_ATTEMPTS

The total number of callback attempts or notifications, both successful and unsuccessful.

SERVICE_START_TS

Based on KVP: _CB_T_SERVICE_START

The UTC timestamp at the time the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

START_DATE_TIME_KEY

Based on KVP: _CB_T_SERVICE_START

This is the DATE_TIME_KEY equivalent of the SERVICE_START_TS value.

CALLBACK_OFFERS_PER_SESSION

Based on KVP: _CB_N_CALLBACK_OFFERS_PER_SESSION

The number of times a callback was offered to the customer during the current interaction.

LAST_CALLBACK_OFFERED_TS

Modified: 8.5.008 (default value added)
Based on KVP: _CB_T_LAST_CALLBACK_OFFERED

The UTC timestamp of the final callback offer during the current interaction.

LAST_CALLBACK_OFFER_TIME

Based on KVP: _CB_D_LAST_CALLBACK_OFFER

The duration, in seconds, of the final callback offer.

CUSTOMER_PHONE_NUMBER

Based on KVP: _CB_CUSTOMER_PHONE_NUMBER

The customer phone number that was used for the callback interaction, if available.

DESIRED_TIME

Discontinued: Release 8.5.003 (renamed to DESIRED_TIME_TS)

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK_ACCEPTED_TS value.

DESIRED_TIME_TS

Introduced: Release 8.5.003 (renamed from DESIRED_TIME)
Based on KVP: _CB_T_DESIRED_TIME

The UTC equivalent of the scheduled callback time that was promised to the customer. For ASAP callback requests, this time equals to the CALLBACK_ACCEPTED_TS value.

PUSH_DELIVERY_CONFIRMED_TS

Introduced: Release 8.5.003
Based on KVP: _CB_T_PUSH_DELIVERY_CONFIRMED

The UTC timestamp at the time the application confirmed receipt of push notification. This field is populated for Inbound Callback scenarios.

CUSTOMER_READY_TO_START_IXN_TS

Introduced: Release 8.5.003
Based on KVP: _CB_T_CUSTOMER_READY_TO_START_MEDIA_IXN

The UTC timestamp at the time the customer is ready to start the callback interaction. This field is populated for Inbound Callback scenarios. Typically, the value is set to the time when the application sends a request for an access number to dial and an access code to match the call. In cases when no special confirmation is sent about push delivery, this value is the same as _CB_T_PUSH_DELIVERY_CONFIRMED.

Note: Genesys recommends to use a separate confirmation for push delivery.

CALLBACK_DIM_1_KEY

The surrogate key that is used to join the CALLBACK_DIM_1 dimension to the fact table, by the record

ID.

CALLBACK_DIM_2_KEY

The surrogate key that is used to join the CALLBACK_DIM_2 dimension to the fact table, by the record ID.

CALLBACK_DIM_3_KEY

The surrogate key that is used to join the CALLBACK_DIM_3 dimension to the fact table, by the record ID.

RESOURCE_KEY

Based on KVP: _CB_DIM_VQ_DBIDand _CB_DIM_VQ

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the virtual queue where the callback request was waiting for execution.

DIAL_1_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_1

The UTC timestamp of the first dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_2_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_2

The UTC timestamp of the second dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_3_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_3

The UTC timestamp of the third dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_4_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_4

The UTC timestamp of the fourth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

DIAL_5_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_DIAL_5

The UTC timestamp of the fifth dialing attempt.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_WHEN_REJECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_OFFER_EWT_INBOUND_VQ

Estimated Wait Time for the queue where rejected callbacks and calls not offered callbacks are being placed. This value is identical to EWT_WHEN_OFFERED if the same Virtual Queue is used to place accepted callbacks.

If the KVP is missing from UserEvents, the value of this field is 0.

CUSTOMER_ANI

Introduced: Release 8.5.009.20
Based on KVP: _CB_CUSTOMER_ANI

The ANI of the customer for in-queue scenarios. This value might match CUSTOMER_PHONE_NUMBER if the same number is confirmed or entered, or the field might be empty if the ANI is not detected.

SERVICE_END_TS

Introduced: Release 8.5.009.20
Based on KVP: _CB_T_SERVICE_END

The UTC timestamp at the time the callback service was completed or terminated.

If the KVP is missing from UserEvents, the value of this field is 0.

WAITED_BEFORE_OFFER_TIME

Introduced: Release 8.5.009.20
Based on KVP: _CB_D_CUSTOMER_WAITED_BEFORE_OFFER

The amount of time, in seconds, the customer waited in the queue before a callback was offered.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_WHEN_LAST_DIAL

Introduced: Release 8.5.009.20
Based on KVP: _CB_EWT_WHEN_READY_TO_START_LAST_MEDIA_IXN

EWT, in seconds, at the time the last callback dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

POS_WHEN_LAST_DIAL

Introduced: Release 8.5.009.20
Based on KVP: _CB_POS_WHEN_READY_TO_START_LAST_MEDIA_IXN

The position of the callback in the queue at the time the last dialing attempt was made or the last push notification sent.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_CB_ACCEPTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_WHEN_CALLBACK_ACCEPTED

The priority of the interaction (real or virtual) at the time the callback offer was accepted.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_C_CONNECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_WHEN_CUSTOMER_CONNECTED

The priority of the virtual interaction at the time the customer was connected.

If the KVP is missing from UserEvents, the value of this field is 0.

PRIORITY_WHEN_A_CONNECTED

Introduced: Release 8.5.009.20
Based on KVP: _CB_PRIORITY_AT_THE_END_OF_ONLINE_WAIT

The priority of the virtual interaction at the time the customer was connected to the agent. If the customer abandoned the call while waiting in the queue, then this value is the priority of the call at the time the customer disconnected.

If the KVP is missing from UserEvents, the value of this field is 0.

EWT_THRESHOLD_WHEN_OFFERED

Introduced: Release 8.5.009.20
Based on KVP: _CB_EWT_THRESHOLD_WHEN_OFFERED

The value of the EWT threshold the callback application used to decide whether the callback offer should be made.

If the KVP is missing from UserEvents, the value of this field is 0.

ORIGINATION_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_ORIGINATION_IXN_ID

The ID of the interaction for which the callback was originally offered and accepted. For voice calls, this is the call ID of the original inbound call. For chat scenarios, this is the chat interaction ID.

FIRST_OUT_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_FIRST_OUT_IXN_ID

The call ID of the first outbound call created by the callback module.

LAST_OUT_IXN_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_LAST_OUT_IXN_ID

The call ID of the last outbound call created by the callback module.

ORS_SESSION_ID

Introduced: Release 8.5.009.20
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: _CB_ORS_SESSION_ID

The Orchestration Server (ORS) session ID used to manage the callback. If multiple sessions were used (for example, because an ORS session terminated unexpectedly during the callback), the last session ID is reported.

CALLBACK_DIAL_RESULTS_KEY

Introduced: Release 8.5.009.20
The surrogate key that is used to join the CALLBACK_DIAL_RESULTS dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

CALLBACK_DIM_4_KEY

Introduced: Release 8.5.009.20
The surrogate key that is used to join the CALLBACK_DIM_4 dimension to the fact table, by the record ID.

If the KVP is missing from UserEvents, the value of this field is -2.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

No indexes are defined.

Subject Areas

- Facts — Represents the relationships between subject area facts.

Table CALLING_LIST_METRIC_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row represents a set of outbound campaign calling list metrics, calculated by Outbound Contact Server in configurable snapshots. Rows in this table are not updated; they are inserted or deleted only.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CALLING_LIST_METRIC_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
CAMPAIGN_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CALLING_LIST_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
CAMP_GROUP_SESSION_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
GMT_TS	int				
TOTAL_RECORDS	int				
NOT_PROCESSED_RECORDS	int				
TOTAL_CONTACTS	int				
NOT_PROCESSED_CONTACTS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CALLING_LIST_METRIC_FACT_KEY

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

CAMPAIGN_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

CALLING_LIST_KEY

The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_ SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table.

GMT_TS

The GMT-equivalent date and time at which measurement occurred, as the number of seconds that have elapsed since midnight on January 1, 1970.

TOTAL_RECORDS

The total number of records in the calling list.

NOT_PROCESSED_RECORDS

The total number of records in the calling list that are ready to be processed and that have never been processed as part of this calling list.

TOTAL_CONTACTS

The total number of contacts in the calling list (where a set of chained records for the same customer is considered to be one contact).

NOT_PROCESSED_CONTACTS

The total number of contacts in the calling list that have not been processed (where a set of chained records for the same customer is considered to be one contact).

ACTIVE_FLAG

Indicates whether the calling list metric is currently active. Always 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CLMF_SDT			Improves access time, based on the Start Date Time key.
I_CLMF_TNT			Improves access time, based on the Tenant.

Index I_CLMF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CLMF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Calling_List_Metric — Represents a snapshot of outbound campaign calling list metrics.
- Facts — Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_SESSION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row represents an outbound campaign group session, where a session is started when a campaign group is loaded and ended when a campaign group is unloaded. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)	X	X		
GROUP_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CAMP_GROUP_SESSION_FACT_KEY

The primary key of this table.

GROUP_KEY

The surrogate key that is used to join the GROUP_ dimension to the fact tables.

CAMPAIGN_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the campaign group session began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the campaign group session ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts

that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

START_TS

The UTC-equivalent value of the date and time at which the campaign group session began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which the campaign group session ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The meaning depends on the value of ACTIVE_ FLAG. For an inactive row, the total duration, in seconds, of the campaign group session. For an active row, the duration, in seconds, that the campaign group session was active, from start time to the time that the ETL last executed.

CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

ACTIVE_FLAG

Indicates whether the campaign group session is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CGSEF_SID	X		Ensures that the facts that are stored in the table are for unique sessions.
I_CGSEF_DT			Improves access time, based on the Start Date Time key.
I_CGSEF_TNT			Improves access time, based on the Tenant.

Index I_CGSEF_SID

Field	Sort	Comment
CAMPAIGN_GROUP_SESSION_ID	Ascending	
START_DATE_TIME_KEY	Ascending	

Index I_CGSEF_DT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	
END_DATE_TIME_KEY	Ascending	

Index I_CGSEF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Campaign_Group_Session — Represents campaign groups as they are being loaded and unloaded.
- Facts — Represents the relationships between subject area facts.

Table CAMPAIGN_GROUP_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CAMPAIGN_GROUP_STATE and CAMPAIGN_GROUP_STATE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign group status. Each row describes one campaign group status. Rows exist for the Loaded, Started, and Unloading statuses.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	int	X	X		
CAMPAIGN_GROUP_STATE	nvarchar(32)				
CAMPAIGN_GROUP_STATE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

CAMPAIGN_GROUP_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

CAMPAIGN_GROUP_STATE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The campaign group session state. This field is set to one of the following values:

- Null
- Loaded
- Started
- Unloading

This value can change with localization.

CAMPAIGN_GROUP_STATE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the campaign group session state. This field is set to one of the following values:

- NULL
- LOADED
- STARTED
- UNLOADING

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".

Table CAMPAIGN_GROUP_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table represents the state of an outbound campaign group. The states that are recorded are Loaded, Started, and Unloading. The grain of the fact is an accumulating snapshot that represents the duration of the campaign group in the given state.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CAMP_GROUP_STATE_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CAMPAIGN_GROUP_STATE_KEY	int		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
CAMPAIGN_GROUP_SESSION_ID	varchar(64)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CAMP_GROUP_STATE_FACT_KEY

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CAMPAIGN_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

GROUP_KEY

The surrogate key that is used to join the GROUP_ dimension to the fact tables.

CAMPAIGN_GROUP_STATE_KEY

The surrogate key that is used to join the CAMPAIGN_GROUP_STATE dimension to the fact tables.

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table. This surrogate key is used to join this campaign group state fact to its campaign group session fact. In other words, this key places the campaign group state within the context of a campaign group session.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which this state for the campaign group ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

START_TS

The UTC-equivalent value of the date and time at which the campaign group entered this state.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time at which this state for the campaign group ended. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the total duration, in seconds, of the campaign group in started state. For an active row, the amount of time, in seconds, that the campaign group has been in started state, from the time that it entered started state to the time that the ETL last executed.

CAMPAIGN_GROUP_SESSION_ID

The ICON source SessID for the campaign group session with which this session fact is related.

ACTIVE_FLAG

Indicates whether the campaign group state is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CGSTF_STD			Improves access time, based on the Start Date Time key.
I_CGSTF_CGSF			Improves access time, based on the Campaign Group Session Fact key.

CODE	U	C	Description
I_CGSTF_TNT			Improves access time, based on the Tenant.

Index I_CGSTF_STD

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CGSTF_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

Index I_CGSTF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Subject Areas

- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
- Facts — Represents the relationships between subject area facts.

Table CDR_FACT

Description

Introduced: 8.5.013.06
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.07 (size of the CALL_ID column increased)

In partitioned databases, this table is partitioned.

Reserved for future use.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DN	varchar(255)/nvarchar(255)		X		
PARTYUUID	varchar(64)	X	X		
CALLUUID	varchar(64)		X		
CALL_ID	varchar(255)		X		
ROOT_CALLUUID	varchar(64)				

Column	Data Type	P	M	F	DV
DNIS	varchar(255)/nvarchar(255)				
ANI	varchar(255)/nvarchar(255)				
START_DATE_TIME_KEY	int	X	X	X	
INITIATED_TS	int		X		
ESTABLISHED_TS	int				
RELEASED_TS	int		X		
CDR_DIM1_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

DN

PARTYUUID

CALLUUID

CALL_ID

Modified: 8.5.015.07 (size of the column increased)

ROOT_CALLUUID

DNIS

ANI

START_DATE_TIME_KEY

INITIATED_TS

ESTABLISHED_TS

RELEASED_TS

CDR_DIM1_KEY

CREATE_AUDIT_KEY

UPDATE_AUDIT_KEY

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CDR_FACT_SDT			Reserved for future use.

Index I_CDR_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table CDR_FACT

Description

Introduced: 8.5.013.06
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.07 (size of the CALL_ID column increased)

In partitioned databases, this table is partitioned.

Reserved for future use.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DN	varchar(255)/nvarchar(255)		X		
PARTYUUID	varchar(64)	X	X		
CALLUUID	varchar(64)		X		
CALL_ID	varchar(255)		X		
ROOT_CALLUUID	varchar(64)				

Column	Data Type	P	M	F	DV
DNIS	varchar(255)/nvarchar(255)				
ANI	varchar(255)/nvarchar(255)				
START_DATE_TIME_KEY	int	X	X	X	
INITIATED_TS	int		X		
ESTABLISHED_TS	int				
RELEASED_TS	int		X		
CDR_DIM1_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

DN

PARTYUUID

CALLUUID

CALL_ID

Modified: 8.5.015.07 (size of the column increased)

ROOT_CALLUUID

DNIS

ANI

START_DATE_TIME_KEY

INITIATED_TS

ESTABLISHED_TS

RELEASED_TS

CDR_DIM1_KEY

CREATE_AUDIT_KEY

UPDATE_AUDIT_KEY

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CDR_FACT_SDT			Reserved for future use.

Index I_CDR_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table CHAT_SESSION_DIM

Description

Introduced: 8.5.011
Modified: 8.5.011.14 (ASYNC_MODE column added to table and index)

In partitioned databases, this table is not partitioned.

This dimension table allows chat session facts to be described based on characteristics of the session, such as where the session originated and how it ended.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
ENDED_BY	nvarchar(50)		X		unknown
ENDED_REASON	nvarchar(50)		X		unknown
LANGUAGE_NAME	nvarchar(50)		X		unknown
MEDIA_ORIGIN	nvarchar(64)		X		unknown

Column	Data Type	P	M	F	DV
ASYNC_MODE	int		X		0
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as CHAT_SESSION_DIM_KEY.

ENDED_BY

Based on KVP: csg_SessionEndedBy

The type of participant that initiated termination of the Chat Server session. Possible values are:

- CLIENT
- AGENT
- SUPERVISOR
- BOT
- SYSTEM

For more information about the meaning of the values, see the Integrating with Genesys Historical Reporting page in the *eServices Administrator's Guide.*

ENDED_REASON

Based on KVP: csg_SessionEndedReason

The reason the Chat Server session was terminated. Possible values are:

- DISCONNECT
- QUIT
- FORCE
- INACTIVE
- DB_ERROR

For more information about the meaning of the values, and the types of participants for which they apply, see the Integrating with Genesys Historical Reporting page in the *eServices Administrator's Guide.*

LANGUAGE_NAME

Based on KVP: csg_LanguageName

The name of the language used in the chat session, as defined in the Chat Server application.

MEDIA_ORIGIN

Based on KVP: csg_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

ASYNC_MODE

Introduced: Release 8.5.011.14
Based on KVP: csg_ChatAsyncMode

Identifies whether the chat session is regular (0) or asynchronous (1).

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_CHAT_SESSION_DIM	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_CHAT_SESSION_DIM

Field	Sort	Comment
ASYNC_MODE	Ascending	
ENDED_BY	Ascending	
ENDED_REASON	Ascending	
LANGUAGE_NAME	Ascending	
MEDIA_ORIGIN	Ascending	

Subject Areas

No subject area information available.

Table CHAT_SESSION_FACT

Description

Introduced: 8.5.011
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.26 (PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION columns added); 8.5.014.09 (THREAD_ID column added); 8.5.011.14 (8 new columns added specific to eServices asynchronous chat, as identified in the column descriptions)

In partitioned databases, this table is partitioned.

In on-premises deployments with Genesys Chat managed by Chat Server and in cloud deployments with Genesys Chat or Advanced Chat, each row in this table describes a chat session. A chat session is a single chat interaction from the point of view of the server that manages chat activity, and a single conversation from the point of view of the customer. Multiple agents can participate in a single chat interaction (session).

Each fact is based on user data sent in an Interaction Server reporting event when the chat session ends. Genesys Info Mart extracts the KVP data from the G_USERDATA_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT_SESSION_FACT record. Rows are inserted on receipt of the reporting event and are not updated. The chat statistics reported in each record are summarized by session and are not connected to specific agents or, in deployments that include Bot Gateway Server (BGS), bots.

The MEDIA_SERVER_IXN_GUID links the CHAT_SESSION_FACT record with the related INTERACTION_FACT (IF). In deployments that include BGS, the MEDIA_SERVER_IXN_GUID also links the CHAT_SESSION_FACT record with the related BGS_SESSION_FACT records. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Chat or Advanced Chat activity at the interaction level, session level, and chat bot level:

- The MEDIA_SERVER_IXN_GUID links the CHAT_SESSION_FACT record with the related INTERACTION_FACT (IF).
- In deployments that include BGS, the MEDIA_SERVER_IXN_GUID also links the CHAT_SESSION_FACT record with the related BGS_SESSION_FACT records.
- In Genesys Engage cloud deployments with Advanced Chat, the THREAD_ID links the CHAT_SESSION_FACT record with the related CHAT_THREAD_FACT. To get interaction details associated with a thread, you can join CHAT_SESSION_FACT and IF (via the MEDIA_SERVER_IXN_GUID) and then filter the results by CHAT_SESSION_FACT.THREAD_ID.

Terminology note

The meanings of terms such as *interaction, session, thread,* and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT_SESSION_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_SESSION_FACT records is always referred to as a *session.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction,* and the term *session* could have a different meaning (see next bullet).
- For the CHAT_THREAD_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_THREAD_FACT records is always referred to as a *thread.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations.* As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.
- The term *asynchronous chat* or *asynchronous interactions* refers to chat interactions when both parties are not present in the chat at the same time. The types of supported asynchronous chat scenarios depend on the type and version of chat implementation in your deployment and determine what columns are populated in the CHAT_SESSION_FACT table.

> **Tip**
>
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
MEDIA_SERVER_IXN_GUID	varchar(64)	X	X		
ADDED_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	

Column	Data Type	P	M	F	DV
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
SESSION_DURATION	int		X		0
MSG_FROM_AGENTS_COUNT	int		X		0
MSG_FROM_AGENTS_SIZE	int		X		0
MSG_FROM_CUSTOMERS_COUNT	int		X		0
MSG_FROM_CUSTOMERS_SIZE	int		X		0
AGENT_REPLY_COUNT	int		X		0
AGENT_REPLY_MAX_DURATION	int		X		0
AGENT_REPLY_DURATION	int		X		0
AGENT_WAIT_COUNT	int		X		0
AGENT_WAIT_MAX_DURATION	int		X		0
AGENT_WAIT_DURATION	int		X		0
CUSTOMER_REPLY_COUNT	int		X		0
CUSTOMER_REPLY_MAX_DURATION	int		X		0
CUSTOMER_REPLY_DURATION	int		X		0
CUSTOMER_WAIT_COUNT	int		X		0
CUSTOMER_WAIT_MAX_DURATION	int		X		0
CUSTOMER_WAIT_DURATION	int		X		0
UNTIL_FIRST_AGENT_DURATION	int		X		0
UNTIL_FIRST_REPLY_DURATION	int		X		0
AGENTS_COUNT	int		X		0
MSG_FROM_BOTS_COUNT	int		X		0
MSG_FROM_BOTS_SIZE	int		X		0
UNTIL_FIRST_BOT_DURATION	int		X		0
BOTS_COUNT	int		X		0
ASYNC_DORMANT_COUNT	int				
ASYNC_DORMANT_DURATION	int				
ASYNC_IDLE_COUNT	int				
ASYNC_IDLE_DURATION	int				
ACTIVE_IDLE_COUNT	int				
ACTIVE_IDLE_DURATION	int				
HANDLE_COUNT	int				
HANDLE_DURATION	int				
THREAD_ID	varchar(64)				
CHAT_SESSION_DIM_KEY	int		X	X	-2
MEDIA_TYPE_KEY	int		X	X	-2

Column	Data Type	P	M	F	DV
PARKING_QUEUE_COUNT	int				
PARKING_QUEUE_DURATION	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server. This value is the ID of the chat session. This GUID might not be unique. The value allows you to associate interaction details with the chat session details by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID =
CHAT_SESSION_FACT.MEDIA_SERVER_IXN_GUID

AND INTERACTION_FACT.START_DATE_TIME_KEY =
CHAT_SESSION_FACT.START_DATE_TIME_KEY
```

In combination with START_DATE_TIME_KEY, MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

Note that in practice the size limit of column data is 50 characters, which corresponds to the data type size of the MEDIA_SERVER_IXN_GUID in the INTERACTION_FACT table.

ADDED_TS

The UTC-equivalent value of the date and time at which the event with chat data is received.

START_DATE_TIME_KEY

Based on KVP: ChatServerSessionStartedAt

Identifies the start of a 15-minute interval in which the chat session began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone. In combination with MEDIA_SERVER_IXN_GUID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

END_DATE_TIME_KEY

Based on KVP: ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the chat session ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone.

TENANT_KEY

Based on KVP: csg_TenantId

The surrogate key that is used to join the TENANT dimension to the fact tables.

SESSION_DURATION

Based on KVP: csg_SessionTotalTime

The duration, in seconds, of the Chat Server session. Note that async chat sessions could last for a few days.

MSG_FROM_AGENTS_COUNT

Based on KVP: csg_MessagesFromAgentsCount

The total number of all messages visible to the customer that were sent by all agents involved in the chat. A chat session might involve several agents (for example, in the case of a conference or transfer).

MSG_FROM_AGENTS_SIZE

Based on KVP: csg_MessagesFromAgentsSize

The total size of all messages visible to the customer that were sent by all agents involved in the chat. The size is expressed as number of characters, including spaces.

MSG_FROM_CUSTOMERS_COUNT

Based on KVP: csg_MessagesFromCustomersCount

The total number of messages sent by the customer.

MSG_FROM_CUSTOMERS_SIZE

Based on KVP: csg_MessagesFromCustomersSize

The total size of the messages sent by the customer. The size is expressed as number of characters, including spaces.

AGENT_REPLY_COUNT

Based on KVP: cse_AgentReplyTotalCount

The total number of agent replies to the customer.

AGENT_REPLY_MAX_DURATION

Based on KVP: cse_AgentReplyMaxTime

The maximum amount of time, in seconds, the agent(s) spent replying to the customer (in other words, the maximum amount of time that elapsed between the customer's response and the time the first agent actually sent a reply). If the customer's response was a set of messages, the reply interval is calculated from the time the first message in the set was received.

Note: For asynchronous (async) chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

AGENT_REPLY_DURATION

Based on KVP: cse_AgentReplyTotalTime

The total amount of time, in seconds, the agent(s) spent replying to the customer.

Note: For async chat interactions, if a chat session was in a dormant state while a customer message was received, the time until the agent(s) rejoined the session is excluded.

AGENT_WAIT_COUNT

Based on KVP: cse_AgentWaitTotalCount

The number of times the agent(s) waited for a reply from the customer.

AGENT_WAIT_MAX_DURATION

Based on KVP: cse_AgentWaitMaxTime

The maximum amount of time, in seconds, the agent(s) spent waiting for a reply from the customer (in other words, the maximum amount of time that elapsed between the last response from any agent and the customer's reply). If the agent was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

Note: For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

AGENT_WAIT_DURATION

Based on KVP: cse_AgentWaitTotalTime

The total amount of time, in seconds, the agent(s) spent waiting for a reply from the customer. If there were multiple agents on the chat, a time interval is counted only once.

Note: For async chat interactions, cumulative dormant time until a customer's reply is received is excluded.

CUSTOMER_REPLY_COUNT

Based on KVP: cse_CustomerReplyTotalCount

The number of times the customer replied to the agent(s).

CUSTOMER_REPLY_MAX_DURATION

Based on KVP: cse_CustomerReplyMaxTime

The maximum amount of time, in seconds, the customer spent replying to the agent(s). If the customer was replying to a set of messages, the reply interval is calculated from the time the first message in the set was received.

CUSTOMER_REPLY_DURATION

Based on KVP: cse_CustomerReplyTotalTime

The total amount of time, in seconds, the customer spent replying to the agent(s).

CUSTOMER_WAIT_COUNT

Based on KVP: cse_CustomerWaitTotalCount

The number of times the customer waited for a reply from an agent.

CUSTOMER_WAIT_MAX_DURATION

Based on KVP: cse_CustomerWaitMaxTime

The maximum amount of time, in seconds, the customer spent waiting for a reply from an agent. If the customer was waiting for a reply to a set of messages, the wait interval is calculated from the time the last message in the set was sent.

CUSTOMER_WAIT_DURATION

Based on KVP: cse_CustomerWaitTotalTime

The total amount of time, in seconds, the customer spent waiting for a reply from an agent.

UNTIL_FIRST_AGENT_DURATION

Based on KVP: csg_SessionUntilFirstAgentTime

The amount of time, in seconds, the customer waited until the first agent visible to the customer joined the session. An agent is not visible to the customer until the interaction has been successfully routed to and accepted by the agent.

The meaning of a value of `0` (zero) depends on the value of AGENTS_COUNT:

- If AGENTS_COUNT = 0, no agent ever joined the session.
- If AGENTS_COUNT > 0, an agent joined very quickly or existed on the session from the start.

UNTIL_FIRST_REPLY_DURATION

Based on KVP: csg_SessionUntilFirstReplyTime

The amount of time since the start of the session, in seconds, until the first agent submits into the chat session the first greeting/message that is visible to the customer.

AGENTS_COUNT

Based on KVP: csg_PartiesAsAgentCount

The number of unique parties that participated in the chat session as agents.

MSG_FROM_BOTS_COUNT

Based on KVP: csg_MessagesFromBotsCount

The total number of messages visible to the customer that were sent by all bots that participated in the chat session.

MSG_FROM_BOTS_SIZE

Based on KVP: csg_MessagesFromBotsSize

The total size of all messages visible to the customer that were sent by all bots that participated in

the chat session. The size is expressed as number of characters, including spaces.

UNTIL_FIRST_BOT_DURATION

Based on KVP: csg_SessionUntilFirstBotTime

The amount of time, in seconds, the customer waited until the first bot visible to the customer joined the session.

BOTS_COUNT

Based on KVP: csg_PartiesAsBotCount

The number of unique parties that participated in the chat session as bots.

ASYNC_DORMANT_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncDormantTotalCount

The total number of times that the async chat session was put in a dormant state (no agent was connected to the async chat session with the customer).

ASYNC_DORMANT_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncDormantTotalTime

The total amount of time, in seconds, that the async chat session spent in a dormant state (no agent was connected to the async chat session with the customer). Routing time is excluded from this value.

ASYNC_IDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while no agent was connected to the async chat session (that is, while the chat session was in a dormant state).

ASYNC_IDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_AsyncIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while no agent was connected (that is, while the chat session was in a dormant state).

ACTIVE_IDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_ActiveIdleTotalCount

The total number of times when an inactivity period exceeded a configured threshold while at least one agent was connected to the async chat session (that is, while the chat session was technically in an active state).

ACTIVE_IDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_ActiveIdleTotalTime

The total time of inactivity, in seconds, in the async chat session while at least one agent was connected (that is, while the chat session was technically in an active state).

HANDLE_COUNT

Introduced: Release 8.5.011.14
Based on KVP: cse_SessionHandleTotalCount

The total number of times a session was in an active state, with at least one agent connected to the chat session.

HANDLE_DURATION

Introduced: Release 8.5.011.14
Based on KVP: cse_SessionHandleTotalTime

The total time (in seconds) that at least one agent was connected to a chat session.

THREAD_ID

Introduced: Release 8.5.014.09
Based on KVP: thread_Id

Identifier of the thread that the chat session is part of. This field is populated in cloud deployments with Advanced Chat. The value allows you to associate interaction, or chat session, details with chat thread details by using the following reference:

```
CHAT_SESSION_FACT.THREAD_ID=CHAT_THREAD_FACT.THREAD_ID
```

CHAT_SESSION_DIM_KEY

Based on KVP: csg_SessionEndedByand csg_SessionEndedReasonand csg_LanguageNameand csg_MediaOriginand csg_ChatAsyncMode

The surrogate key that is used to join the CHAT_SESSION_DIM dimension to the fact table, to identify typical characteristics of the chat session.

MEDIA_TYPE_KEY

Based on KVP: csg_MediaType

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. The MEDIA_TYPE_KEY references the MEDIA_TYPE dimension record where the value of the KVP matches MEDIA_TYPE.MEDIA_NAME_CODE.

PARKING_QUEUE_COUNT

Introduced: Release 8.5.014.26
Based on KVP: cse_ParkingQueueCount

The total number of times that the interaction was placed in a parking queue. This column is populated only in deployments with Advanced Chat.

PARKING_QUEUE_DURATION

Introduced: Release 8.5.014.26
Based on KVP: cse_ParkingQueueCount

The total amount of time that the interaction spent in the parking queue. This column is populated only in deployments with Advanced Chat.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration

(EAI), and ETL tools—that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CHAT_SESSION_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_CHAT_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table CHAT_THREAD_FACT

Description

Introduced: 8.5.014.09
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

This table is populated in cloud deployments with Advanced Chat. Each row in this table describes a chat thread, providing accumulated statistics for all chat sessions within a thread, in a deployment with Advanced Chat.

Each fact is based on user data about the chat thread sent in an Interaction Server reporting event when a particular chat session ends. Genesys Info Mart extracts the KVP data from the G_USERDATA_HISTORY table in IDB, and the transformation job combines the statistics in each event into a single CHAT_THREAD_FACT record. Rows are inserted on receipt of the reporting event; rows are updated when a subsequent reporting event is received about a new chat session that is part of the same thread. The chat statistics reported in each record are summarized by thread and are not connected to specific agents.

The THREAD_ID links the CHAT_THREAD_FACT record with the related CHAT_SESSION_FACT.

Terminology note

The meanings of terms such as *interaction, session, thread,* and *conversation* have evolved with Genesys chat implementations, and these terms might have different technical meanings in different contexts, depending on the type and version of chat implementation in your deployment.

- For the CHAT_SESSION_FACT table, the reporting entity is a set of chat messages with a particular customer on a single topic. The messages occur in close time proximity to each other. From the point of view of the server managing the chat activity, the messages occur within a single interaction.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_SESSION_FACT records is always referred to as a *session.* In certain chat implementations in cloud deployments and, therefore, in documentation describing those deployments, such a set of messages could be referred to as an *interaction,* and the term *session* could have a different meaning (see next bullet).
- For the CHAT_THREAD_FACT table, the reporting entity is a thread of multiple chat interactions with a particular customer over time.
  In the Genesys Info Mart documentation, the reporting entity that is the subject of CHAT_THREAD_FACT records is always referred to as a *thread.* In certain chat implementations in

cloud deployments and, therefore, in documentation describing those deployments, these linked interactions, or threads, are referred to as *sessions* or *conversations.* As noted in the previous bullet, in the Genesys Info Mart documentation the term *session* always refers to the individual interactions in a thread.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
THREAD_ID	varchar(64)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	-2
SESSIONS_COUNT	int		X		0
HANDLE_DURATION	int		X		0
AGENTS_COUNT	int		X		0
ENGAGEMENTS_COUNT	int		X		0
AGENT_REPLY_DURATION	int		X		0
MSG_FROM_AGENTS	int		X		0
MSG_FROM_AGENTS_SIZE	int		X		0
MSG_FROM_CUSTOMERS	int		X		0
MSG_FROM_CUSTOMERS_SIZE	int		X		0
MEDIA_TYPE_KEY	int		X	X	-2
MEDIA_ORIGIN_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

THREAD_ID

Based on KVP: thread_Id

Identifier of the thread that the chat session is part of. The value allows you to associate interaction, or chat session, details with chat thread details by using the following reference:

```
CHAT_SESSION_FACT.THREAD_ID=CHAT_THREAD_FACT.THREAD_ID
```

START_DATE_TIME_KEY

Based on KVP: cse_ChatThreadStartedAt

Identifies the start of a 15-minute interval in which the first session within the chat thread was initiated. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone. In combination with THREAD_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

END_DATE_TIME_KEY

Based on KVP: ChatServerSessionClosedAt

Identifies the start of a 15-minute interval in which the most recent session within the chat thread ended or was rejected. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the KVP to an appropriate time zone.

TENANT_KEY

Based on KVP: csg_TenantId

The surrogate key that is used to join the TENANT dimension to the fact tables.

SESSIONS_COUNT

Based on KVP: thrd_SessionsCount

The number of sessions in the thread.

HANDLE_DURATION

Based on KVP: thrd_HandleTime

The total time (in seconds) that at least one agent was connected to the thread. This value is

calculated as the sum of CHAT_SESSION_FACT.HANDLE_DURATION values for all chat sessions that are part of the thread.

AGENTS_COUNT

Based on KVP: thrd_PartiesAsAgentCount

The number of unique agents that handled interactions within the thread.

ENGAGEMENTS_COUNT

Based on KVP: thrd_EngagementsCount

The number of engagements, manifested as occurrences of Agent Join events when an agent was in active mode and performed some customer-related actions in the chat (for example, typed a message).

AGENT_REPLY_DURATION

Based on KVP: thrd_AgentReplyTotalTime

The amount of time elapsed between a client's message and a subsequent agent's message, summarized throughout the thread.

MSG_FROM_AGENTS

Based on KVP: thrd_MessagesFromAgentsCount

The total number of agents' messages in the thread.

MSG_FROM_AGENTS_SIZE

Based on KVP: thrd_MessagesFromAgentsSize

The total size of agents' messages in the thread, expressed as the number of characters, including spaces.

MSG_FROM_CUSTOMERS

Based on KVP: thrd_MessagesFromCustomersCount

The total number of client messages in the thread.

MSG_FROM_CUSTOMERS_SIZE

Based on KVP: thrd_MessagesFromCustomersSize

The total size of client messages in the thread, expressed as the number of characters, including spaces.

MEDIA_TYPE_KEY

Based on KVP: csg_MediaType

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables, to indicate the type of media.

MEDIA_ORIGIN_KEY

Based on KVP: csg_MediaOrigin

The surrogate key that is used to join the MEDIA_ORIGIN dimension to the fact tables, to indicate where the chat originated.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CHAT_THREAD_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_CHAT_THREAD_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_END_REASON

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SESSION_END_REASON column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on reasons for Co-browse sessions to finish.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SESSION_END_REASON	nvarchar(20)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_END_REASON_KEY.

SESSION_END_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason why a Co-browse session ended, as provided by Co-browse Server. Possible reasons are:

- DISCONNECTED_USER
- NONE
- SESSION_OVER_LIMIT
- STOPPED_BY_USER
- TIMEOUT_INACTIVE

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_COBROWSE_END_REASON	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_END_REASON

Field	Sort	Comment
SESSION_END_REASON	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_FACT

Description

Introduced: 8.5.011.14

In partitioned databases, this table is partitioned.

Each row in this table describes a web page visit shared by an agent and a customer during a Co-browse session. The facts are based on data sent in reporting events from Co-browse Server to Genesys Kafka instance when a Co-browse session ends. Genesys Info Mart inserts a new row when it retrieves related data from Kafka instance; rows in this table are not updated. There is one row per web page viewed in a Co-browse session.

The MEDIA_SERVER_IXN_GUID links the COBROWSE_FACT record with the INTERACTION_FACT (IF) record for the Voice or Chat interaction that is associated with the Co-browse session. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Co-browse activity in conjunction with the underlying interaction activity.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	varchar(50)/nvarchar(50)		X		
SESSION_TOKEN	varchar(20)/nvarchar(20)		X		
FIRST_SESSION	int		X		
MEDIA_SERVER_IXN_GUID	varchar(50)		X		
SESSION_START_TIME_TS	int		X		
START_DATE_TIME_KEY	int	X	X	X	
SESSION_RW_FLAG	int		X		
SESSION_END_TIME_TS	int		X		
SEGMENT_ID	varchar(50)/nvarchar(50)		X		
SEGMENT_INDEX	int		X		
SEGMENT_START_TIME_TS	int		X		
SEGMENT_END_TIME_TS	int		X		
PAGE_ID	varchar(50)/nvarchar(50)	X	X		
PAGE_INDEX	int		X		
PAGE_URL	varchar(512)/nvarchar(512)		X		
PAGE_QUERY	varchar(255)/nvarchar(255)				
PAGE_START_TIME_TS	int		X		
PAGE_END_TIME_TS	int		X		
COBROWSE_USER_AGENT_KEY	int		X		-2
COBROWSE_END_REASON_KEY	int		X	X	-2
COBROWSE_MODE_KEY	int		X	X	-2
COBROWSE_PAGE_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

The identifier of the Co-browse session, as reported by Co-browse Server.

SESSION_TOKEN

The token assigned to the Co-browse session by Co-browse Server.

FIRST_SESSION

Indicates whether this is the first Co-browse session initiated within a given Voice or Chat interaction. The value is 1 for the first Co-browse session associated with the interaction; the value is 0 otherwise.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server for the Voice or Chat interaction associated with the Co-browse session.

SESSION_START_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session started.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the Co-browse session began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the reporting object to an appropriate time zone.

In combination with PAGE_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

SESSION_RW_FLAG

Identifies whether WRITE mode was used in any segment of the Co-browse session.

SESSION_END_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session ended.

SEGMENT_ID

The identifier of the segment within the Co-browse session, as reported by Co-browse Server.

SEGMENT_INDEX

The ordinal number of the segment within the Co-browse session. The value of 0 indicates the first segment.

SEGMENT_START_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session started.

SEGMENT_END_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session ended.

PAGE_ID

The identifier of the page visited in a Co-browse session, as reported by Co-browse Server.

In combination with START_DATE_TIME_KEY, PAGE_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

PAGE_INDEX

The ordinal number of the page visited during the Co-browse session. The value of 0 indicates the first page. The numbering is sequential throughout all segments within the same session.

PAGE_URL

The URL of the page visited during the Co-browse session.

PAGE_QUERY

Modified: 8.5.012.15 (No longer a mandatory field)
The part of the page URL following the question mark ("?") sign (the *query string*). The field might be empty.

PAGE_START_TIME_TS

The UTC-equivalent value of the date and time at which a page visit started.

PAGE_END_TIME_TS

The UTC-equivalent value of the date and time at which a page visit ended.

COBROWSE_USER_AGENT_KEY

The surrogate key that is used to join the COBROWSE_USER_AGENT dimension to the fact table, to identify typical characteristics of the Co-browse session.

COBROWSE_END_REASON_KEY

The surrogate key that is used to join the COBROWSE_END_REASON dimension to the fact table, to identify the reason for the Co-browse session to finish.

COBROWSE_MODE_KEY

The surrogate key that is used to join the COBROWSE_MODE dimension to the fact table, to identify modes uses in the Co-browse session.

COBROWSE_PAGE_KEY

The surrogate key that is used to join the COBROWSE_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse session.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_COBROWSE_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_COBROWSE_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_MODE

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SEGMENT_MODE column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on the modes that are used in a Co-browse session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SEGMENT_MODE	nvarchar(10)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_MODE_KEY.

SEGMENT_MODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN. In POINTER mode, the agent observes while the customer browses the web page. In WRITE mode, the agent can actively click or enter data on the web page. In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse session.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_COBROWSE_MODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_MODE

Field	Sort	Comment
SEGMENT_MODE	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_PAGE

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the PAGE_DOMAIN and PAGE_PATH columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse session facts to be described based on characteristics of the web pages that are shared during Co-browse sessions.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
PAGE_DOMAIN	nvarchar(255)		X		Unknown
PAGE_PATH	nvarchar(255)		X		Unknown
PAGE_TITLE	nvarchar(255)		X		Unknown

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_PAGE_KEY.

PAGE_DOMAIN

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The domain of the web page shared in the Co-browse session.

PAGE_PATH

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The path inside the domain that indicates the web page shared in the Co-browse session.

PAGE_TITLE

The title of the web page shared in the Co-browse session.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_COBROWSE_PAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_PAGE

Field	Sort	Comment
PAGE_DOMAIN	Ascending	
PAGE_PATH	Ascending	
PAGE_TITLE	Ascending	

Subject Areas

No subject area information available.

Table COBROWSE_USER_AGENT

Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CREATOR_USER_AGENT, CREATOR_DEVICE_*, CREATOR_OS_*, and CREATOR_AGENT_* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on characteristics of the customer's system that is used to view web pages in a Co-browse session. The system characteristics include details about customer's device and browser.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATOR_USER_AGENT	nvarchar(255)		X		Unknown
CREATOR_DEVICE_CLASS	nvarchar(32)		X		Unknown

Column	Data Type	P	M	F	DV
CREATOR_DEVICE_BRAND	nvarchar(32)		X		Unknown
CREATOR_DEVICE_NAME	nvarchar(32)		X		Unknown
CREATOR_OS_CLASS	nvarchar(32)		X		Unknown
CREATOR_OS_NAME	nvarchar(32)		X		Unknown
CREATOR_OS_VER	nvarchar(32)		X		Unknown
CREATOR_AGENT_CLASS	nvarchar(32)		X		Unknown
CREATOR_AGENT_NAME	nvarchar(32)		X		Unknown
CREATOR_AGENT_VER	nvarchar(32)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_USER_AGENT_KEY.

CREATOR_USER_AGENT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type and version of the browser ("UserAgent") that the customer has used in the Co-browse session.

CREATOR_DEVICE_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the computing device, such as desktop or mobile, that the customer has used in the Co-browse session.

CREATOR_DEVICE_BRAND

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The brand of the customer's device used in the Co-browse session.

CREATOR_DEVICE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the customer's device used in the Co-browse session.

CREATOR_OS_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the operating system running on the customer's device used in the Co-browse session.

CREATOR_OS_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the operating system running on the customer's device used in the Co-browse session.

CREATOR_OS_VER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The version of the operating system running on the customer's device used in the Co-browse session; for example, Mac OS X.

CREATOR_AGENT_CLASS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the application used by the customer in the Co-browse session; for example, Browser.

CREATOR_AGENT_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the application (browser) used by the customer in the Co-browse session; for example, Chrome.

CREATOR_AGENT_VER

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The version of the application (browser) used by the customer in the Co-browse session.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_COBROWSE_USER_AGENT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_USER_AGENT

Field	Sort	Comment
CREATOR_USER_AGENT	Ascending	
CREATOR_DEVICE_CLASS	Ascending	
CREATOR_DEVICE_BRAND	Ascending	
CREATOR_DEVICE_NAME	Ascending	
CREATOR_OS_CLASS	Ascending	
CREATOR_OS_NAME	Ascending	
CREATOR_OS_VER	Ascending	
CREATOR_AGENT_CLASS	Ascending	
CREATOR_AGENT_NAME	Ascending	
CREATOR_AGENT_VER	Ascending	

Subject Areas

No subject area information available.

Table CONTACT_ATTEMPT_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.07 (record-creation behavior changed); 8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60 added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

Each row in this table describes an Outbound Contact Server (OCS) processing attempt for an outbound campaign contact. An attempt may or may not include dialing; an example of an attempt that did not include dialing would be a preview record that is retrieved but then canceled without dialing.

Starting with release 8.5.015.07, you can control whether Genesys Info Mart creates separate CONTACT_ATTEMPT_FACT (CAF) records or a single, aggregated CAF record for calls dialed in the context of the same CALL_ATTEMPT_GUID. The default is a single, aggregated record. Prior to release 8.5.015.07, Genesys Info Mart always created separate records for each call attempt dialed in the context of the same CALL_ATTEMPT_GUID. If you want to retain the prior behavior, set the **ocs-caf-aggregates-calls** option to `false`.

The grain of the fact is an accumulating snapshot that represents the duration of the attempt. Record-based columns are populated with data from the first record associated with the contact attempt. Rows are inserted only when the attempt is completed, and they are not updated.

The CALL_ATTEMPT_ID enables you to link a CAF record with the associated Interaction Resource Fact (IRF).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CONTACT_ATTEMPT_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
MEDIA_TYPE_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
DIALING_MODE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	-1
PLACE_KEY	int		X	X	
CAMPAIGN_KEY	int		X	X	
GROUP_KEY	int		X	X	
CPD_RESULT_KEY	int		X	X	
CALL_RESULT_KEY	int		X	X	
RECORD_TYPE_KEY	int		X	X	
RECORD_STATUS_KEY	int		X	X	
CALLING_LIST_KEY	int		X	X	
CONTACT_INFO_TYPE_KEY	int		X	X	
TIME_ZONE_KEY	int		X	X	
ATTEMPT_DISPOSITION_KEY	int		X	X	
CAMP_GROUP_SESS_FACT_SDT_KEY	int			X	
CAMP_GROUP_SESSION_FACT_KEY	numeric(19)			X	
CALLID	varchar(64)				
RECORD_FIELD_GROUP_1_KEY	int		X	X	
RECORD_FIELD_GROUP_2_KEY	int		X	X	
START_TS	int				
END_TS	int				
CALL_ATTEMPT_ID	varchar(64)				
RECORD_ID	int				
CHAIN_ID	int				
CHAIN_N	int				
CONTACT_INFO	varchar(255)/nvarchar(255)				
ATTEMPT_ORDINAL	int				

Column	Data Type	P	M	F	DV
DAILY_FROM_SECONDS	int				
DAILY_UNTIL_SECONDS	int				
DAILY_FROM_TIME	int				
DAILY_UNTIL_TIME	int				
DAILY_FROM_TIME_KEY	int				
DAILY_UNTIL_TIME_KEY	int				
CONTACT_DAILY_FROM_TIME	datetime				
CONTACT_DAILY_UNTIL_TIME	datetime				
DIAL_SCHED_TIME	int				
DIAL_SCHED_TIME_KEY	int				
CONTACT_DIAL_SCHED_TIME	datetime				
OVERDIAL_FLAG	numeric(1)				
CONTACT_COMPLETE_FLAG	numeric(1)				
RPC_FLAG	numeric(1)				
CONVERSION_FLAG	numeric(1)				
CPD_DIAL_COUNT	smallint				0
CPD_DIAL_DURATION_MS	int				0
CPD_COUNT	smallint				0
CPD_DURATION_MS	int				0
CPD_TRANSFER_COUNT	smallint				0
CPD_TRANSFER_DURATION_MS	int				0
RECORD_FIELD_1 through RECORD_FIELD_10	numeric(14,4)				
RECORD_FIELD_11 through RECORD_FIELD_30	int				
RECORD_FIELD_31 through RECORD_FIELD_60	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

CONTACT_ATTEMPT_FACT_KEY

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the contact attempt began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the contact attempt ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

DIALING_MODE_KEY

The surrogate key that is used to join the DIALING_MODE dimension to the fact tables.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact and aggregate tables in order to identify the person who indicated that this contact attempt is processed. Note that this resource is not necessarily the same resource that handled the outbound call.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups of which the Agent resource was a member when the contact attempt started. This field references the default "No Group" (-2) value if the Agent does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

PLACE_KEY

The surrogate key that is used to join the PLACE dimension to the fact tables.

CAMPAIGN_KEY

The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.

GROUP_KEY

The surrogate key that is used to join the GROUP_ dimension to the fact tables.

CPD_RESULT_KEY

The surrogate key that is used to join the CALL_RESULT dimension to the fact tables for the dialer result.

CALL_RESULT_KEY

The surrogate key that is used to join the CALL_RESULT dimension to the fact tables.

RECORD_TYPE_KEY

The surrogate key that is used to join the RECORD_TYPE dimension to the fact tables.

RECORD_STATUS_KEY

The surrogate key that is used to join the RECORD_STATUS dimension to the fact tables.

CALLING_LIST_KEY

The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.

CONTACT_INFO_TYPE_KEY

The surrogate key that is used to join the CONTACT_INFO_TYPE dimension to the fact tables.

TIME_ZONE_KEY

The surrogate key that is used to join the TIME_ZONE dimension to the fact tables. It specifies the time zone of the contact.

ATTEMPT_DISPOSITION_KEY

The key that uniquely identifies the disposition. The key value combines the state and the descriptor that provides additional details. The first eight bits identify the cause of the contact attempt termination. The key can be used to join the ATTEMPT_DISPOSITION table to the fact table.

CAMP_GROUP_SESS_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the CAMPAIGN_GROUP_SESSION_FACT table. On a partitioned database, CAMP_GROUP_SESS_FACT_SDT_KEY in combination with CAMP_GROUP_SESSION_FACT_KEY forms a value of the composite primary key for the CAMPAIGN_GROUP_SESSION_FACT table.

CAMP_GROUP_SESSION_FACT_KEY

The value of the primary key of the CAMPAIGN_GROUP_SESSION_FACT table. This surrogate key is used to join this contact attempt fact to its campaign group session fact. In other words, this key places the contact attempt within the context of a campaign group session.

CALLID

The unique ID of the interaction, as retrieved from the CALLID field of the GOX_CHAIN_CALL IDB table. The referenced interaction depends on the campaign dialing mode. For example, for Push Preview dialing mode, CALLID refers to the multimedia interaction that is used to push the preview record to an agent.

If Genesys Info Mart has been configured to create a single, aggregated record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID, the CALLID refers to the last dialed call. (This is the default behavior starting with release 8.5.015.07.)

RECORD_FIELD_GROUP_1_KEY

The surrogate key that is used to join the RECORD_FIELD_GROUP_1 dimension to the fact tables. It

optionally specifies a combination of configured field values for a contact attempt.

RECORD_FIELD_GROUP_2_KEY

The surrogate key that is used to join the RECORD_FIELD_GROUP_2 dimension to the fact tables. It optionally specifies a combination of configured field values for a contact attempt.

START_TS

The UTC-equivalent value of the date and time at which the contact attempt began.

END_TS

The UTC-equivalent value of the date and time at which the contact attempt ended.

CALL_ATTEMPT_ID

The ID that is assigned to this processing attempt by OCS.

This value allows you to associate interaction details with contact attempt details using the following references:

- IRF_USER_DATA_GEN_1.GSW_CALL_ATTEMPT_GUID = CONTACT_ATTEMPT_FACT.CALL_ATTEMPT_ID
- IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID = INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID

RECORD_ID

The unique identifier for the record in the calling list.

CHAIN_ID

The chain identifier of the record that is being attempted.

CHAIN_N

The order of the record that is being attempted within the chain.

For example, a customer, represented by CHAIN_ID=5, could have the following order of attempts defined in this table:

- The first link in the chain (CHAIN_N = 1) could represent the customer's home telephone number (RECORD_ID = 10).
- The second link in the chain (CHAIN_N = 2) could represent the customer's work telephone number (RECORD_ID = 11).

CONTACT_INFO

The contact_info of the record that is being attempted. The CONTACT_INFO_TYPE dimension value indicates the type, such as HomePhone.

ATTEMPT_ORDINAL

The attempt number of the calling list record.

DAILY_FROM_SECONDS

Indicates the start of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

DAILY_UNTIL_SECONDS

Indicates the end of the time frame during which this record can be called (allowed calling window); this value is measured in seconds from midnight.

DAILY_FROM_TIME

The UTC-equivalent value that corresponds to the start of the time frame during which this record can be called.

DAILY_UNTIL_TIME

The UTC-equivalent value that corresponds to the end of the time frame during which this record can be called.

DAILY_FROM_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the start of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

DAILY_UNTIL_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the end of the allowed calling window. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

CONTACT_DAILY_FROM_TIME

The starting date and time of the time frame during which this record can be called, in the time zone of the contact.

CONTACT_DAILY_UNTIL_TIME

The ending date and time of the time frame during which this record can be called, in the time zone of the contact.

DIAL_SCHED_TIME

Modified: 8.5.116.26 (behavior changed)
The UTC-equivalent value of the date and time of the scheduled call. Starting with release 8.5.116.26, the ocs-dial-sched-time option enables you to specify whether the value represents the scheduled time of the next call attempt or the time that was scheduled for the current call attempt. The default behavior is to record the next call attempt.

DIAL_SCHED_TIME_KEY

Identifies the start of a 15-minute interval that corresponds to the scheduled time of the call, as specified in the DIAL_SCHED_TIME field. Use this value as a key to join to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

CONTACT_DIAL_SCHED_TIME

The date and time of the scheduled call, in the time zone of the contact.

OVERDIAL_FLAG

A flag to indicate whether this attempt was overdialed, meaning that a contact was reached, but no agent or IVR was available to handle the call: 0 = No, 1 = Yes.

CONTACT_COMPLETE_FLAG

A flag to indicate whether this attempt led to the contact being completed: 0 = No, 1 = Yes.

RPC_FLAG

Indicates whether the right person was contacted during this processing attempt: 0 = No, 1 = Yes.

CONVERSION_FLAG

Indicates whether a conversion was made during this processing attempt: 0 = No, 1 = Yes.

CPD_DIAL_COUNT

Indicates whether dialing duration was provided by OCS: 0 = No, 1 = Yes.

CPD_DIAL_DURATION_MS

The time, in milliseconds, between the moment when dialing was initiated and the moment when the dialed call was answered by the called party or when the call that did not reach the called party was released.

Note that the time when the call was answered by the called party is available only when Call Progress Detection (CPD) Server is used for dialing.

CPD_COUNT

Indicates whether this contact attempt had call progress detection performed against it: 0 = No, 1 = Yes.

CPD_DURATION_MS

The time, in milliseconds, from the moment when the call was answered by the called party until the moment when CPD was done.

Note that both time stamps are available only when CPD Server is used for dialing.

CPD_TRANSFER_COUNT

Indicates whether a transfer was used to deliver the call from the point of call progress detection to the Agent or IVR.

CPD_TRANSFER_DURATION_MS

The time, in milliseconds, between the moment when CPD was completed and the moment when the call was established on the Agent's DN or IVR DN.

Note that the time when CPD was completed is available only when CPD Server is used for dialing.

RECORD_FIELD_1 through RECORD_FIELD_10

Value of custom record fields 1 through 10, respectively. These fields are a numeric data type.

RECORD_FIELD_11 through RECORD_FIELD_30

Value of custom record fields 11 through 30, respectively. These fields are a numeric data type.

RECORD_FIELD_31 through RECORD_FIELD_60

Introduced: Release 8.5.003 (RECORD_FIELD_41 through RECORD_FIELD_60)
Value of custom record fields 31 through 60, respectively. These fields are a character data type.

ACTIVE_FLAG

Indicates whether the contact attempt is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_CAF_SDT			Improves access time, based on the Start Date Time key.

CODE	U	C	Description
I_CAF_TNT			Improves access time, based on the Tenant.
I_CAF_CGSF			Improves access time, based on the Campaign Group Session Fact key.
I_CAF_CID			Improves access time, based on the Call ID.

Index I_CAF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_CAF_TNT

Field	Sort	Comment
TENANT_KEY	Ascending	

Index I_CAF_CGSF

Field	Sort	Comment
CAMP_GROUP_SESSION_FACT_KEY	Ascending	

Index I_CAF_CID

Field	Sort	Comment
CALLID	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Facts — Represents the relationships between subject area facts.

Table CONTACT_INFO_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the CONTACT_INFO_TYPE and CONTACT_INFO_TYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described based on attributes of an outbound campaign contact information type. Each row describes one contact information type, such as Home Phone.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CONTACT_INFO_TYPE_KEY	int	X	X		
CONTACT_INFO_TYPE	nvarchar(32)				
CONTACT_INFO_TYPE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

CONTACT_INFO_TYPE_KEY

The surrogate key that is used to join the Contact Info Type dimension table to the fact tables.

CONTACT_INFO_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the contact information type. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

This value can change with localization.

CONTACT_INFO_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the contact information type. This field is set to one of the following values:

- NO_CONTACT_TYPE
- HOME_PHONE
- DIRECT_BUSINESS_PHONE
- BUSINESS_WITH_EXTENSION
- MOBILE
- VACATION_PHONE
- PAGER
- MODEM
- VOICE_MAIL
- PIN_PAGER
- EMAIL_ADDRESS
- INSTANT_MESSAGING

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the

lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table DATE_TIME

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

Allows facts to be described by attributes of calendar date and 15-minute time interval. This dimension is a calendar — either default or defined in configuration. The table is first populated for a configurable time period in which the schema is initialized and is subsequently populated for the next time period as part of maintenance. Configuration of a time zone and week-numbering rules affect the data population for this table. Each row describes a 15-minute time interval for one calendar date. A single row that contains a date in 2025 is included to serve a special purpose: this future date earmarks a tentative end time for active facts so that applications do not have to test for null. This table enables aggregation along an arbitrary time interval.

Custom DATE_TIME tables can be added to the schema at any point during or after the Genesys Info Mart deployment. These tables have the same structure as the DATE_TIME table, are controlled with dedicated configuration options, and are populated by using algorithms that are similar to those for the DATE_TIME table.

By default, the DATE_TIME calendar is a Gregorian, not a fiscal, calendar. Values that describe the weeks in which dates belong are fixed to begin on Sunday, with the exception of the first week of the year, which may contain fewer than seven days and may start on a day other than Sunday. The last week of a year may also contain fewer than seven days. This setting is referred to as "simple week numbering" because the calendar year and the week-numbering year coincide. By customizing settings in the date-time configuration section before Genesys Info Mart is initialized, you can change the week starting day, the minimum number of days in the first week of the year, and the time zone. Alternatively, by changing the `fiscal-year-week-pattern` setting, you can configure the calendar to be a fiscal one.

If you want to change any of the fundamental features of the DATE_TIME dimension during runtime, you must take special steps to avoid introducing inconsistencies into your calendar data and compromising your reporting results. For information about changing calendar settings during runtime, see the procedure about changing calendar options in the Genesys Info Mart Operations Guide.

Day and month designations (such as "Sunday" and "January") are localizable; other abbreviations, such as "Q" for quarter, are not.

The DATE_TIME_NEXT_* keys facilitate the retrieval of data for a defined reporting interval by identifying all of the rows in the table that define the upper boundary of the reporting interval.

The LABEL_* fields provide various string representations of a standard calendar date and/or 15-minute interval.

The RUNNING_* fields facilitate the search of facts for the last x number of years, quarters, months, weeks, days, hours, or subhours.

> ### Tip
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X		
DATE_TIME_30MIN_KEY	int		X		
DATE_TIME_HOUR_KEY	int		X		
DATE_TIME_DAY_KEY	int		X		
DATE_TIME_WEEK_KEY	int		X		
DATE_TIME_MONTH_KEY	int		X		
DATE_TIME_QUARTER_KEY	int		X		
DATE_TIME_YEAR_KEY	int		X		
DATE_TIME_NEXT_KEY	int		X		
DATE_TIME_NEXT_30MIN_KEY	int		X		
DATE_TIME_NEXT_HOUR_KEY	int		X		
DATE_TIME_NEXT_DAY_KEY	int		X		
DATE_TIME_NEXT_WEEK_KEY	int		X		
DATE_TIME_NEXT_MONTH_KEY	int		X		
DATE_TIME_NEXT_QUARTER_KEY	int		X		
DATE_TIME_NEXT_YEAR_KEY	int		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
CAL_DATE	datetime		X		
CAL_DAY_NAME	varchar(32)/nvarchar(32)		X		
CAL_MONTH_NAME	varchar(32)/nvarchar(32)		X		
CAL_DAY_NUM_IN_WEEK	smallint		X		
CAL_DAY_NUM_IN_MONTH	smallint		X		
CAL_DAY_NUM_IN_YEAR	smallint		X		
CAL_LAST_DAY_IN_WEEK	numeric(1)		X		
CAL_LAST_DAY_IN_MONTH	numeric(1)		X		
CAL_WEEK_NUM_IN_YEAR	smallint		X		
WEEK_YEAR	smallint		X		
CAL_WEEK_START_DATE	datetime		X		
CAL_WEEK_END_DATE	datetime		X		
CAL_MONTH_NUM_IN_YEAR	smallint		X		
CAL_QUARTER_NUM_IN_YEAR	smallint		X		
CAL_HALF_NUM_IN_YEAR	smallint		X		
CAL_YEAR_NUM	smallint		X		
CAL_HOUR_NUM_IN_DAY	smallint		X		
CAL_HOUR_24_NUM_IN_DAY	smallint		X		
CAL_MINUTE_NUM_IN_HOUR	smallint		X		
CAL_30MINUTE_NUM_IN_HOUR	smallint		X		
LABEL_YYYY	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_QQ	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_WE	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_WE_D	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_30MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_15MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_15MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH_5MI	varchar(32)/nvarchar(32)		X		
LABEL_YYYY_MM_DD_HH24_5MI	varchar(32)/nvarchar(32)		X		

Column	Data Type	P	M	F	DV
LABEL_YYYY_MM_DD_HH24_30MI	varchar(32)/nvarchar(32)		X		
LABEL_QQ	varchar(32)/nvarchar(32)		X		
LABEL_MM	varchar(32)/nvarchar(32)		X		
LABEL_WE	varchar(32)/nvarchar(32)		X		
LABEL_DD	varchar(32)/nvarchar(32)		X		
LABEL_HH	varchar(32)/nvarchar(32)		X		
LABEL_HH24	varchar(32)/nvarchar(32)		X		
LABEL_30MI	varchar(32)/nvarchar(32)		X		
LABEL_MI	varchar(32)/nvarchar(32)		X		
LABEL_TZ	varchar(32)/nvarchar(32)		X		
AMPM_INDICATOR	varchar(4)/nvarchar(4)		X		
RUNNING_YEAR_NUM	int		X		
RUNNING_QUARTER_NUM	int		X		
RUNNING_MONTH_NUM	int		X		
RUNNING_WEEK_NUM	int		X		
RUNNING_DAY_NUM	int		X		
RUNNING_HOUR_NUM	int		X		
RUNNING_30MIN_NUM	int		X		

DATE_TIME_KEY

The primary key of this table. It is used to join a particular 15-minute interval in this table to the fact and aggregate tables. This field increases monotonically to facilitate the calculation of time interval ranges and is equal to the UTC-equivalent time at which the time interval started.

DATE_TIME_30MIN_KEY

The surrogate key that is used to join a particular 30-minute interval in this table to the fact and aggregate tables. Two rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the 30-minute interval.

DATE_TIME_HOUR_KEY

The surrogate key that is used to join a particular hour in this table to the fact and aggregate tables. Four rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the hour interval.

DATE_TIME_DAY_KEY

The surrogate key that is used to join a particular day in this table to the fact and aggregate tables. Ninety-six rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the day interval.

DATE_TIME_WEEK_KEY

The surrogate key that is used to join a particular week in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the week interval.

DATE_TIME_MONTH_KEY

The surrogate key that is used to join a particular month in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the month interval.

DATE_TIME_QUARTER_KEY

The surrogate key that is used to join a particular quarter in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the quarter interval.

DATE_TIME_YEAR_KEY

The surrogate key that is used to join a particular year in this table to the fact and aggregate tables. Multiple rows in this table share the same value, which is the DATE_TIME_KEY that represents the start of the year interval.

DATE_TIME_NEXT_KEY

Points to the next record of this table. This value is DATE_TIME_KEY+1.

DATE_TIME_NEXT_30MIN_KEY

Points to the DATE_TIME_30MIN_KEY record that represents the next 30-minute period.

DATE_TIME_NEXT_HOUR_KEY

Points to the DATE_TIME_HOUR_KEY record that represents the next hour.

DATE_TIME_NEXT_DAY_KEY

Points to the DATE_TIME_DAY_KEY record that represents the next calendar day.

DATE_TIME_NEXT_WEEK_KEY

Points to the DATE_TIME_WEEK_KEY record that represents the next calendar week.

DATE_TIME_NEXT_MONTH_KEY

Points to the DATE_TIME_MONTH_KEY record that represents the next calendar month.

DATE_TIME_NEXT_QUARTER_KEY

Points to the DATE_TIME_QUARTER_KEY record that represents the next calendar quarter.

DATE_TIME_NEXT_YEAR_KEY

Points to the DATE_TIME_YEAR_KEY record that represents the next year.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

CAL_DATE

The date/time data type for a calendar date that is specific for this RDBMS.

CAL_DAY_NAME

The calendar day name — for example, "Sunday".

CAL_MONTH_NAME

The calendar month name — for example, "January".

CAL_DAY_NUM_IN_WEEK

The day number in a week. By default, the values start with 1 for Sunday and end with 7 for Saturday. If another day is configured as the first day of the week, the value 1 is populated for that day, the value 2 is populated for the subsequent day, and so forth. For example, if Monday is configured as the first day of the week (that is, the **first-day-of-week** configuration option is set to 2), the CAL_DAY_NUM_IN_WEEK values start with 1 for Monday and end with 7 for Sunday.

CAL_DAY_NUM_IN_MONTH

The day number in the calendar month, starting with 1 and ending with 28, 29, 30, or 31, depending on the month.

CAL_DAY_NUM_IN_YEAR

The day number in the calendar year, starting with 1 for January 1 and ending with 365 or 366 for December 31.

CAL_LAST_DAY_IN_WEEK

The indicator for the last day of the calendar week: 0 = No, 1 = Yes. For example, this value may be 0 for Wednesday records and 1 for Saturday records.

CAL_LAST_DAY_IN_MONTH

The indicator for the last day of the calendar month: 0 = No, 1 = Yes. For example, this value is set to 0 for January 16 and 1 for January 31.

CAL_WEEK_NUM_IN_YEAR

The week number in the calendar year, starting with 1 and ending with 53. The first week begins on the first day of the calendar year and may contain fewer than seven days. Likewise, the last week, ending with the last day of the year, may contain fewer than seven days.

WEEK_YEAR

The year number for the week to which this day belongs. By default, the week year matches the calendar year. If the week numbering is configured to differ from the simple week numbering (for

example, for the purpose of financial reports), the year number that is stored for the first and last weeks differs from the year number of the calendar year.

CAL_WEEK_START_DATE

The start date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week start date. For example, if a week starts on Sunday, this value is March 7, 2010 for all dates between March 7, 2010 and March 13, 2010.

CAL_WEEK_END_DATE

The end date of the calendar week to which this date belongs. All dates in the same calendar week share the same calendar week end date. For example, if a week starts on Sunday, this value is March 13, 2010 for all dates between March 7, 2010 and March 13, 2010.

CAL_MONTH_NUM_IN_YEAR

The month number in the calendar year, starting with 1 for January and ending with 12 for December.

CAL_QUARTER_NUM_IN_YEAR

The number of the quarter in the calendar year, starting with 1 for the first quarter (January 1 through March 31) and ending with 4 for the fourth quarter (October 1 through December 31).

CAL_HALF_NUM_IN_YEAR

The number of the half of the calendar year, starting with 1 for January 1 through June 30 and ending with 2 for July 1 through December 31.

CAL_YEAR_NUM

The Gregorian calendar year, expressed as a four-digit integer — for example, 2010.

CAL_HOUR_NUM_IN_DAY

The hour of the day, expressed as an integer from 1-12. This field is intended to be used in conjunction with the AMPM_INDICATOR field.

CAL_HOUR_24_NUM_IN_DAY

The hour of the day, as an integer from 00 to 23.

CAL_MINUTE_NUM_IN_HOUR

The 15-minute number of the hour. This field is set to one of the following values:

- 0 — for 0 <= min < 15
- 15 — for 15 <= min < 30
- 30 — for 30 <= min < 45
- 45 — for 45 <= min < 60

CAL_30MINUTE_NUM_IN_HOUR

The 30-minute number of the hour. This field is set to one of the following values:

- 0 — for 0 <= min < 30
- 30 — for 30 <= min < 60

LABEL_YYYY

The current date expressed as a string in YYYY format, where YYYY represents a four-digit year. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010".

LABEL_YYYY_QQ

The current date, expressed as a string in YYYY QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010 1Q".

LABEL_YYYY_MM

The current date, expressed as a string in YYYY-MM format, where MM represents the two-digit month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01".

LABEL_YYYY_WE

The current date, expressed as a string in YYYY-Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label in report headers. For example, with simple week numbering, the label that this field stores for January

30, 2010, at 15:45 is "2010-W05" (January 30, 2010 fell in the fifth week of the year).

LABEL_YYYY_WE_D

The current date expressed as a string in YYYY-Www-D format, where Www represents the two-digit week number of the year, preceded by the letter "W", and D represents the day number in the week. This field is useful when used as a label in report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "2010-05-1" (January 30, 2010 fell in the fifth week of the year, and Sunday is the first day of the week).

LABEL_YYYY_MM_DD

The current date, expressed as a string in YYYY-MM-DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30".

LABEL_YYYY_MM_DD_HH

The current date, expressed as a string in YYYY-MM-DD HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03".

LABEL_YYYY_MM_DD_HH24

The current date, expressed as a string in YYYY-MM-DD HH format where hour (HH) values range from 01 to 24. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15".

LABEL_YYYY_MM_DD_HH_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30".

LABEL_YYYY_MM_DD_HH24_30MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the closest 30-minute period that is less than or equal to the actual minute. This field is useful when it is used as a label in report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30".

LABEL_YYYY_MM_DD_HH_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 12 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45".

LABEL_YYYY_MM_DD_HH24_MI

The current date, expressed as a string in YYYY-MM-DD HH:mm format, where hour (HH) values range from 01 to 24 and mm represents the actual minute. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45".

LABEL_YYYY_MM_DD_HH_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day. Hour values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:45-04:00".

LABEL_YYYY_MM_DD_HH24_15INT

The current date, expressed as a string in YYYY-MM-DD 15INT format, where 15INT represents the 15-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:45-16:00".

LABEL_YYYY_MM_DD_HH_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 03:30-04:00".

LABEL_YYYY_MM_DD_HH24_30INT

The current date, expressed as a string in YYYY-MM-DD 30INT format, where 30INT represents the 30-minute interval within the day and includes the hour, in a range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "2010-01-30 15:30-16:00".

LABEL_QQ

A string representation of the current date, expressed in QQ format, where QQ represents the number of the quarter (1-4), followed by the letter "Q", which is not localizable. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "1Q".

LABEL_MM

A string representation of the current date, expressed in MM format, where MM represents the two-digit month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "01".

LABEL_WE

A string representation of the current date, expressed in Www format, where Www represents the two-digit week number of the year, preceded by the letter "W". This field is useful when it is used as a label for report headers. For example, with simple week numbering, the label that this field stores for January 30, 2010, at 15:45 is "W05". (January 30, 2010 falls in the fifth week of the year.)

LABEL_DD

A string representation of the current date, expressed in DD format, where DD represents the two-digit day of the month. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

LABEL_HH

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 12. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "03".

LABEL_HH24

A string representation of the current date, expressed in HH format, where hour (HH) values range from 01 to 24. This field is useful when it is used as a label for report headers. For example, the label that this field stores for January 30, 2010, at 15:45 is "15".

LABEL_30MI

A string representation of the current date, expressed in mm format, where mm represents the closest 30-minute period that is less than or equal to the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "30".

LABEL_MI

A string representation of the current date, expressed in mm format, where mm represents the actual minute. For example, the label that this field stores for January 30, 2010, at 15:45 is "45".

LABEL_TZ

A string representation of the time zone designator, as defined in ISO 8601 standard. For the time zone in which the UTC offset is equal zero, the letter "Z" is stored as the time zone designator. The zone designator for other time zones is specified by the offset from UTC in the format ±HH:<mm>, where HH represents hours and mm represents minutes, if applicable. For example, if the time that is being described is one hour ahead of UTC, the stored value would be "+01".

AMPM_INDICATOR

Indicates the period between midnight and noon ("AM") or between noon and midnight ("PM").

RUNNING_YEAR_NUM

The running year number, starting with 1 for the year that is populated as the first year in this calendar. The **date-time-start-year** configuration option controls the starting year. By default, the calendar starts with the year that precedes the DATE_TIME table initialization. For example, if the Genesys Info Mart database is initiated in year 2010, this field stores the value of 2 for rows that are generated for 2010 dates.

RUNNING_QUARTER_NUM

The running quarter number, starting with 1 as the first quarter of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-4, respectively, for the four quarters of the first populated year (for example, 2009); 5-8, respectively, for the four quarters of the second populated year (in this example, 2010); and so forth.

RUNNING_MONTH_NUM

The running month number, starting with 1 as the first month of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-12, respectively, for the 12 months of the first populated year (for example, 2009); 13-24, respectively, for the 12 months of the second populated year (in this example, 2010); and so forth.

RUNNING_WEEK_NUM

The running week number, starting with 1 as the first week of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that, with simple week numbering, this value is 1-53, respectively, for the 53 weeks of the first populated year (for example,

2009); 54-107, respectively, for the 53 weeks of the second populated year (in this example, 2010); and so forth.

RUNNING_DAY_NUM

The running day number, starting with 1 as the first day of the first year that is populated for this calendar. Running values do not reset at the beginning of each year, so that this value is 1-365, respectively, for the 365 days of the first populated year (for example, 2009); 366-730, respectively, for the 365 days of the second populated year (in this example, 2010); and so forth.

RUNNING_HOUR_NUM

The running hour number, starting with 1 as the first hour of the first day of the first year that is populated for this calendar. Running hours do not reset at the beginning of each day, so that this value is 1-24, respectively, for the 24 hours of the first populated day (for example, 1/1/2009); 25-48, respectively, for the 24 hours of the second populated day (in this example, 1/2/2009); and so forth.

RUNNING_30MIN_NUM

The running 30-minute number, starting with 1 as the first 30-minute interval of the first hour of the first day of the first year that is populated for this calendar. Running 30-minute periods do not reset at the beginning of each hour, so that this value is 1-2, respectively, for the two 30-minute intervals of the first hour of 1/1/2009, if 2009 is the first year populated for this calendar; 3-4, respectively, for the two 30-minute intervals in the second hour of this day; and so forth.

Index List

CODE	U	C	Description
IDX_DT_30			Improves access time, based on a 30-minute key.
IDX_DT_NEXT30			Improves access time, based on the next 30-minute key.
IDX_DT_NEXT			Improves access time, based on the key of the next record.
IDX_DT_30_INT			Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
IDX_DT_HOUR_INT			Improves access time, based on the hour key,

CODE	U	C	Description
			the next hour key, and the primary key.
IDX_DT_DAY_INT			Improves access time, based on the day key, the next day key, and the primary key.
IDX_DT_MONTH_INT			Improves access time, based on the month key, the next month key, and the primary key.
IDX_DT_CAL_DATE			Improves access time, based on the calendar date.

Index IDX_DT_30

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	

Index IDX_DT_NEXT30

Field	Sort	Comment
DATE_TIME_NEXT_30MIN_KEY	Ascending	

Index IDX_DT_NEXT

Field	Sort	Comment
DATE_TIME_NEXT_KEY	Ascending	

Index IDX_DT_30_INT

Field	Sort	Comment
DATE_TIME_30MIN_KEY	Ascending	
DATE_TIME_NEXT_30MIN_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_HOUR_INT

Field	Sort	Comment
DATE_TIME_HOUR_KEY	Ascending	

Field	Sort	Comment
DATE_TIME_NEXT_HOUR_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_DAY_INT

Field	Sort	Comment
DATE_TIME_DAY_KEY	Ascending	
DATE_TIME_NEXT_DAY_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_MONTH_INT

Field	Sort	Comment
DATE_TIME_MONTH_KEY	Ascending	
DATE_TIME_NEXT_MONTH_KEY	Ascending	
DATE_TIME_KEY	Ascending	

Index IDX_DT_CAL_DATE

Field	Sort	Comment
CAL_DATE	Ascending	

Subject Areas

- Calling_List_Metric — Represents a snapshot of outbound campaign calling list metrics.
- Calling_List_To_Campaign — Represents the associations between calling lists and campaigns.
- Campaign_Group_Session — Represents campaign groups as they are being loaded and unloaded.
- Campaign_Group_State — Represents campaign groups from the perspective of states they go through, such as “Loaded", "Started", and "Unloading".
- Campaign_Group_To_Campaign — Represents the associations between agent groups or place groups and campaigns.
- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Place_Group — Represents the membership of places among place groups.
- Resource_Group — Represents the membership of contact center resources among resource groups.
- Resource_Skill — Represents the skill resumes of agent resources.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table DIALING_MODE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the DIALING_MODE and DIALING_MODE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of an outbound campaign dialing mode. Each row describes one dialing mode.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DIALING_MODE_KEY	int	X	X		
DIALING_MODE	nvarchar(32)				
DIALING_MODE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

DIALING_MODE_KEY

The surrogate key that is used to join this dimension table to the fact tables.

DIALING_MODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The dialing mode. This field is set to one of the following values:

- None
- Unknown Dialing Mode
- Predictive
- Progressive
- Preview
- Progressive with seizing
- Predictive with seizing
- Power
- Power with seizing
- Push Preview
- Progressive GVP
- Predictive GVP
- Power GVP

These values change with localization.

DIALING_MODE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The dialing mode code. This field is set to one of the following values:

- NONE
- UNKNOWN_DIALING_MODE
- PREDICTIVE
- PROGRESSIVE
- PREVIEW
- PROGRESSIVE_WITH_SEIZING
- PREDICTIVE_WITH_SEIZING
- POWER
- POWER_WITH_SEIZING
- PUSH_PREVIEW
- PROGRESSIVE_GVP
- PREDICTIVE_GVP
- POWER_GVP

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table GPM_DIM1

Description

Introduced: 8.5.014.09

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on miscellaneous characteristics of the predictor and routing attempt.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
PREDICTOR_TYPE	nvarchar(32)		X		unknown
ROUTING_CRITERIA	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_DIM1_KEY.

PREDICTOR_TYPE

Based on KVP: gpmPredictorType

Describes the type of KPI for which the predictor is used.

ROUTING_CRITERIA

Based on KVP: gpmRoutingMethod

Reserved for future use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_GPM_DIM1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_DIM1

Field	Sort	Comment
PREDICTOR_TYPE	Ascending	
ROUTING_CRITERIA	Ascending	

Subject Areas

No subject area information available.

Table GPM_FACT

Description

Introduced: 8.5.009
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (VQ_GUID and VQ_RESOURCE_KEY added); 8.5.014.09 (DEFAULT_SCORE, DEFAULT_SCORE_USED, DEFAULT_SCORES_COUNT, GLOBAL_SCORES_COUNT, ADJUSTED_SCORE, INITIAL_SCORE_THRESHOLD, FINAL_SCORE_THRESHOLD, SUITABLE_AGENTS_COUNT, GPM_DIM1_KEY added); 8.5.011 (START_DATE_TIME_KEY became part of the composite primary key in nonpartitioned as well as partitioned databases); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for MEDIA_SERVER_IXN_GUID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes an attempt to route an interaction to an agent using Predictive Routing. The facts are based on data sent in UserEvents by your routing solution for interactions on voice, web, and mobile channels. Rows are inserted on receipt of a Predictive Routing–related event and are not updated. There is one row per interaction routing attempt per agent.

The MEDIA_SERVER_IXN_GUID links the GPM_FACT record with the related INTERACTION_FACT (IF), and the RESOURCE_KEY enables you to then link further to an INTERACTION_RESOURCE_FACT (IRF). Starting with release 8.5.014.19, you can also use the MEDIA_SERVER_IXN_GUID and the VQ_GUID to link GPM_FACT records with related MEDIATION_SEGMENT_FACT (MSF) records. In this way, the GPM_FACT table enables you to generate reports that provide interaction-level and queue-level detail about Predictive Routing usage and its impact on KPIs, as well as evaluate the results for various models and predictors.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
MEDIA_SERVER_IXN_GUID	varchar(64)	X	X		
ROUTE_ATTEMPT_ID	int	X	X		1
RESOURCE_KEY	int	X	X	X	-2
START_DATE_TIME_KEY	int	X	X	X	
ADDED_TS	int		X		
MESSAGE	varchar(255)/nvarchar(255)				
AGENT_SCORE	numeric(10,5)		X		0
GLOBAL_SCORE	numeric(10,5)		X		0
MEDIAN_SCORE	numeric(10,5)		X		0
MAX_SCORE	numeric(10,5)		X		0
MIN_SCORE	numeric(10,5)		X		0
SCORE_ABOVE_MEDIAN	varchar(10)/nvarchar(10)		X		unknown
AGENT_RANK	int		X		0
TARGET_SIZE	int		X		0
WAIT_TIME	int		X		0
GPM_RESULT_KEY	int		X	X	-2
GPM_PREDICTOR_KEY	int		X	X	-2
GPM_MODEL_KEY	int		X	X	-2
DEFAULT_SCORE	numeric(10,5)				
DEFAULT_SCORE_USED	int				
DEFAULT_SCORES_COUNT	int				
GLOBAL_SCORES_COUNT	int				
ADJUSTED_SCORE	numeric(10,5)				
INITIAL_SCORE_THRESHOLD	int				
FINAL_SCORE_THRESHOLD	int				
SUITABLE_AGENTS_COUNT	int				
GPM_DIM1_KEY	int		X		-2
VQ_GUID	varchar(64)				
VQ_RESOURCE_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
PRODUCER_BATCH_ID	numeric(19)				

MEDIA_SERVER_IXN_GUID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
Based on KVP: CALLID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. This value allows you to associate interaction details with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
AND INTERACTION_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
```

Similarly, you can associate queue activity with Predictive Routing results by linking to the MEDIA_SERVER_IXN_GUID and START_DATE_TIME_KEY fields in the MEDIATION_SEGMENT_FACT (MSF) table.

In combination with RESOURCE_KEY, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the MEDIA_SERVER_IXN_GUID forms the value of the composite primary key for this table.

Note that in practice the size limit of column data is 50 characters, which corresponds to the data type size of the MEDIA_SERVER_IXN_GUID in the INTERACTION_FACT table.

ROUTE_ATTEMPT_ID

Based on KVP: gpmRouteAttemptId

The sequence number of the attempt to route an interaction using Predictive Routing. In combination with RESOURCE_KEY, MEDIA_SERVER_IXN_GUID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the ROUTE_ATTEMPT_ID forms the value of the composite primary key for this table.

RESOURCE_KEY

Based on KVP: gpmAgentDBIDand AGENT_CFG_TYPE_IDand AGENT_CFG_TYPE

The surrogate key that is used to join the RESOURCE_ dimension to the fact table, to identify the agent resource that was the target of the Predictive Routing attempt. In combination with MEDIA_SERVER_IXN_GUID, ROUTE_ATTEMPT_ID, and (starting with release 8.5.011) START_DATE_TIME_KEY, the RESOURCE_KEY forms the value of the composite primary key for this table.

START_DATE_TIME_KEY

Modified: 8.5.011 (added to the composite primary key in nonpartitioned databases)
Identifies the start of a 15-minute interval in which the interaction started. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. Starting with release 8.5.011, in combination with MEDIA_SERVER_IXN_GUID, RESOURCE_KEY, and

ROUTE_ATTEMPT_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

ADDED_TS

The UTC-equivalent value of the date and time at which the event with Predictive Routing data is received.

MESSAGE

Modified: 8.5.009.20 (default value no longer defined)
Based on KVP: gpmMessage

The message that displays when the Predictive Routing result, as reported by the GPM_RESULT_KEY, is an error.

AGENT_SCORE

Based on KVP: gpmAgentScore

The score of the agent to whom the interaction was routed.

GLOBAL_SCORE

Based on KVP: gpmGlobalScore

The average score calculated for a sub-group of agents in the target group, for whom the global model was utilized in score computation.

MEDIAN_SCORE

Based on KVP: gpmMedianScore

The median score for the target group of agents to which the agent belongs.

MAX_SCORE

Based on KVP: gpmMaxScore

The score of the best matching agent in the target group.

MIN_SCORE

Based on KVP: gpmMinScore

The score of the worst matching agent in the target group

SCORE_ABOVE_MEDIAN

Based on KVP: gpmScoreAboveMedian

Indicates whether the score for the selected agent was better than the median score for the target group. This field is set to one of the following values: `0` (= No), `1` (= Yes), unknown.

AGENT_RANK

Based on KVP: gpmAgentRank

The rank of the agent in the target group, based on agent scores sorted in descending order.

TARGET_SIZE

Based on KVP: gpmTargetSize

The size of the scored target group (in other words, the length of the list of agents received from the scoring engine).

WAIT_TIME

Based on KVP: gpmWaitTime

The amount of time, in seconds, the interaction spent in the queue used for Predictive Routing decision-making.

GPM_RESULT_KEY

Based on KVP: gpmResult

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

Based on KVP: gpmPredictorand gpmPredictorId

The surrogate key that is used to join the GPM_PREDICTOR dimension to the fact table, to identify the predictor used for scoring.

GPM_MODEL_KEY

Based on KVP: gpmModeland gpmModelId

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

DEFAULT_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultAgentScore

The default agent score for the associated interaction, as specified in configuration.

DEFAULT_SCORE_USED

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoreUsed

Specifies how the agent score is derived.

- 0 - The agent score for the associated interaction is based on the scoring response returned by GPR.
- 1 - The agent score for the associated interaction is based on configuration.

DEFAULT_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmDefaultScoredAgents

The number of agents assigned the default score for the associated interaction.

GLOBAL_SCORES_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmGlobalScoreCount

The number of agent scores returned for the interaction using the global model.

ADJUSTED_SCORE

Introduced: Release 8.5.014.09
Based on KVP: gpmAdjustedAgentScore

The final agent score used to route the associated interaction to the selected agent. This score is calculated from AGENT_SCORE adjusted for an agent occupancy factor.

INITIAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmInitialScoreThreshold

The initial threshold score required for an agent to be considered a match for an interaction, as specified in configuration.

FINAL_SCORE_THRESHOLD

Introduced: Release 8.5.014.09
Based on KVP: gpmFinalScoreThreshold

The final threshold value used to route the associated interaction to the selected agent.

SUITABLE_AGENTS_COUNT

Introduced: Release 8.5.014.09
Based on KVP: gpmSuitableAgentsCount

The number of agents who had scores greater than, or equal to, the initial threshold value when the scoring response was received.

GPM_DIM1_KEY

Introduced: Release 8.5.014.09
The surrogate key that is used to join the GPM_DIM1 dimension to the fact table, to identify miscellaneous characteristics of the predictor and routing attempt.

VQ_GUID

Introduced: Release 8.5.014.19
Based on KVP: gpmVQGUID

The unique ID that represents the interaction in the virtual queue, as assigned by URS. This value is reported by Genesys Predictive Routing, and it allows you to associate VQ activity with Predictive Routing results by using the following references:

```
INTERACTION_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
MEDIATION_SEGMENT_FACT.MEDIA_SERVER_IXN_GUID = GPM_FACT.MEDIA_SERVER_IXN_GUID
AND MEDIATION_SEGMENT_FACT.START_DATE_TIME_KEY = GPM_FACT.START_DATE_TIME_KEY
AND MEDIATION_SEGMENT_FACT.MEDIATION_GUID = GPM_FACT.VQ_GUID
```

VQ_RESOURCE_KEY

Introduced: Release 8.5.014.19
Based on KVP: gpmVQDBIDand VQ_CFG_TYPE_IDand VQ_CFG_TYPE

The surrogate key that is used to join the RESOURCE_ dimension to the GPM_FACT table. This key indicates the virtual queue to which the Predictive Routing interaction identified by the VQ_GUID was distributed. The value matches the RESOURCE_KEY value in the MSF table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_GPM_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_GPM_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table GPM_MODEL

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the MODEL and MODEL_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the model used to match interactions with routing targets. The model is the variant of the predictor used to calculate agent scores for the interaction.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
MODEL	nvarchar(255)		X		unknown
MODEL_ID	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_MODEL_KEY.

MODEL

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmModel

The name of the model in the Journey Optimization Platform (JOP).

MODEL_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmModelId

The UUID of the model.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_GPM_MODEL	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_MODEL

Field	Sort	Comment
MODEL	Ascending	
MODEL_ID	Ascending	

Subject Areas

No subject area information available.

Table GPM_PREDICTOR

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the PREDICTOR and PREDICTOR_ID columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the predictor used for scoring.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
PREDICTOR	nvarchar(255)		X		unknown
PREDICTOR_ID	nvarchar(32)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_PREDICTOR_KEY.

PREDICTOR

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmPredictor

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the **PredictorsCfg** Transaction List object is used as the predictor name.

PREDICTOR_ID

Modified: 8.5.010 (in Microsoft SQL Server,data type modified in single-language databases)
Based on KVP: gpmPredictorId

The UUID of the predictor used for scoring.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_GPM_PREDICTOR	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_PREDICTOR

Field	Sort	Comment
PREDICTOR	Ascending	
PREDICTOR_ID	Ascending	

Subject Areas

No subject area information available.

Table GPM_RESULT

Description

Introduced: 8.5.009
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: GPM_MODE, GPM_STATUS, GPM_RESULT, GPM_USE, CUSTOMER_FOUND)

In partitioned databases, this table is not partitioned.

This table allows Predictive Routing facts to be described based on characteristics of the Predictive Routing result.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
GPM_MODE	nvarchar(20)		X		unknown
GPM_STATUS	nvarchar(20)		X		unknown
GPM_RESULT	nvarchar(255)		X		

Column	Data Type	P	M	F	DV
GPM_USE	nvarchar(10)		X		unknown
CUSTOMER_FOUND	nvarchar(10)		X		unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as GPM_RESULT_KEY.

GPM_MODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmMode

The mode in which Predictive Routing is operating, as specified in configuration. This field is set to one of the following values:

- prod
- off
- dry-run
- ab-test-time-sliced
- unknown

GPM_STATUS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmStatus

Indicates the scenario under which the interaction was processed. This field is set to one of the following values:

- agent-surplus
- call-surplus
- unknown

For more information about the agent-surplus and call-surplus scenarios, see the information about interaction flows in the Predictive Routing *Deployment and Operations Guide*.

GPM_RESULT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmResult

The result of Predictive Routing processing. This field is set to one of the following values:

- 1 - ok
- 2 - Authentication to scoring engine failed
- 3 - Scoring request failed
- 4 - Agent list is empty
- 5 - URS overload, ixn skipped
- 6 - Predictor not found
- 7 - Failed to build scoring request
- 8 - SetIdealAgent or SetReadyCondition execution error
- 9 - Interaction log not found in global map
- 10 - Unknown error
- 11 - Channel is not supported
- 12 - Reserved for future use
- 13 - Call Abandoned
- 14 - Call Routing Failed
- 15 - Predictive Routing is turned off or is not used for this interaction

In the case of errors, the MESSAGE field in the GPM_FACT table displays the error message.

GPM_USE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmUse

The meaning depends on the mode in which Predictive Routing is operating (see GPM_MODE). This field is set to one of the following values:

- 1 - When the mode is `ab-test-time-sliced`, indicates that the interaction was selected for Predictive Routing. When the mode is `prod`, indicates the normal case, when Predictive Routing occurred without error.
- 0 - When the mode is `ab-test-time-sliced`, indicates the interaction was processed with skill-based routing. When the mode is `dry-run`, indicates that the interaction completed without error.
- unknown - For any mode, indicates that an error occurred in one of the Predictive Routing subroutines, and the solution defaulted to skill-based routing.

CUSTOMER_FOUND

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: gpmCustomerFound

Indicates if features from the customer record were successfully retrieved from the customer relationship management (CRM) database and used to calculate agent scores. This field is set to one of the following values: `0` (= No), `1` (= Yes), `unknown`.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_GPM_RESULT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_GPM_RESULT

Field	Sort	Comment
GPM_MODE	Ascending	
GPM_STATUS	Ascending	
GPM_RESULT	Ascending	
GPM_USE	Ascending	
CUSTOMER_FOUND	Ascending	

Subject Areas

No subject area information available.

Table GROUP_ANNEX

Description

Introduced: 8.1.4
Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the VALUE column modified in single-language databases and for the SECTIONNAME and KEYNAME columns modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of the following types:

- Agent Group
- DN Group

The data is based on the records that are stored in the GC_ANNEX table of the configuration IDB for these configuration objects. Genesys Interactive Insights uses the data to control visibility for certain data and reports.

A new row is issued for each geographical location, business line, or organizational structure attribute that is specified for a resource group as a configuration option on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
GROUP_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SECTIONNAME	nvarchar(255)	X	X		
KEYNAME	nvarchar(255)	X	X		
VALUE	nvarchar(255)				
END_TS	int		X		
CFGOBJECTID	int		X		
CFGOBJECTTYPE	tinyint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ACTIVE_FLAG	numeric(1)		X		
PRODUCER_BATCH_ID	numeric(19)				

GROUP_KEY

The primary key that is used to join this table to the GROUP_ dimension.

TENANT_KEY

The surrogate key that is used to join this dimension to the TENANT dimension.

SECTIONNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective Agent Group or DN Group record.

KEYNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration option that specifies the geographical location, business line, or organization structure and that is set on the Annex tab of the configuration object. This value equals

the value of the GC_ANNEX.KEYNAME field in IDB for a respective Agent Group or DN Group record.

VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value of the specified configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective Agent Group or DN Group record.

END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective Agent Group or DN Group record.

CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective Agent Group or DN Group record.

CFGOBJECTTYPE

The type of the configuration object: Agent Group or DN Group. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective Agent Group or DN Group record.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_GROUP_ANNEX_END_TS			Improves access time, based on the End Timestamp.
I_GROUP_ANNEX	X		Improves access time, based on dimension values.

Index I_GROUP_ANNEX_END_TS

Field	Sort	Comment
END_TS	Ascending	

Index I_GROUP_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

Subject Areas

No subject area information available.

Table INTERACTION_DESCRIPTOR

Description

Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single- and multi-language databases: CUSTOMER_SEGMENT, SERVICE_TYPE, SERVICE_SUBTYPE, BUSINESS_RESULT); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type, service subtype, customer segment, and business result. Because the business attribute values may change over the lifetime of an interaction, each interaction resource fact has an interaction descriptor that snapshots the current value of the attributes.

Each row in this table describes a distinct combination of business attributes that characterize the interaction. A new row is issued for each distinct combination of business attributes. The values are populated from the user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

Important

Although the maximum length of the underlying IDB fields is 255 characters, Genesys Info Mart restricts the maximum length of the fields related to user data KVPs in this dimension table to 170 for RDBMSs other than Oracle. Refer to the RDBMS Considerations on the User Data Mapping page in the *Genesys Info Mart Deployment Guide* for more information.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info

Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_DESCRIPTOR_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
CUSTOMER_SEGMENT	nvarchar(170)		X		DEFAULT_CUSTOMER_SEGMEN
SERVICE_TYPE	nvarchar(170)		X		DEFAULT_SERVICE_TYPE
SERVICE_SUBTYPE	nvarchar(170)		X		DEFAULT_SERVICE_SUBTYPE
BUSINESS_RESULT	nvarchar(170)		X		DEFAULT_BUSINESS_RESULT
PURGE_FLAG	numeric(1)				

INTERACTION_DESCRIPTOR_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

CUSTOMER_SEGMENT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The value of a customer, relative to a business line. For example, customers can be categorized according to maximum spending limit, such as platinum, gold, and silver; similarly, for service-related transactions, they could be categorized according to the service package that they have bought. The default value, DEFAULT_CUSTOMER_SEGMENT, is the same as the default value populated for the CUSTOMER_SEGMENT KVP in the CTL_UD_TO_UDE_MAPPING table.

SERVICE_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The service that is being requested by the customer. It can be used to categorize interactions according to their product or service offering. The default value, DEFAULT_SERVICE_TYPE, is the same as the default value populated for the SERVICE_TYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

SERVICE_SUBTYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The detailed type of service that is being requested by the customer. It can be used to categorize interactions according to particular product or service requests. The default value, DEFAULT_SERVICE_SUBTYPE, is the same as the default value populated for the SERVICE_SUBTYPE KVP in the CTL_UD_TO_UDE_MAPPING table.

BUSINESS_RESULT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The result of the interaction, from a business perspective; for example, the interaction resulted in a sale or in a new customer account being opened. The default value, DEFAULT_BUSINESS_RESULT, is the same as the default value populated for the BUSINESS_RESULT KVP in the CTL_UD_TO_UDE_MAPPING table.

PURGE_FLAG

This field is reserved.

Index List

CODE	U	C	Description
I_INTERACTION_DESCRIPTOR	X		Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.

Index I_INTERACTION_DESCRIPTOR

Field	Sort	Comment
TENANT_KEY	Ascending	
CUSTOMER_SEGMENT	Ascending	
SERVICE_TYPE	Ascending	
SERVICE_SUBTYPE	Ascending	
BUSINESS_RESULT	Ascending	

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table INTERACTION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.007 (SUBJECT data type extended from 255 to 1024 characters); 8.5.003 (ANCHOR_ID and ANCHOR_SDT_KEY added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table represents the interaction from the perspective of a customer experience. The grain of the fact is an accumulating snapshot that summarizes facts that are related to a given interaction.

For multimedia interactions, the grain of the fact is the same as for voice interactions in the majority of cases. A new INTERACTION_FACT row is generated for:

- Each new root interaction (identified by a unique ROOTIRID)
- Each new inbound interaction, even if this interaction is associated with an existing root interaction (has the same ROOTIRID value) as could be the case with an inbound customer reply interaction
- A late outbound reply (a multimedia interaction representing an e-mail reply that is created after the parent interaction has already been terminated)

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
MEDIA_SERVER_ROOT_IXN_ID	numeric(20)				
MEDIA_SERVER_IXN_ID	numeric(20)				
MEDIA_SERVER_ROOT_IXN_GUID	varchar(50)				
MEDIA_SERVER_IXN_GUID	varchar(50)				
SOURCE_ADDRESS	varchar(255)/nvarchar(255)				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
SUBJECT	varchar(1024)/nvarchar(1024)				
STATUS	smallint		X		0
START_TS	int				
END_TS	int				
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ANCHOR_ID	numeric(19)				
ANCHOR_SDT_KEY	int			X	
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_ID

The primary key of this table. One interaction fact can contain multiple calls, represented by the underlying interaction resource facts, because of consultations, transfers, and so forth.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

INTERACTION_TYPE_KEY

The surrogate key that is used to join the INTERACTION_TYPE dimension to the fact tables.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables.

MEDIA_SERVER_ROOT_IXN_ID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the interaction ID of the root interaction in the thread; otherwise, this field is null. This value might not be unique.

Note: A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction, and subsequent continuations of the new thread will refer to this interaction as the root interaction.

MEDIA_SERVER_IXN_ID

The interaction ID, as reported by the interaction media server for the first call in the interaction. In the case of voice interactions, the ID is the numeric version of the hexadecimal T-Server Conn ID. This field is not populated for multimedia.

T-Server constructs the connection ID from its server ID and the timestamp of T-Server startup. As a general rule, this ID is unique, but it is theoretically possible that it might not be — for example, if there are two T-Servers in the same deployment incorrectly configured with the same server ID, and the two T-Servers started at around the same time.

MEDIA_SERVER_ROOT_IXN_GUID

If an interaction belongs to a thread but is not the root interaction of the thread, this field indicates the root interaction GUID that represents the original interaction in the thread, as reported by the interaction media server and ICON; otherwise, this field is null. This value might not be unique.

Note: A configuration option, **max-thread-duration-after-inactive-in-days**, affects the definition of a thread in Genesys Info Mart, and, therefore, affects how this field is set. If a new interaction is a continuation of an old thread that has already expired (because of the configuration option), then Genesys Info Mart does not consider the interaction to be the continuation of a thread; instead, the interaction is considered to be the beginning (root) of a new thread. As such, this field will be null for the new interaction; however, subsequent continuations of the new thread will still refer to the original root interaction GUID, as reported by ICON.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by the interaction media server. This GUID might not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of multimedia, the GUID is the Interaction ID from Interaction Server.

SOURCE_ADDRESS

The source media address that initiated the interaction, such as ANI for voice media or the From e-mail address for multimedia. This value may represent a network resource address.

TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is not populated for multimedia interactions because there can be multiple target addresses. This value may represent a network resource address.

SUBJECT

Modified: 8.5.007 (data type extended from 255 to 1024 characters)
The subject of the primary media server interaction.

STATUS

Modified: 8.5.001 (error code 26 added)
Transformation status of the interaction fact data. This field is set to one of the following values:

- 0 — No errors were encountered.
- 1 — An unspecified error was encountered.
- 2 — An unexpected error occurred during data transformation for the INTERACTION_RESOURCE_FACT table.
- 3 — The G_IS_LINK table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The G_IS_LINK includes data about multiple incoming (target) multi-site calls that have the same IS-Link value.
- 5 — The G_IS_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G_IS_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS_LINK does not match the CALLID in IS_LINK_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G_PARTY_HISTORY table contains no record with ChangeType = 1 ("party_created") for a certain

party.

- 10 — The G_PARTY_HISTORY table contains multiple records with ChangeType = 1 ("party_created") for the same party.
- 11 — The record in the G_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, that either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
- 13 — The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G_CALL record.
- 16 — Merge processing discarded a stuck G_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G_ROUTE_RESULT table is not unique.
- 22 — The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
- 23 — The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

START_TS

The UTC-equivalent value of the date and time at which the interaction began.

END_TS

The UTC-equivalent value of the date and time at which the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction started. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

ANCHOR_ID

Introduced: Release 8.5.003
Identifies the fact (IRF or MSF) that can be considered the current anchor for this interaction in relevant reports. Since multimedia interactions are populated while they are still active, some reports might capture a multimedia interaction before it reaches a handling resource, and later reports might capture the interaction after it has reached a handling resource.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR_ID is based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR_ID is based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN.

ANCHOR_SDT_KEY

Introduced: Release 8.5.003
The START_DATE_TIME_KEY value of the fact (IRF or MSF) that is identified by ANCHOR_ID.

This field is populated as follows:

- For voice interactions and for multimedia interactions that have been handled, the value of ANCHOR_SDT_KEY equals the START_DATE_TIME_KEY of the IRF identified by ANCHOR_ID.
- For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), the value of ANCHOR_SDT_KEY equals the START_DATE_TIME_KEY of the MSF identified by

ANCHOR_ID.

ACTIVE_FLAG

Indicates whether the interaction is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IF_SDT			Improves access time, based on the Start Date Time key.
I_IF_CID			Improves access time, based on the Call ID.

Index I_IF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_IF_CID

Field	Sort	Comment
MEDIA_SERVER_IXN_GUID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.

- Interaction — Represents interactions from the perspective of a customer experience.

Table INTERACTION_RESOURCE_FACT

Description

Modified: 8.5.116.45 (size of the ORSSESSIONID column increased); 8.5.116.12 (ORSSESSIONID added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.006 (TARGET_ADDRESS column added); 8.5.004 (IRF_ANCHOR_SENT_TS renamed to IRF_ANCHOR_TS; LAST_INTERACTION_RESOURCE column populated for all media types; scope of ANCHOR_FLAGS_KEY extended; columns added: FOCUS_TIME_COUNT, FOCUS_TIME_DURATION, ASM_COUNT, ASM_ENGAGE_DURATION); 8.5.003 (IRF_ANCHOR_DATE_TIME_KEY column renamed to IRF_ANCHOR_SENT_TS; LAST_INTERACTION_RESOURCE column populated for voice); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (scope of some CONS_* fields expanded to include chat consultations)

In partitioned databases, this table is partitioned.

This table represents a summary of an attempt to:

- Start a new interaction.
- Handle an existing interaction.
- Mediate and handle an interaction.

IRF resources include handling resources (such as agents, self-service IVRs, and DNs that have no associated agents) and mediation resources in which the IRF ends in mediation (such as queues, routing points, and non-self service IVRs).

A row is added to this table as a result of one of the following call scenarios:

- A new interaction was initiated by a contact center resource.
- An attempt to transfer an interaction or an attempt to consult or conference additional contact center resources was initiated by a handling resource.
- An interaction was delivered to a handling resource, either directly or through one or more mediation resources.
- An interaction was delivered to a handling resource as a result of consultation, transfer, or conference, either directly or through one or more mediation resources.
- An interaction was abandoned at a mediation resource while trying to reach a handling resource.
- An attempt to deliver a transfer or consultation or an attempt to initiate a conference was abandoned while the transferred, consultation, or conferenced interaction was at a mediation resource, trying to

reach a handling resource.

- Starting with release 8.5.003, in eServices outbound scenarios where an outbound interaction is created outside the scope of eServices (for example, by OCS) and placed into an Interaction Queue, a strategy handles the interaction without agent involvement.

This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

The grain of the fact is an accumulating snapshot of a contact center resource's contiguous participation in the interaction, including the time that is spent wrapping up the interaction.

IRF start and end dates and times are stored as facts in the UTC time zone. They are also stored as DATE_TIME dimension references.

Media-neutral counts and durations are provided to categorize the time that is spent on various activities, such as time that is spent in mediation in queues, routing points, and IVRs.

Customer-related counts and durations are provided to categorize the time that is spent on the interactions in which customers are present, regardless of whether the customer is internal or external.

> **Tip**
> For clarifications about customer and non-customer metrics, refer to the information about Populating Interaction Resource Data in the *Genesys Info Mart User's Guide.* (Genesys Engage cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting guide.*)

The RESOURCE_ dimension represents the resource that is involved with this interaction resource fact.

The PLACE dimension indicates the place at which the IRF was processed.

The TECHNICAL_DESCRIPTOR dimension identifies the role of the resource and the technical result of its involvement with respect to the IRF.

The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer) and the type of service that is being requested.

The STRATEGY dimension identifies the Genesys routing strategy that processed the IRF.

The ROUTING_TARGET and REQUESTED_SKILL dimensions indicate the activities of the Genesys router by identifying the target that was selected and the list of skills that were requested to process the IRF.

The ANCHOR_FLAGS dimension identifies aspects of a handling resource’s participation in interactions that are relevant for metrics about unique participations in an interaction or thread.

As previously indicated, many interaction attributes are formally modeled. However, deployment-specific attributes are represented in the model in the form of user-defined attached data. Low-cardinality string user data that is associated with the interaction resource are represented by using

the IRF_USER_DATA_KEYS and USER_DATA_CUST_DIM_1 dimensions. Numeric user data and high-cardinality string user data that are associated with the interaction resource are represented by using the IRF_USER_DATA_GEN_1 and IRF_USER_DATA_CUST_1 fact extension tables.

> ### Tip
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PLACE_KEY	int		X	X	
STRATEGY_KEY	int		X	X	
ROUTING_TARGET_KEY	int		X	X	
REQUESTED_SKILL_KEY	int		X	X	
INTERACTION_SDT_KEY	int			X	
INTERACTION_ID	numeric(19)		X	X	
RES_PREVIOUS_SM_STATE_KEY	int		X	X	
RES_PREV_SM_STATE_FACT_SDT_KEY	int			X	
RES_PREVIOUS_SM_STATE_FACT_KEY	numeric(19)			X	
RESOURCE_KEY	int		X	X	
LAST_RP_RESOURCE_KEY	int		X	X	
LAST_QUEUE_RESOURCE_KEY	int		X	X	
LAST_VQUEUE_RESOURCE_KEY	int		X	X	

Column	Data Type	P	M	F	DV
LAST_IVR_RESOURCE_KEY	int		X	X	
PREV_IRF_SDT_KEY	int				
PREV_IRF_ID	numeric(19)				
MEDIATION_SEGMENT_SDT_KEY	int			X	
MEDIATION_SEGMENT_ID	numeric(19)			X	
MEDIATION_RESOURCE_KEY	int		X	X	
MEDIATION_START_DATE_TIME_KEY	int			X	
INTERACTION_RESOURCE_ORDINAL	smallint				
IRF_ANCHOR	numeric(1)				
IRF_ANCHOR_DATE_TIME_KEY *Discontinued in release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)	int				
IRF_ANCHOR_SENT_TS *Discontinued in release 8.5.004 (renamed to IRF_ANCHOR_TS)	int				
IRF_ANCHOR_TS	int				
ANCHOR_FLAGS_KEY	int			X	
LAST_INTERACTION_RESOURCE	numeric(1)				
LAST_MEDIATION_SEGMENT_SDT_KEY	int			X	
LAST_MEDIATION_SEGMENT_ID	numeric(19)			X	
RECEIVED_FROM_IXN_RES_SDT_KEY	int				
RECEIVED_FROM_IXN_RESOURCE_ID	numeric(19)				
PARTYGUID	varchar(50)				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ROUTING_POINT_DURATION	int				
QUEUE_DURATION	int				
IVR_PORT_DURATION	int				
HANDLE_COUNT	smallint				
CUSTOMER_HANDLE_COUNT	smallint				
PREVIOUS_MEDIATION_DURATION	int				
MEDIATION_DURATION	int				
MEDIATION_COUNT	smallint				
MET_SERVICE_OBJECTIVE_FLAG	numeric(1)				

Column	Data Type	P	M	F	DV
SHORT_ABANDONED_FLAG	numeric(1)				
STOP_ACTION	numeric(1)				
DIAL_COUNT	smallint				
DIAL_DURATION	int				
RING_COUNT	smallint				
RING_DURATION	int				
TALK_COUNT	smallint				
TALK_DURATION	int				
HOLD_COUNT	smallint				
HOLD_DURATION	int				
AFTER_CALL_WORK_COUNT	smallint				
AFTER_CALL_WORK_DURATION	int				
CUSTOMER_DIAL_COUNT	smallint				
CUSTOMER_DIAL_DURATION	int				
CUSTOMER_RING_COUNT	smallint				
CUSTOMER_RING_DURATION	int				
CUSTOMER_TALK_COUNT	smallint				
CUSTOMER_TALK_DURATION	int				
CUSTOMER_HOLD_COUNT	smallint				
CUSTOMER_HOLD_DURATION	int				
CUSTOMER_ACW_COUNT	smallint				
CUSTOMER_ACW_DURATION	int				
POST_CONS_XFER_TALK_COUNT	smallint				
POST_CONS_XFER_TALK_DURATION	int				
POST_CONS_XFER_HOLD_COUNT	smallint				
POST_CONS_XFER_HOLD_DURATION	int				
POST_CONS_XFER_RING_COUNT	smallint				
POST_CONS_XFER_RING_DURATION	int				
CONF_INIT_TALK_COUNT	smallint				
CONF_INIT_TALK_DURATION	int				
CONF_INIT_HOLD_COUNT	smallint				
CONF_INIT_HOLD_DURATION	int				
CONF_JOIN_RING_COUNT	smallint				
CONF_JOIN_RING_DURATION	int				
CONF_JOIN_TALK_COUNT	smallint				
CONF_JOIN_TALK_DURATION	int				
CONF_JOIN_HOLD_COUNT	smallint				

Column	Data Type	P	M	F	DV
CONF_JOIN_HOLD_DURATION	int				
CONFERENCE_INITIATED_COUNT	smallint				
CONS_INIT_DIAL_COUNT	smallint				
CONS_INIT_DIAL_DURATION	int				
CONS_INIT_TALK_COUNT	smallint				
CONS_INIT_TALK_DURATION	int				
CONS_INIT_HOLD_COUNT	smallint				
CONS_INIT_HOLD_DURATION	int				
CONS_RCV_RING_COUNT	smallint				
CONS_RCV_RING_DURATION	int				
CONS_RCV_TALK_COUNT	smallint				
CONS_RCV_TALK_DURATION	int				
CONS_RCV_HOLD_COUNT	smallint				
CONS_RCV_HOLD_DURATION	int				
CONS_RCV_ACW_COUNT	smallint				
CONS_RCV_ACW_DURATION	int				
AGENT_TO_AGENT_CONS_COUNT	smallint				
AGENT_TO_AGENT_CONS_DURATION	int				
FOCUS_TIME_COUNT	smallint				
FOCUS_TIME_DURATION	int				
ASM_COUNT	smallint				
ASM_ENGAGE_DURATION	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int			X	
START_TS	int				
END_TS	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				
ORSSESSIONID	varchar(128)				

INTERACTION_RESOURCE_ID

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the type of the interaction. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the role and result of the participation of the IRF resource in the interaction.

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an agent or IVR IRF resource, this key refers to the DN of the agent or of the IVR; for a routing point or queue resource (including interaction queue or workbin), this key holds the same value as RESOURCE_KEY.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this table to the RESOURCE_GROUP_COMBINATION dimension, to identify a specific combination of resource groups to which the IRF resource belonged when the IRF began. This field references the default "No Group" (-2) dimension value if the IRF resource belongs to no group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

PLACE_KEY

The surrogate key that is used to join the PLACE dimension, to the fact tables to identify the place that is associated with the media resource key.

STRATEGY_KEY

The surrogate key that is used to join this table to the STRATEGY dimension, to identify the name of the routing strategy that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

ROUTING_TARGET_KEY

The surrogate key that is used to join this table to the ROUTING_TARGET dimension, to identify the routing target that was used during mediation of this IRF. The value is based on the last routing point that was involved in IRF mediation. This key references the default "Unspecified" dimension value if IRF mediation did not involve a Genesys routing strategy.

REQUESTED_SKILL_KEY

The surrogate key that is used to join the REQUESTED_SKILL_COMBINATION dimension and, indirectly, the REQUESTED_SKILL dimension to the fact tables, to identify the requested skills that are associated with the interaction. If requested skills were not specified for this interaction, this key references the default "No Skill" (-2) dimension value.

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_FACT record that is identified by the INTERACTION_ID field. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

INTERACTION_ID

The value of the interaction fact primary key.

RES_PREVIOUS_SM_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this key references the default "Unknown" state value.

RES_PREV_SM_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, RES_PREV_SM_STATE_FACT_SDT_KEY in combination with RES_PREVIOUS_SM_STATE_FACT_KEY forms a value of the composite primary key for the

SM_RES_STATE_FACT table.

RES_PREVIOUS_SM_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join this table to the SM_RES_STATE_FACT table, to indicate the agent's summarized state for the particular media type, immediately prior to the start of the agent's involvement with the interaction. This field enables the reporting of interactions that are received or initiated during ACW or Not Ready agent state. If the IRF resource is other than an agent, this value is NULL.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the IRF resource.

LAST_RP_RESOURCE_KEY

For voice interactions, used to join this table to the RESOURCE_ dimension, to indicate the last routing point that the interaction passed through prior to arriving at the IRF resource. For multimedia interactions, this key references the RESOURCE_ dimension that represents the last routing strategy. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a routing point resource (for voice interactions) or routing strategy (for multimedia interactions). If the IRF ended in a routing point resource (for voice interactions) or routing strategy (for multimedia interactions), this value is the same as RESOURCE_KEY.

LAST_QUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource. The "last queue" refers to the last ACD queue (for voice interactions) or interaction queue or workbin (for multimedia interactions). The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a queue resource. If the interaction that this IRF represents ended in a queue resource, this value is the same as RESOURCE_KEY.

LAST_VQUEUE_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource. The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve a virtual queue resource. If the interaction that this IRF represents ended in a virtual queue resource, this value is the same as RESOURCE_KEY.

LAST_IVR_RESOURCE_KEY

Used to join this table to the RESOURCE_ dimension, to indicate the resource key of the last non-self service IVR that the interaction passed through prior to arriving at the IRF resource. (Self-service IVRs generate their own IRF row and are not part of the mediation to the IRF resource.) The key references the default "No Resource" (-2) dimension value if the IRF mediation did not involve an IVR resource. If the interaction that this IRF represents ended in an IVR resource, this value is the same as RESOURCE_KEY. The field is populated for voice interactions only.

PREV_IRF_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by PREV_IRF_ID. On a partitioned database, PREV_IRF_SDT_KEY in combination with PREV_IRF_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

PREV_IRF_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the interaction resource fact, if any, that caused the creation of this IRF in case of internal, consultation, or transferred interactions.

For voice interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
- For a resource that receives an internal or consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the call. This logic also applies to two-step transfers and two-step conferences.
- For a resource that initiates a consultation call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original call.
- For a resource that receives a transferred call in a single-step transfer, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
- For a resource that receives a single-step conference call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that initiated the conference, if this information is available; otherwise, the INTERACTION_RESOURCE_ID value of the oldest IRF record that was created for the resource that potentially initiated the conference.
- For a resource that receives a redirected call, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original call.

For multimedia interactions, this field is set to one of the following values:

- NULL, when this IRF is independent of any other interaction resource facts.
- For a resource that receives an internal or consultation interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the initiator of the interaction.
- For a resource that receives a transferred interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the transferring resource.
- For a resource that receives a conference interaction, the INTERACTION_RESOURCE_ID value of the IRF

record that was created for the resource that initiated the conference, if this information is available.

- For a resource that receives a redirected interaction, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that is redirecting the original interaction.
- For a resource that initiates an outbound reply e-mail message, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that initiates an e-mail collaboration, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original e-mail message.
- For a resource that replies to a collaboration e-mail, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the same resource in relation to the original collaboration e-mail message.
- For a resource that receives an e-mail collaboration reply, the INTERACTION_RESOURCE_ID value of the IRF record that was created for the resource that replied to a collaboration e-mail.

MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the mediation resource that distributed the interaction. This value is populated for the following mediation resources:

- An ACD or virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_SEGMENT_ID contains only propagated information.

This value is NULL in all other cases.

MEDIATION_RESOURCE_KEY

The key to the RESOURCE_ dimension that identifies the mediation resource that distributed the interaction. The key is provided for the following mediation DNs:

- An ACD or a virtual queue (for voice interactions)
- A virtual queue, an interaction queue, or workbin (for multimedia interactions)

This field is also populated with propagated mediation information for an IRF resource that:

- Initiated a consultation interaction (for voice or multimedia interactions).
- Initiated an reply (for offline multimedia interactions).

In these scenarios, to indicate the mediation resource that distributed the parent interaction to this IRF resource, the value is propagated from MEDIATION_RESOURCE_KEY of the previous IRF record for the same IRF resource. The MEDIATION_COUNT equals 0 in the IRF records where MEDIATION_RESOURCE_KEY contains only propagated information.

This key references the default "No Resource" (-2) dimension value in all other cases.

MEDIATION_START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction began mediation to the IRF resource. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

INTERACTION_RESOURCE_ORDINAL

This field is reserved.

IRF_ANCHOR

This field is set to 1 for a single IRF out of all IRFs that are associated with a given interaction, to indicate that this row represents either:

- The first resource that handled an interaction (usually an agent or self-service IVR application).
- The resource in which the interaction was abandoned or stopped, if no resource handled the interaction.

In the case of offline multimedia interactions (such as e-mail), this field is set to 2 for the row that represents the agent that first sent a response successfully.

This field is set to 0 for all other IRFs that are associated with the same interaction.

IRF_ANCHOR_DATE_TIME_KEY

Discontinued: Release 8.5.003 (renamed to IRF_ANCHOR_SENT_TS)

For offline multimedia interactions, this field helps to identify the start of a 15-minute interval in which the first reply for this interaction was sent. Use this value as a surrogate key to join to any

configured DATE_TIME dimension.

This field is set to the key value for an IRF that has the IRF_ANCHOR value of 2 and that has been created for offline multimedia interactions.

This value is set to NULL for:

- An IRF that has the IRF_ANCHOR value of 0, regardless of media type.
- An IRF that has the IRF_ANCHOR value of 1, but is created for an offline e-mail interaction.
- An IRF that is created for a voice interaction.

Starting with release 8.5.003, when this column was renamed to IRF_ANCHOR_SENT_TS, population of this field changed.

IRF_ANCHOR_SENT_TS

Introduced: Release 8.5.003 (renamed from IRF_ANCHOR_DATE_TIME_KEY)
Discontinued: Release 8.5.004 (renamed to IRF_ANCHOR_TS)

For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated only if IRF.IRF_ANCHOR has a value of 2; otherwise the field has a value of NULL.

In releases earlier than 8.5.003, this column was named IRF_ANCHOR_DATE_TIME_KEY and behavior was different. Starting with release 8.5.004, when this column was renamed to IRF_ANCHOR_TS, population of this field was expanded to include chat interactions.

IRF_ANCHOR_TS

Introduced: Release 8.5.004 (renamed from IRF_ANCHOR_SENT_TS)
For offline multimedia interactions, this field is populated with the time when the first response left the contact center (the TERMINATED_TS value of the first successful reply). This field is populated for offline multimedia interactions only if IRF.IRF_ANCHOR has a value of 2.

Starting with release 8.5.004, this field is populated for online multimedia interactions (chat) in each IRF record that is active when the customer leaves the chat session, if data about the party that ended a chat session is available from Interaction Concentrator:

- If the customer leaves a chat session before the agent, this field records the time when the customer left.
- If the customer does not leave a chat session before the agent, this field records the time when the chat session was stopped by the agent.

The value of this field is NULL in all other cases.

In releases earlier than 8.5.004, this column was named IRF_ANCHOR_DATE_TIME_KEY or IRF_ANCHOR_SENT_TS, and behavior was different.

ANCHOR_FLAGS_KEY

Modified: 8.5.004 (scope extended)
The surrogate key that is used to join the ANCHOR_FLAGS dimension to the fact tables, to provide indications about first participations in interactions and threads.

Starting with release 8.5.004, this flag also indicates whether the customer left a chat first, if data about the party that ended a chat session is available from Interaction Concentrator. In chat conferences, the flag is set for each IRF record that was active when the customer left. The time that the customer left the chat is recorded in the IRF_ANCHOR_TS field.

LAST_INTERACTION_RESOURCE

Modified: 8.5.003 and 8.5.004 (behavior changed)
Identifies the last resource to enter the interaction. This field is set to 1 for a single IRF out of all IRF records that are associated with a given interaction, to indicate the last resource to enter the interaction. This field is set to 0 for all other IRFs that are associated with the same interaction.

Prior to release 8.5.003, this field was reserved. In release 8.5.003, this field was populated for voice interactions. Starting with release 8.5.004, this column is supported for all media types.

LAST_MEDIATION_SEGMENT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the MEDIATION_SEGMENT_FACT record that is identified by the LAST_MEDIATION_SEGMENT_ID field. On a partitioned database, MEDIATION_SEGMENT_SDT_KEY in combination with MEDIATION_SEGMENT_ID forms a value of the composite primary key for the MEDIATION_SEGMENT_FACT table.

LAST_MEDIATION_SEGMENT_ID

The value of the primary key of the MEDIATION_SEGMENT_FACT table. Identifies the MSF row that describes the last mediation resource that was involved in the interaction during an attempt to reach a handling resource, regardless of whether the attempt to reach the handling resource succeeded.

The field is also populated with propagated mediation information for an IRF resource that:

- Initiates a consultation interaction (for voice or multimedia interactions)
- Initiates a reply (for offline multimedia interactions)

The propagated information indicates the last mediation resource that was involved in the attempt to distribute the parent interaction to this IRF resource. In these cases, the value of the field is the LAST_MEDIATION_SEGMENT_ID of the previous IRF record for the same IRF resource. In IRF records in which the LAST_MEDIATION_SEGMENT_ID contains only propagated information, the value of the MEDIATION_COUNT is 0.

The value of this field is NULL in all other cases.

RECEIVED_FROM_IXN_RES_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the RECEIVED_FROM_IXN_RESOURCE_ID field. On a partitioned database, RECEIVED_FROM_IXN_RES_SDT_KEY in combination with RECEIVED_FROM_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

RECEIVED_FROM_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the resource, if any, that originated the consultation with, transfer to, or conference with, the handling resource that is the subject of this IRF record.

The value of this field is NULL in all other cases.

PARTYGUID

The unique ID of the party instance, as generated by ICON. This ID remains unchanged during the lifetime of the party.

TARGET_ADDRESS

Introduced: Release 8.5.006
The target media address that received the interaction, such as DNIS for voice media. This field, which is applicable to voice interactions, is populated only when the corresponding value in the TECHNICAL_DESCRIPTOR.RESOURCE_ROLE_CODE field is either "INITIATED" or "INITIATEDCONSULT"; otherwise, this field is null.

LEAD_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the participation of the IRF resource in the interaction to the end of the first interval.

TRAIL_CLIP_DURATION

For interactions that span multiple time intervals, facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the participation of the IRF resource in the interaction. This duration is measured from the start of the last interval to the end of the participation of the IRF resource in the interaction.

ROUTING_POINT_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in routing point resources (for voice interactions) or in routing strategy resources (for multimedia interactions) prior to arriving at the IRF resource.

QUEUE_DURATION

Modified: 8.1.2, 8.1.3, 8.1.4 (behavior changed)
The sum of the durations, in seconds, that this IRF spent in ACD queue resources (for voice interactions) or in interaction queue or workbin resources (for multimedia interactions) prior to arriving at the IRF resource.

IVR_PORT_DURATION

The sum of the durations, in seconds, that this IRF spent in IVR resources prior to arriving at the IRF resource.This field is populated for voice interactions only.

HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction or consultation, or initiated an interaction or consultation. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction or consultation, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

For multimedia interactions, the value is 1 when the IRF resource (agent) was connected to the interaction. The value is 0, otherwise.

CUSTOMER_HANDLE_COUNT

For voice interactions, the value 1 indicates that an IVR or agent resource either accepted an offered interaction when the customer was present, or initiated an outbound interaction. The value 0 indicates one of the following:

- The interaction was not offered to an IVR or agent resource, as would be the case if the interaction was abandoned while in a queue.
- The IVR or agent resource did not accept an offered interaction when the customer was present, as would be the case if the interaction was abandoned while ringing at the IVR or agent resource or rerouted on no answer.

The value 0 is also populated for initiated and received consultations, because the customer is not

present.

For multimedia interactions, this value equals the value of HANDLE_COUNT if the activity that is performed by the IRF resource is customer-related. In the case of e-mail interactions, this includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a reply e-mail message back to the customer. Consultations (called collaborations, for e-mail) are not considered directly customer-related and are excluded from the count.

PREVIOUS_MEDIATION_DURATION

The total amount of time, in seconds, of all previous IRFs having the technical result of the following:

- Redirected/RoutedOnNoAnswer
- Redirected/Unspecified

This duration reflects previous attempts to deliver an interaction and includes ring time (for voice interactions) or alerting time (for multimedia interactions).

MEDIATION_DURATION

The elapsed time, in seconds, that the customer interaction spent in mediation (in queues, routing points, or non-self service IVRs) prior to reaching the resource that is represented by the IRF row. This time is measured from the mediation start time of the IRF to the moment at which the interaction arrives at the resource that is represented by the IRF row. This value does not include ring time (for voice interactions) or alerting time (for multimedia interactions) at the IRF resource. For an IRF row that represents a mediation resource in which an interaction ended, MEDIATION_DURATION includes the mediation time at this mediation resource.

MEDIATION_COUNT

Indicates whether the routing of this IRF occurred through a mediation DN prior to arriving at the resource: 0 = No, 1 = Yes.

MET_SERVICE_OBJECTIVE_FLAG

Indicates whether the customer received service within the required timeframe, based on the value of the SERVICE_OBJECTIVE field value that is stored in the IRF_USER_DATA_GEN_1 table: 0 = No, 1 = Yes.

SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned inside the short-abandoned threshold (determined by the **short-abandoned-threshold** configuration option) while at the IRF resource.

STOP_ACTION

For voice calls, serves as a flag to indicate whether the party that is the subject of the IRF row initiated release of the call. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

While the valid values are consistent for voice and multimedia interactions, their meaning is slightly different.

For voice calls, this field is set to one of the following values:

- NULL (unknown) — The default value that indicates that either the flag is not applicable or information on which party released the call is not available from IDB. This is the case when an empty string is the value of GSYS_EXT_VCH2 in the G_CALL_STAT table in IDB and, therefore, in the GIDB_G_CALL_STAT_V table in GIDB.
- 1 (true) — The resource that is the subject of the IRF row initiated release of the call. If the subject of the IRF is an agent who released the call, this value reliably indicates that the agent was on the call at the time the call was released.
- 0 (false) — The resource that is the subject of the IRF row did not initiate release of the call. If the subject of the IRF is an agent who did not release the call, the agent may or may not have been present on the call at the time the call was released.

For multimedia interactions, this field is set to one of the following values:

- NULL — The interaction was not stopped at the associated IRF resource. This is the default value.
- 1 (true) — The interaction was stopped by the associated IRF resource.
- 0 (false) — The interaction was stopped at the associated IRF resource by an entity that was not a party to the interaction (for example, a Media Server).

Note: For voice calls, the STOP_ACTION flag is a reliable indicator of whether the subject of the IRF row initiated release of the call except for scenarios for which limitations are described in the Interaction Concentrator 8.1 documentation and may still exist in subsequent releases. These scenarios include, for example, two-step transfer or two-step conference, or a call being terminated while ICON is down.

DIAL_COUNT

Indicates whether the IRF resource initiated this voice interaction: 0 = No, 1 = Yes. The count applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base count that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

DIAL_DURATION

The number of seconds that the IRF resource spent initiating this voice interaction. The duration

starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated prior to being answered. The duration applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Note: This is a base duration that applies only to the related IRF resource if it initiated the interaction. Initiated consultations are excluded from consideration.

RING_COUNT

For voice interactions, indicates whether the IRF resource was in a Ringing state for this voice interaction resource: 0 = No, 1 = Yes. The field applies only to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

For multimedia interactions, indicates whether the IRF resource was offered a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

RING_DURATION

For voice interactions, the number of seconds that the voice interaction was ringing at the self-service IVR or agent resource that is associated with the voice interaction resource fact.

For multimedia interactions, the number of seconds that the party that is associated with this resource interaction was in an alerting state. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when the IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it initially received the interaction. Received consultations are excluded from consideration.

TALK_COUNT

For voice interactions, indicates whether the self-service IVR or agent resource was in Connected state for this voice interaction: 0 = No, 1 = Yes.

For multimedia interactions, indicates whether the agent resource was handling a multimedia interaction: 0 = No, 1 = Yes.

Note: This is a base count that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

TALK_DURATION

For voice interactions, the number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.

For multimedia interactions, the number of seconds that the agent resource was handling a multimedia interaction. For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Note: This is a base duration that applies only to the related IRF resource when it either initially received or initiated the interaction. Consultations are excluded from consideration.

HOLD_COUNT

When this field is populated for voice interactions, the value is the count of the number of times that the self-service IVR or agent resource placed the interaction on hold for this voice interaction resource.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin an interaction that the resource either received or initiated. (Refer to the Terminology page in the *Genesys Info Mart Deployment Guide* for the definition of a personal workbin.)

Notes:

- If the multimedia handling resource that is associated with the IRF places the interaction into any one of its own personal workbins, the count increases for each placement, whether the resource previously used the same or a different personal workbin for the same interaction.
- This is a base count that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource that is associated with this voice interaction placed the interaction on hold. The duration applies to self-service IVRs and agent resources that are associated with the voice interaction resource fact.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves an interaction into its own personal workbin. The hold duration starts when the related IRF resource places the interaction in its personal workbin and ends when either this resource or any other resource takes the interaction out of the workbin. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

Note: This is a base duration that applies only to the related IRF resource when it either received or initiated the interaction. Consultations (for voice interactions) and collaborations (for multimedia interactions) are excluded from consideration.

AFTER_CALL_WORK_COUNT

Indicates whether the IRF resource was in ACW state for this voice interaction: 0 = No, 1 = Yes. Received consultations are excluded from consideration. This field is populated for voice interactions only.

AFTER_CALL_WORK_DURATION

The number of seconds that the IRF resource that is associated with this voice interaction was in ACW state. Received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_DIAL_COUNT

Indicates whether the IRF resource initiated an outbound, customer-related interaction: 0 = No, 1 = Yes. The count excludes initiated consultations. This field is populated for voice interactions only.

CUSTOMER_DIAL_DURATION

The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_RING_COUNT

Indicates whether the IRF resource was offered a customer-related interaction: 0 = No, 1 = Yes. This count includes internal interactions.

The count excludes:

- Received consultations and joined conferences, for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_RING_DURATION

For voice interactions, the number of seconds that the interaction was ringing at the resource during an interaction handling attempt while a customer was present.

For multimedia interactions, this value equals the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes an agent's handling of an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling of a

reply e-mail message to the customer. This measure excludes handling of a consultation e-mail message (e-mail collaboration) or chat consultation, whether on the initiating or receiving side.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

Internal interactions are included in this measure for both voice and multimedia.

CUSTOMER_TALK_COUNT

Indicates whether the resource connected with a customer for this interaction resource: 0 = No, 1 = Yes. This count includes internal interactions. For voice interactions, conferences (whether initiated or joined) are also included. For multimedia interactions, this value equals TALK_COUNT.

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_TALK_DURATION

The number of seconds that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.

- For voice interactions, this is the time that the resource spent talking with a customer. The duration includes talk duration of conferenced interactions.
- For e-mail interactions, this is the time that is spent on handling an inbound e-mail message from a customer or an internal e-mail message from another agent ("internal customer"), or handling an outbound e-mail message to the customer.

Note: For multimedia interactions, the duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

The count excludes:

- Consultations (whether initiated or received), for voice interactions or chat consultations.
- Handling of a consultation e-mail message, whether on the initiating or receiving side (e-mail collaboration), for Genesys eServices/Multimedia e-mail interactions.

CUSTOMER_HOLD_COUNT

When this field is populated for voice interactions, the value is the total number of times that the resource placed the customer on hold for this voice interaction resource. Consultations (whether initiated or received) are excluded from consideration; conferences (whether initiated or joined) are

included.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_COUNT. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the handling resource saves into its own personal workbin a customer interaction that the resource either received or initiated. Collaborations are excluded from consideration.

CUSTOMER_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the resource had the customer on hold for this voice interaction resource. The duration excludes hold durations that are associated with initiated or received consultations, but includes hold durations of conferenced interactions.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions and equals to the value of HOLD_DURATION. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a customer interaction that the resource either received or initiated. The duration excludes hold durations that are associated with initiated or received collaboration requests. The hold durations are accumulated as the number of hold counts increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CUSTOMER_ACW_COUNT

Indicates whether the agent resource entered interaction-related Wrap state that pertains to this customer voice interaction resource: 0 = No, 1 = Yes. Initiated consultations and received consultations are excluded from consideration. This field is populated for voice interactions only.

CUSTOMER_ACW_DURATION

The number of seconds that the resource was in interaction-related Wrap state that pertains to this customer voice interaction resource. The duration excludes ACW duration that is associated with initiated consultations and received consultations. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_COUNT

Indicates that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_TALK_DURATION

The total amount of time, in seconds, that the IRF resource was connected to an interaction that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_COUNT

The total number of times that the receiving resource placed the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_HOLD_DURATION

The total number of seconds that the receiving resource had the customer on hold for this voice interaction resource that was transferred to him/her after participating in a consultation. This field is populated for voice interactions only.

POST_CONS_XFER_RING_COUNT

Indicates whether the IRF resource was offered a transferred interaction. This value applies only to the portion of the IRF that represents a post-consultation transfer: 0 = No, 1 = Yes. This field is populated for voice interactions only.

POST_CONS_XFER_RING_DURATION

The number of seconds that a transferred interaction was alerting (ringing). This value applies only to the portion of the IRF that represents a post-consultation transfer. This field is populated for voice interactions only.

CONF_INIT_TALK_COUNT

For voice interactions, indicates whether a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator: 0 = No, 1 = Yes.

For multimedia interactions, this field indicates the number of conferences that were initiated by the IRF resource that were connected (established). Note that, for a multimedia resource, this count equals 0, 1, or a value greater than 1.

CONF_INIT_TALK_DURATION

For voice interactions, equals the amount of time, in seconds, that a conference, that was initiated by the IRF resource, was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

For multimedia interactions, this field is populated in a manner similar to voice, and it applies to the portion of the IRF that represents the IRF resource as a conference initiator.

CONF_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_INIT_HOLD_DURATION

The amount of time, in seconds, that the IRF resource put on hold a conference that the resource initiated. This value applies only to the portion of the IRF that represents the IRF resource as a conference initiator. This field is populated for voice interactions only.

CONF_JOIN_RING_COUNT

Indicates whether the resource was offered the opportunity to join a conference for this voice or multimedia interaction resource: 0 = No, 1 = Yes.

CONF_JOIN_RING_DURATION

The number of seconds that this voice or multimedia interaction resource spent ringing or alerting at the resource who was offered to join a conference.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_TALK_COUNT

Indicates whether a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction: 0 = No, 1 = Yes.

CONF_JOIN_TALK_DURATION

The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner, in a voice or multimedia interaction.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONF_JOIN_HOLD_COUNT

The number of times that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONF_JOIN_HOLD_DURATION

The total amount of time, in seconds, that the IRF resource put on hold a conference that he/she joined. This value applies only to the portion of the IRF that represents the IRF resource as a conference joiner. This field is populated for voice interactions only.

CONFERENCE_INITIATED_COUNT

The count of conferences that were initiated by the IRF resource.

Note: For multimedia interactions, this field indicates the number of the conferences that were initiated by the IRF resource that were connected (established). This value is the same as CONF_INIT_TALK_COUNT.

CONS_INIT_DIAL_COUNT

Indicates whether the IRF resource initiated a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_INIT_DIAL_DURATION

The number of seconds that the IRF resource spent initiating consultations. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or e-mail collaboration (for e-mail interactions) that was initiated by the IRF resource was connected (established): 0 = No, 1 = Yes. This applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

CONS_INIT_TALK_DURATION

The number of seconds that the consultation initiator spent talking (for voice interactions) or collaborating (for e-mail interactions) with another resource. This excludes talk or collaboration duration that is associated with subsequent transfers or conferences and applies only to the portion of the IRF that represents the IRF resource as a consultation initiator.

Notes:

- For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)
- This field is not populated for chat consultations (CONS_INIT_TALK_COUNT is nonzero), to avoid double-counting, since the agent who initiated the consultation continued to be active in the chat with the customer.

CONS_INIT_HOLD_COUNT

The number of times that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_INIT_HOLD_DURATION

The number of seconds that the IRF resource put on hold a consultation that he/she initiated. This value applies only to the portion of the IRF that represents the IRF resource as a consultation initiator. This field is populated for voice interactions only.

CONS_RCV_RING_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether the IRF resource was offered a consultation (for voice or chat interactions) or collaboration (for e-mail interactions). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_RING_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was alerting (ringing). This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration invite.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_TALK_COUNT

Modified: 8.5.001 (scope expanded to include chat consultations)
Indicates whether a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected (established). This applies only to

the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration: 0 = No, 1 = Yes.

CONS_RCV_TALK_DURATION

Modified: 8.5.001 (scope expanded to include chat consultations)
The number of seconds that a consultation (for voice or chat interactions) or collaboration (for e-mail interactions) that was offered to the IRF resource was connected. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation or collaboration.

Note: For multimedia interactions, duration is set to 0 while an interval is open. (An interval is "open" when IRF is active and when the current state of the resource that is associated with the IRF is still in progress — thus, affecting the value of duration.)

CONS_RCV_HOLD_COUNT

When this field is populated for voice interactions, the value is the number of times that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an Agent or a Place handling resource that is associated with the IRF. The count represents the number of times that the IRF resource saves into its own personal workbin a collaboration interaction that the resource received.

CONS_RCV_HOLD_DURATION

When this field is populated for voice interactions, the value is the number of seconds that the IRF resource put on hold a consultation that he/she received. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation.

Depending on the value of the **populate-workbin-as-hold** configuration option, this field also applies to multimedia interactions. This field is populated for an IRF that represents an Agent or Place handling resource that saves into its own personal workbin a collaboration interaction that the resource received. The hold durations are accumulated as the number of hold counts for received collaborations increases for the related IRF resource in that particular type of the workbin (an Agent or a Place).

CONS_RCV_ACW_COUNT

Indicates whether the IRF resource had ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation: 0 = No, 1 = Yes. This field is populated for voice interactions only.

CONS_RCV_ACW_DURATION

The number of seconds that the IRF resource spent in ACW after a received consultation. This applies only to the portion of the IRF that represents the IRF resource as the recipient of a consultation. This field is populated for voice interactions only.

AGENT_TO_AGENT_CONS_COUNT

Populated only for the agent who initiated a consultation voice interaction, this field is the sum of states when this agent and target agent(s) were connected to each other during the consultation.

AGENT_TO_AGENT_CONS_DURATION

The number of seconds for which the agent resource who initiated a consultation voice interaction was connected to another agent. This excludes the duration for which the agent was connected to an IVR or voice treatment while waiting to be connected to the target agent. This field is populated for voice interactions only.

FOCUS_TIME_COUNT

Introduced: Release 8.5.004
For Genesys Workspace Desktop Edition (WDE) agents, who might have more than one interaction open on their desktops simultaneously (for example, an e-mail and chat, or e-mail and voice call), a value greater than 0 indicates that the agent was actively working on the interaction that is the subject of the IRF — in other words, the agent had the interaction in focus — provided that WDE has been configured to report focus time.

Where focus time has been provided, the value of this field is usually 1. For offline multimedia interactions, the value might be greater than 1 if the **populate-workbin-as-hold** configuration option is set to `true` and the IRF represents multiple handlings by the same agent, with intervening workbin time represented as Hold time; in this case, each focus time reported for the agent's participation will add to the count.

Otherwise, the value of this field is 0.

FOCUS_TIME_DURATION

Introduced: Release 8.5.004
For interactions with the focus time reported in FOCUS_TIME_COUNT, this field indicates the total time, in seconds, that the agent spent actively processing the interaction, as reported by the agent desktop.

Otherwise, the value of this field is 0.

Whether the duration includes ACW time depends on agent behavior. For example, WDE reports the end of focus time for voice calls when the agent marks the interaction as `Done`. If the agent continues to work on the call after the call ended, but does not mark the interaction as `Done` and does not

change to the `After Call Work` state, the time after the call ended will be reported as focus time and not ACW.

ASM_COUNT

Introduced: Release 8.5.004
For voice interactions, indicates whether an attempt to engage an agent into an outbound voice interaction was received for this IRF resource: 0 = No, 1 = Yes. The field applies only to resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode.

Note: If the agent answers the call, one of the following counts in the IRF is also set to 1:

- CONS_RCV_TALK_COUNT if the agent resource is connected to the customer
- TALK_COUNT if the call is terminated before the customer is connected

ASM_ENGAGE_DURATION

Introduced: Release 8.5.004
For voice interactions, the number of seconds that the engaged agent resource is waiting to be connected to the customer before either the connection is established or the call is terminated. The field applies only to agent resources in deployments with Outbound Contact in a VoIP environment where campaigns are running in an ASM (Active Switching Matrix) dialing mode. If an agent resource is not engaged in an ASM-dialed call, the duration is set to 0.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the participation of the IRF resource in the interaction ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

START_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction began.

END_TS

The UTC-equivalent value of the date and time at which the participation of the IRF resource in the interaction ended, including any ACW time. If ACW occurs, the record is updated after ACW completes, which might happen in a subsequent ETL cycle. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

ACTIVE_FLAG

Indicates whether the IRF is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

ORSSESSIONID

Introduced: Release 8.5.116.12
Modified: 8.5.116.45 (size of the column increased)
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_SDT			Improves access time, based on the Start Date Time key.
I_IRF_PT_GUID	X		Reserved.
IDX_IRF_IID			Improves access time, based on the INTERACTION ID.

Index I_IRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_IRF_PT_GUID

Field	Sort	Comment
PARTYGUID	Ascending	
START_DATE_TIME_KEY	Ascending	

Index IDX_IRF_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table INTERACTION_RESOURCE_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table contains possible interaction-related resource states. STATE_NAME_CODE identifies the resource state, while a combination of a state descriptor and a state role provides additional details.

This table allows facts to be described by the interaction-related state of the associated IRF resource. Each row describes one distinct interaction-related state, combined with a state descriptor and state role.

Note: States are not generated for routing point or ACD queue IRF resources, as these resources have only one state.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_STATE_KEY	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
STATE_ROLE	nvarchar(64)				
STATE_ROLE_CODE	nvarchar(32)				
STATE_DESCRIPTION	nvarchar(64)				
STATE_DESCRIPTION_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

INTERACTION_RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral resource state. This field is set to one of the following values:

- Initiate
- Alert
- Connect
- Hold
- Wrap

- Unknown

See STATE_NAME_CODE for descriptions of possible states. This value can change with localization.

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the media-neutral resource state. One of the following values:

- INITIATE — Indicates that a resource initiated an interaction and that there is no other party on the interaction yet. This state is part of State=3 (connected) that is reported by ICON.
- ALERT — Indicates that a resource is being alerted of an attempt for a new interaction to be connected to the agent's device. This state corresponds to State=2 (alerting) that is reported by ICON.
- CONNECT — Indicates a state in which the agent is known to be participating in the call, according to the state of the agent's device. This state is part of State=3 (connected) that is reported by ICON.
- HOLD — Indicates a state in which the agent places another party on hold. This state corresponds to State=4 (hold) that is reported by ICON.
- WRAP — This state may occur after the interaction is disconnected, when the agent goes to an After Call Work (ACW) state, or "wrap up" state, and when the reporting has enough information to associate this WRAP state to a specific interaction (either ACW started during a specific single interaction or it was initiated within a certain timeout after completion of the related interaction).
- UNKNOWN — The state in which there is no relationship between the call and the device.

This value does not change with localization.

STATE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral role of the resource state. This field is set to one of the following values:

- Initiator
- Receiver
- Unknown

This value can change with localization.

STATE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the state role. This field is set to one of the following values:

- INITIATOR

- RECEIVER
- UNKNOWN

This value does not change with localization.

STATE_DESCRIPTOR

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
For voice interactions, the detailed classification that describes the resource state. This field is set to one of the following values:

- Inbound
- Internal
- Outbound
- Outbound_OCS
- Consult
- Unknown

The value can change with localization.

STATE_DESCRIPTOR_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the resource state descriptor. This field is set to one of the following values:

- INBOUND
- INTERNAL
- OUTBOUND
- OUTBOUND_OCS
- CONSULT
- UNKNOWN

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table INTERACTION_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the INTERACTION_TYPE, INTERACTION_TYPE_CODE, INTERACTION_SUBTYPE and INTERACTION_SUBTYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on interaction type, such as Inbound, Outbound, or Internal. Each row describes one interaction type.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_TYPE_KEY	int	X	X		
INTERACTION_TYPE	nvarchar(64)				
INTERACTION_TYPE_CODE	nvarchar(32)				
INTERACTION_SUBTYPE	nvarchar(64)				

Column	Data Type	P	M	F	DV
INTERACTION_SUBTYPE_CODE	nvarchar(32)				
IGNORE	numeric(1)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

INTERACTION_TYPE_KEY

The primary key of this table. This key is also the surrogate key that is used to join this dimension to the fact tables.

INTERACTION_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The interaction type. This field is set to one of the following values:

- Unknown
- Internal
- Inbound
- Outbound

This value can change with localization.

INTERACTION_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The interaction type code. This field is set to one of the following values:

- UNKNOWN
- INTERNAL
- INBOUND
- OUTBOUND

This value does not change with localization.

INTERACTION_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.005 (`OutboundCallback` subtype added); 8.5.001 (`InternalConferenceInvite` subtype added)

The interaction subtype. This field is set to one of the following values:

- Unspecified
- InternalCollaborationInvite
- InternalCollaborationReply
- InternalConferenceInvite
- InboundCollaborationReply
- InboundCustomerReply
- InboundDisposition
- InboundNDR
- InboundNew
- InboundReport
- OutboundAutoResponse
- OutboundAcknowledgement
- OutboundCallback
- OutboundCollaborationInvite
- OutboundContact
- OutboundNew
- OutboundNotification
- OutboundRedirect
- OutboundReply
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- Unspecified
- InboundNew
- InboundCustomerReply
- OutboundContact
- OutboundNew
- OutboundNotification

This value can change with localization.

INTERACTION_SUBTYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.005 (`OUTBOUNDCALLBACK` subtype added); 8.5.001 (`INTERNALCONFERENCEINVITE` subtype added)
The code name of the interaction subtype. This field is set to one of the following values:

- UNSPECIFIED
- INTERNALCOLLABORATIONINVITE
- INTERNALCOLLABORATIONREPLY
- INTERNALCONFERENCEINVITE
- INBOUNDCOLLABORATIONREPLY
- INBOUNDCUSTOMERREPLY
- INBOUNDDISPOSITION
- INBOUNDNDR
- INBOUNDNEW
- INBOUNDREPORT
- OUTBOUNDAUTORESPONSE
- OUTBOUNDACKNOWLEDGEMENT
- OUTBOUNDCALLBACK
- OUTBOUNDCOLLABORATIONINVITE

- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION
- OUTBOUNDREDIRECT
- OUTBOUNDREPLY
- Any other subtype value that is detected in extracted multimedia data (and that is converted to upper case)

Of these values, the following are most likely to be seen from the interaction fact:

- UNKNOWN
- INBOUNDNEW
- INBOUNDCUSTOMERREPLY
- OUTBOUNDCONTACT
- OUTBOUNDNEW
- OUTBOUNDNOTIFICATION

This value does not change with localization.

IGNORE

Applicable to multimedia interactions only, this flag indicates to Genesys Info Mart whether to process interactions of the type described by this row. This field is set to either one of the following values:

- 0 - Interactions of this type are transformed. This value is set by default for most interaction types, including those that are added to this dimension at runtime.
- 1 - Interactions of this type are ignored during transformation. This value is set by default for inbound interactions with subtype values of InboundDisposition and InboundReport.

Note: When an interaction that is set to be ignored is a parent (root) to other interactions, neither parent nor child interactions will be transformed, even if the child interactions are of a different type than the parent interaction.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data. The value of -1 indicates that a record was populated at runtime.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table IRF_USER_DATA_CUST_1

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters); 8.5.005.09 (data types of CUSTOM_DATA_13 through CUSTOM_DATA_16 changed to character data types); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_CUST_1 is included in the schema document for sample purposes only. Tables such as IRF_USER_DATA_CUST_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined string attributes that may come attached with interactions, use the Genesys-provided script as an example of how to add these tables to the schema. For full details, see Preparing Custom User-Data Storage on the Info Mart Database Scripts page in the *Genesys Info Mart Deployment Guide*.

The name of this table and the column names are configurable and may differ in your deployment.

The table stores high-cardinality data for up to 16 key-value pairs (KVPs) that are associated with interactions. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The row is populated according to a propagation rule, configurable for each KVP.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
CUSTOM_DATA_1 through CUSTOM_DATA_16	varchar(1024)/nvarchar(1024)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding IRF record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

CUSTOM_DATA_1 through CUSTOM_DATA_16

Modified: 8.5.007 (data types for CUSTOM_DATA_1 through CUSTOM_DATA_16 were extended from 255 to 1024 characters, as defined now in the user-data template script, **make_gim_UDE_template*.sql**); 8.5.005.09 (data types for the CUSTOM_DATA_13 through CUSTOM_DATA_16 columns in the **make_gim_UDE_template.sql** script, which used to provide examples of date/time and numeric data types and default values, were changed to character data types).
Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction.

These fields are an example for character-type KVP values. In principle, these fields support character, date/time, or numeric values. The exact data type is specified in the script that you use when creating the custom user data table.

For date/time data types, the format in which Genesys Info Mart stores date/time values is `yyyy-mm-ddThh24:mi:ss.ff`; if the KVP value that you want to store is not in this format, you must also specify a conversion expression in the script. (The conversion expression is stored in the CTL_UD_TO_UDE_MAPPING.CONVERT_EXPRESSION field.)

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_USER_DATA_CUST_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_CUST_1_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table IRF_USER_DATA_GEN_1

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.015.14 (GVP_SESSION_ID added); 8.5.011.18 (GSW_CALL_TYPE added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_GEN_1 allows interaction resource facts and mediation segment facts to be described by Genesys-defined (*predefined*) string attributes that may come attached with interactions. You cannot change the name of this table or the names of the table columns.

The table stores high-cardinality data for a set of predefined KVPs that are associated with interactions. (The Revenue and Satisfaction KVPs are also included in this table although the associated attributes are not currently predefined in Genesys Configuration Database.) Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003 the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation. The values are populated from user data (attached data or UserEvent-based KVP data) according to a propagation rule, configurable for each column.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
CASE_ID	varchar(255)/nvarchar(255)				
CUSTOMER_ID	varchar(255)/nvarchar(255)				
SERVICE_OBJECTIVE	varchar(255)/nvarchar(255)				
REVENUE	varchar(255)/nvarchar(255)				
SATISFACTION	varchar(255)/nvarchar(255)				
IPURPOSE	varchar(10)/nvarchar(10)				
GSW_CALL_ATTEMPT_GUID	varchar(50)				
SERVICE_ID	varchar(255)				
SERVICE_START_TS	int				
GSW_CALL_TYPE	varchar(255)				
GVP_SESSION_ID	varchar(255)				
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

CASE_ID

The case ID, as it appears in an external case management application. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful for repeat-caller analysis.

CUSTOMER_ID

The customer ID, as it appears in an external CRM application. It enables Genesys Info Mart tables to be joined to external data mart tables. This column enables linkage between Genesys Info Mart and third-party applications, and the values may be useful to calculate metrics of the "per customer" type.

SERVICE_OBJECTIVE

The maximum elapsed time, in seconds, before the customer should receive service. For voice interactions, this is measured from the interaction start time to the time that an agent resource or self-service IVR should answer the call. For multimedia, this is the time from the start time of the interaction to the time that an agent resource, or AutoResponse Strategy, should start to handle (accept) the interaction.

REVENUE

The amount of revenue generated for a customer interaction.

SATISFACTION

The numerical customer-satisfaction score for the customer interaction.

IPURPOSE

The flag that indicates how to classify an IVR. A value of 1 (Self-Service) indicates that the IVR is considered to be a handling resource; a value of 0 indicates that the IVR is considered to be a mediation resource. This field's value is ignored for non-IVR parties.

GSW_CALL_ATTEMPT_GUID

Stores the GSW_CALL_ATTEMPT_GUID call attempt ID that is assigned by OCS. This value allows you to associate interaction details with contact attempt details using the following references:

- IRF_USER_DATA_GEN_1.GSW_CALL_ATTEMPT_GUID = CONTACT_ATTEMPT_FACT.CALL_ATTEMPT_ID
- IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID = INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID

SERVICE_ID

Introduced: Release 8.1.402
In deployments that have been configured to support reporting on Genesys Callback, this field reports the ID of the callback service request. Depending on the scenario, the value equals the ID of the Genesys Mobile Services (GMS) service instance or ID of the Orchestration Server (ORS) session.

SERVICE_START_TS

Introduced: Release 8.1.402
For the callback service identified in the SERVICE_ID field, the UTC timestamp when the callback service started. This value represents either the time of the callback request or the time that the callback offer was played, depending on deployment.

GSW_CALL_TYPE

Introduced: Release 8.5.011.18
Stores the GSW_CALL_TYPE value that is attached by OCS or, for SIP Cluster call flows where recording and monitoring of outbound calls can be disabled, by SIP Server.

GVP_SESSION_ID

Introduced: Release 8.5.015.14
Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19

Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_USER_DATA_GEN_1_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_GEN_1_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table IRF_USER_DATA_KEYS

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2 added); 8.5.001 (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

IRF_USER_DATA_KEYS allows specification of up to 800 deployment-specific, user-defined string attributes that may come attached with interactions. Use this table to define low-cardinality dimensions if you require storing low-cardinality KVP data for reporting purposes.

The table includes a foreign key that references either an IRF record or an MSF record. The table also includes references to foreign key columns for the predefined dimensions that are based on user data and to a configurable number of Custom_Key columns.

Each row describes a combination of foreign keys to predefined and custom dimensions that characterize the interaction. A new row is issued for each new interaction resource fact. If the DN- or Script-level **[gim-etl].link-msf-userdata** configuration option or, starting with release 8.5.003, the application-level **link-msf-userdata-voice** or **link-msf-userdata-mm** configuration options are specified, a new row is also issued for each new mediation segment fact, to store the user data for an interaction that is in mediation.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
INTERACTION_RESOURCE_ID	numeric(19)	X	X	X	
START_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
INTERACTION_DESCRIPTOR_KEY	int		X	X	-2
USER_DATA_GEN_DIM_KEY_1	int			X	
USER_DATA_GEN_DIM_KEY_2	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
UPDATE_AUDIT_KEY	numeric(19)		X	X	0
PRODUCER_BATCH_ID	numeric(19)				

INTERACTION_RESOURCE_ID

A reference either to an INTERACTION_RESOURCE_FACT record or, if storage of mediation user data is configured, to a MEDIATION_SEGMENT_FACT record. This is the primary key of this table.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the IRF or MSF resource's participation in the interaction began. The value of this field is identical to the START_DATE_TIME_KEY value in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. This value can also be used to enable local indexes with partitioning.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join the INTERACTION_DESCRIPTOR dimension to the fact tables to identify the business attributes, such as customer segment and service type, that are associated with the interaction. If a call did not include these attributes during a specific fact, this key references the default "Unspecified" dimension value.

USER_DATA_GEN_DIM_KEY_1

Introduced: Release 8.5.014.19
The surrogate key used to join to the USER_DATA_GEN_DIM_1 dimension.

USER_DATA_GEN_DIM_KEY_2

Introduced: Release 8.5.014.19
The surrogate key used to join to the USER_DATA_GEN_DIM_2 dimension.

CREATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.001
The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRF_USER_DATA_KEYS_SDT			Improves access time, based on the Start Date Time key.

Index I_IRF_USER_DATA_KEYS_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table IXN_RESOURCE_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row in this table describes an interaction-related state of an agent. The grain of the fact is an accumulating snapshot that represents the duration of the state. The start and end dates and times are stored as seconds since midnight of January 1, 1970. The place that is associated with the resource state is also included as a dimensional reference.

If an agent handles multiple interactions simultaneously, this table may include facts that happen simultaneously on different interactions, but that are associated with the same agent.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
IXN_RESOURCE_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	

Column	Data Type	P	M	F	DV
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
MEDIA_RESOURCE_KEY	int		X	X	
PLACE_KEY	int		X	X	
INTERACTION_RESOURCE_STATE_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
INTERACTION_RESOURCE_SDT_KEY	int			X	
INTERACTION_RESOURCE_ID	numeric(19)			X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
TARGET_ADDRESS	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

IXN_RESOURCE_STATE_FACT_KEY

The primary key of this table, generated by Genesys Info Mart.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction resource state fact ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.

MEDIA_RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension. This key represents the media resource that is associated with the IRF resource. For an IRF resource such as an agent or IVR, this key refers to the DN of the agent or of the IVR. For a routing point or queue resource (including ACD queue, interaction queue, or workbin), this key holds the same value as RESOURCE_KEY.

PLACE_KEY

The surrogate key that is used to join the PLACE dimension to the fact tables.

INTERACTION_RESOURCE_STATE_KEY

The surrogate key that is used to join the INTERACTION_RESOURCE_STATE dimension to the fact tables.

INTERACTION_TYPE_KEY

The surrogate key that is used to join the INTERACTION_TYPE dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

INTERACTION_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the INTERACTION_RESOURCE_ID field. On a partitioned database, INTERACTION_RESOURCE_SDT_KEY in combination with INTERACTION_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

INTERACTION_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. This surrogate key is used to join the interaction resource state fact to the interaction resource fact.

START_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact began.

END_TS

The UTC-equivalent value of the date and time at which the interaction resource state fact ended.

TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state, irrespective of the interval(s) in which the state endures.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

TARGET_ADDRESS

The target media address that received the interaction, such as DNIS for voice media. This field is populated only when the corresponding value in the INTERACTION_RESOURCE_STATE.STATE_NAME_CODE field is "INITIATED"; otherwise, this field is null.

ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_IRSF_SDT			Improves access time, based on the Start Date Time key.

Index I_IRSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.

Table LDR_CAMPAIGN

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the outbound campaign. Each row describes one campaign.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CAMPAIGN_GROUP_NAME	nvarchar(255)		X		unknown
CAMPAIGN_GROUP_ID	numeric(19)		X		-1
CAMPAIGN_TEMPLATE_NAME	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_CAMPAIGN_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

CAMPAIGN_GROUP_NAME

The name of the campaign group.

CAMPAIGN_GROUP_ID

The DBID of the campaign group as assigned by Configuration Server.

CAMPAIGN_TEMPLATE_NAME

The name of the template on which the campaign is based.

Index List

CODE	U	C	Description
I_LDR_CAMPAIGN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_CAMPAIGN

Field	Sort	Comment
CAMPAIGN_GROUP_NAME	Ascending	
CAMPAIGN_GROUP_ID	Ascending	
CAMPAIGN_TEMPLATE_NAME	Ascending	

Subject Areas

No subject area information available.

Table LDR_DEVICE

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on device characteristics of the contact list records. Each row describes one record from the contact list.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
DEVICE_COUNTRY_CODE	nvarchar(10)		X		unknown
DEVICE_AREA_CODE	nvarchar(10)		X		unknown
DEVICE_STATE_CODE	nvarchar(10)		X		unknown
DEVICE_TIMEZONE	nvarchar(50)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_DEVICE_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

DEVICE_COUNTRY_CODE

The country code of the record from the contact list.

DEVICE_AREA_CODE

The area code of the record from the contact list.

DEVICE_STATE_CODE

The state code of the record from the contact list.

DEVICE_TIMEZONE

The time zone indicated in the record from the contact list.

Index List

CODE	U	C	Description
I_LDR_DEVICE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_DEVICE

Field	Sort	Comment
DEVICE_COUNTRY_CODE	Ascending	

Field	Sort	Comment
DEVICE_AREA_CODE	Ascending	
DEVICE_STATE_CODE	Ascending	
DEVICE_TIMEZONE	Ascending	

Subject Areas

No subject area information available.

Table LDR_FACT

Description

Introduced: 8.5.012.15

In partitioned databases, this table is partitioned.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading of an outbound campaign. Suppressed (unattempted) records do not reach the Outbound Contact Server (OCS) processing phase of outbound campaigns. Rows are inserted into the table when a contact list record is suppressed; rows are updated only when personally identifiable information (PII) is redacted from the database fields as a result of General Data Protection Regulation (GDPR) "forget" requests.

Each row in this table describes a contact list record that was not attempted because CX Contact suppressed the record during preloading

The LDR_LIST_KEY enables you to link an LDR_FACT record with the LDR_LIST table; LDR_LIST.LIST_ID contains the DBID of the contact list object and can be joined further to CALLING_LIST_METRIC_FACT and other Info Mart tables.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	varchar(50)/nvarchar(50)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
RECORD_ID	numeric(19)				
CLIENT_ID	nvarchar(64)				
CHAIN_ID	numeric(19)				
CHAIN_NUMBER	numeric(19)				
CONTACT_INFO	nvarchar(255)				
DEVICE_MASK	numeric(19)				
LDR_CAMPAIGN_KEY	int		X		-2
LDR_GROUP_KEY	int		X		-2
LDR_LIST_KEY	int		X		-2
LDR_RECORD_KEY	int		X		-2
LDR_POSTAL_CODE_KEY	int		X		-2
LDR_DEVICE_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

ID

An identifier Genesys Info Mart generates based on the long UUID timestamp reported by CX Contact.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the event regarding the suppressed contact list records was generated by CX Contact.

RECORD_ID

The identifier of the record from the contact list.

CLIENT_ID

The unique client identifier of the contact from the contact list.

CHAIN_ID

The chain identifier of the record from the contact list.

CHAIN_NUMBER

The order of the contact list record within the chain.

CONTACT_INFO

The contact information (device) for the contact from the contact list.

DEVICE_MASK

The bit mask of the record from the contact list.

LDR_CAMPAIGN_KEY

The key that is used to join the LDR_CAMPAIGN dimension to the fact tables.

LDR_GROUP_KEY

The key that is used to join the LDR_GROUP dimension to the fact tables.

LDR_LIST_KEY

The key that is used to join the LDR_LIST dimension to the fact tables.

LDR_RECORD_KEY

The key that is used to join the LDR_RECORD dimension to the fact tables.

LDR_POSTAL_CODE_KEY

The key that is used to join the LDR_POSTAL_CODE dimension to the fact tables.

LDR_DEVICE_KEY

The key that is used to join the LDR_DEVICE dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_LDR_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_LDR_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table LDR_GROUP

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on the name of the agent group or place group associated with the outbound campaign. Each row describes one group of agents or places.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
GROUP_NAME	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_CAMPAIGN_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

GROUP_NAME

The name of the agent group or place group.

Index List

CODE	U	C	Description
I_LDR_GROUP	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_GROUP

Field	Sort	Comment
GROUP_NAME	Ascending	

Subject Areas

No subject area information available.

Table LDR_LIST

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of contact lists. Each row describes one contact list.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
LIST_NAME	nvarchar(255)		X		unknown
LIST_ID	numeric(19)		X		-1

ID

The primary key of this table. This ID is referenced from other tables as LDR_LIST_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

LIST_NAME

The name of the contact list.

LIST_ID

DBID that Configuration Server assigned to the Calling List configuration object that represents the contact list.

Index List

CODE	U	C	Description
I_LDR_LIST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_LIST

Field	Sort	Comment
LIST_NAME	Ascending	
LIST_ID	Ascending	

Subject Areas

No subject area information available.

Table LDR_POSTAL_CODE

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on postal code values of contact list records. Each row describes one postal code.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
POSTAL_CODE	nvarchar(32)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_POSTAL_CODE_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

POSTAL_CODE

Postal code of the record from the contact list.

Index List

CODE	U	C	Description
I_LDR_POSTAL_CODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_POSTAL_CODE

Field	Sort	Comment
POSTAL_CODE	Ascending	

Subject Areas

No subject area information available.

Table LDR_RECORD

Description

Introduced: 8.5.012.15

In partitioned databases, this table is not partitioned.

This dimension table allows CX Contact record facts to be described based on characteristics of the contact list records, such as contact information type, record type, record status, and disposition.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CONTACT_INFO_TYPE	nvarchar(32)		X		unknown
RECORD_TYPE	nvarchar(32)		X		unknown
RECORD_STATUS	nvarchar(32)		X		unknown
DISPOSITION	nvarchar(255)		X		unknown

ID

The primary key of this table. This ID is referenced from other tables as LDR_RECORD_KEY.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

CONTACT_INFO_TYPE

The type of the contact device. This field is set to one of the following values:

- No Contact Type
- Home Phone
- Direct Business Phone
- Business With Extension
- Mobile
- Vacation Phone
- Pager
- Modem
- Voice Mail
- Pin Pager
- E-Mail Address
- Instant Messaging

RECORD_TYPE

The type of the record from the contact list. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

RECORD_STATUS

The status of the record from the contact list. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

DISPOSITION

The reason for filtering out the record from the campaign during the pre-loading phase, as reported by CX Contact.

Index List

CODE	U	C	Description
I_LDR_RECORD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_LDR_RECORD

Field	Sort	Comment
CONTACT_INFO_TYPE	Ascending	
RECORD_TYPE	Ascending	
RECORD_STATUS	Ascending	
DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table MEDIA_ORIGIN

Description

Introduced: 8.5.014.09

In partitioned databases, this table is not partitioned.

This dimension table allows chat thread facts to be described based on where the chat session originated. This dimension table is populated only in cloud deployments with Advanced Chat. Depending on specific media, the media origin values are either the same as, or complementary to, the media types stored in the MEDIA_TYPE table. For instance, for Facebook public messaging, Facebook is the value recorded both as MEDIA_NAME in the MEDIA_TYPE table and as MEDIA_ORIGIN in the MEDIA_ORIGIN table. For Facebook private messaging, however, the value recorded as MEDIA_NAME in the MEDIA_TYPE table would be CHAT, while the value recorded as MEDIA_ORIGIN in the MEDIA_ORIGIN table would be Facebook.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
MEDIA_ORIGIN	nvarchar(64)		X		unknown

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as MEDIA_ORIGIN_KEY.

MEDIA_ORIGIN

Based on KVP: csg_MediaOrigin

Identifies where the chat session originated (web chat, social media channels, SMS, and so on).

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_MEDIA_ORIGIN	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_MEDIA_ORIGIN

Field	Sort	Comment
MEDIA_ORIGIN	Ascending	

Subject Areas

No subject area information available.

Table MEDIA_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the MEDIA_NAME and MEDIA_NAME_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on media type, such as voice. Each row describes one media type.

New 3rd Party Media media types can be populated in this dimension manually. Genesys recommends that you manually insert online media types into this table prior to their use, so that they are processed and represented properly starting with their first appearance in data. The Genesys Info Mart Server also adds new 3rd Party Media media types to this table as they are encountered, storing them as offline media by default. For media types that are truly online media, the IS_ONLINE value should be changed manually in this case. Refer to Setting up media types for online interactions on the Completing Database Preparation page in the *Genesys Info Mart Deployment Guide* for instructions.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	int	X	X		
MEDIA_NAME	nvarchar(255)		X		
MEDIA_NAME_CODE	nvarchar(255)		X		
IS_ONLINE	numeric(1)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

MEDIA_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact and aggregate tables. A value of 1001 and higher, assigned either by Genesys Info Mart or as a result of manual media type population, indicates a 3rd Party Media media type.

MEDIA_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media name. For voice and multimedia, it is one of the following values:

- None
- Voice
- Email
- Chat

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value can change with localization.

MEDIA_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media name code. For voice and multimedia, it is one of the following values:

- NONE
- VOICE
- EMAIL

- CHAT

For 3rd Party Media media types, this value:

- Is originally sourced from Interaction Server and is subsequently read directly from the underlying ICON application that supplies data to Info Mart. Examples include SMS, Facebook, and Twitter.
- Is supplied when a new (typically, online) media type is manually added to the schema.

This value does not change with localization.

IS_ONLINE

Indicates whether a customer is involved in the interaction in real time while an agent is handling the interaction. The value is set to 1 for media types that are associated with online interactions (for example, chat, including asynchronous chat). The value is set to 0 for media types associated with offline interactions (for example, e-mail). This flag instructs Genesys Info Mart what transformation logic to apply to interactions of this media type.

Note: The value should be confirmed carefully when a new, online 3rd Party Media media type is added to the schema. Genesys Info Mart checks the value of this flag during transformation of the interactions of a given media type. A subsequent change to this flag's value does not change how the interaction was transformed.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

UPDATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Note: For 3rd Party Media media types that are added to the schema manually, this field stores the value of -1, which Genesys recommends that you supply in order to distinguish a row that is not inserted or updated by Genesys Info Mart.

Index List

CODE	U	C	Description
I_MEDIA_TP_MCD	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_MEDIA_TP_MCD

Field	Sort	Comment
MEDIA_NAME_CODE	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table MEDIATION_SEGMENT_FACT

Description

Modified: 8.5.116.45 (size of the ORSSESSIONID column increased); 8.5.116.12 (ORSSESSIONID added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.004 (USERDATA_FLAG added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table describes interaction activity with respect to mediation DNs, including virtual and ACD queues, as well as Genesys eServices/Multimedia interaction queues and workbins. The grain of the fact spans the time from when the interaction enters the mediation DN to when the interaction leaves the mediation DN in one of the following three ways:

- Abandoned in the mediation DN
- Cleared from the mediation DN (for virtual queues only)
- Distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource

For voice, only completed ACD queue and virtual queue activity is populated; for multimedia, both active and completed virtual queue activity is populated.

Important

Availability of active virtual queue data in Genesys Info Mart depends on the vq-write-mode configuration option in Interaction Concentrator.

In releases prior to 8.5.003, the populate-mm-ixnqueue-facts configuration option disables the population of eServices/Multimedia Interaction Queue activity to the MSF table. Starting with release 8.5.003, an MSF record is populated for the starting Interaction Queue of an Inbound Interaction, even if populate-mm-ixnqueue-facts is set to false.

The mediation segment start and end dates and times are stored as facts in the UTC format.

> ### Tip
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
MEDIATION_SEGMENT_ID	numeric(19)	X	X		
TENANT_KEY	int		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
INTERACTION_TYPE_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
TECHNICAL_DESCRIPTOR_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
WORKBIN_KEY	int			X	-2
INTERACTION_SDT_KEY	int			X	
INTERACTION_ID	numeric(19)			X	
IXN_RESOURCE_SDT_KEY	int			X	
IXN_RESOURCE_ID	numeric(19)			X	
TARGET_IXN_RESOURCE_SDT_KEY	int			X	
TARGET_IXN_RESOURCE_ID	numeric(19)			X	
MEDIA_SERVER_IXN_GUID	varchar(50)				
MEDIATION_GUID	varchar(50)				
ENTRY_ORDINAL	int				
MEDIATION_DURATION	int				
ONLINE_DURATION	int				
ANSWER_THRESHOLD	int				
SHORT_ABANDONED_FLAG	numeric(1)				

Column	Data Type	P	M	F	DV
MET_THRESHOLD_FLAG	numeric(1)				
ACTIVE_FLAG	numeric(1)				
USERDATA_FLAG	numeric(1)				
START_TS	int				
END_TS	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PRODUCER_BATCH_ID	numeric(19)				
ORSSESSIONID	varchar(128)				

MEDIATION_SEGMENT_ID

The primary key of this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant to which the mediation DN belongs.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction entered the mediation DN. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the interaction left the mediation DN. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone. For an active row that represents a multimedia interaction that is currently at the mediation DN (where ACTIVE_FLAG=1), this field references the date and time far in the future, so that applications do not have to test for null.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this table to the INTERACTION_TYPE dimension, to identify the interaction's type. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value reflects the interaction type/subtype of the Interaction Server interaction that is placed in the virtual queue, interaction queue, or workbin.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type that is associated with this handling attempt. For voice interactions, this value matches the related INTERACTION_FACT row. For multimedia interactions, this value is derived from the Interaction Server interaction and can differ from the respective value in INTERACTION_FACT; for example, an inbound chat interaction may include an e-mail response.

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join the TECHNICAL_DESCRIPTOR dimension to the fact tables, to indicate the result of the mediation segment, such as Abandoned, Cleared, or Diverted.

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to indicate the mediation DN resource.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups of which the mediation DN resource was a member when the interaction entered the mediation DN. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records that are associated with a discarded group combination.

WORKBIN_KEY

In MSF records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Options Reference.*

INTERACTION_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the INTERACTION_FACT table. On a partitioned database, INTERACTION_SDT_KEY in combination with INTERACTION_ID forms a value of the composite primary key for the INTERACTION_FACT table.

INTERACTION_ID

The value of the interaction fact primary key.

IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the IXN_RESOURCE_ID field. On a partitioned database, IXN_RESOURCE_SDT_KEY in combination with IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. In MSF records that are part of an attempt (successful or unsuccessful) to reach a handling resource, this field is the ID of the IRF that represents the attempt. This field can be used to join the MSF table to the IRF table. If the interaction passes through multiple mediation resources during the attempt to reach a handling resource, many MSF records will reference the same primary IRF record. If the attempt is successful, the referenced IRF is the IRF for the handling resource that was reached. If the attempt is unsuccessful, the referenced IRF is the IRF for the last mediation resource (the resource in which the interaction ended).

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

TARGET_IXN_RESOURCE_SDT_KEY

The value of the START_DATE_TIME_KEY field of the INTERACTION_RESOURCE_FACT record that is identified by the TARGET_IXN_RESOURCE_ID field. On a partitioned database, TARGET_IXN_RESOURCE_SDT_KEY in combination with TARGET_IXN_RESOURCE_ID forms a value of the composite primary key for the INTERACTION_RESOURCE_FACT table.

TARGET_IXN_RESOURCE_ID

The value of the primary key of the INTERACTION_RESOURCE_FACT table. Identifies the target of the distribution from this mediation DN. This field can be used to join this table to the INTERACTION_RESOURCE_FACT table.

MEDIA_SERVER_IXN_GUID

The unique interaction ID, as reported by the interaction media server. In the case of voice T-Server, the GUID is the call’s UUID. In the case of multimedia, the GUID is either of the following:

- The interaction ID from Interaction Server, in a record that is created for virtual queue
- The call ID of the party that is associated with the mediation DN, in a record that is created for an interaction queue or workbin

MEDIATION_GUID

The unique ID that represents the interaction in the virtual queue, as reported by URS through ICON. URS uses this ID to resolve calls that are stuck in a virtual queue. For ACD queue activity (associated with voice interactions), this field contains the party GUID for the ACD queue party, as reported by ICON. For interaction queue or workbin activity (associated with multimedia interactions), this field contains the party GUID for the interaction queue or workbin party, as reported by ICON.

ENTRY_ORDINAL

Indicates the order of entrance of this mediation segment relative to other mediation segments of the same primary IRF record. The other mediation segments are MSF records that have the same IXN_RESOURCE_ID.

This field is not populated if ICON has not been configured to populate the G_ROUTE_RES_VQ_HIST table (in other words, if route-res-vqid-hist-enabled in the ICON application is set to false).

MEDIATION_DURATION

The time, in seconds, from when the interaction enters the mediation DN to when the interaction is removed, for any reason.

For ACD queues, interaction queues, or interaction workbins, the mediation duration does not include any time spent in a strategy or a virtual queue, except for bounce-back scenarios (a subset of "runaway strategy" scenarios in which an interaction is bounced between the mediation resource and a strategy, as the strategy repeatedly retries busy agents). In bounce-back scenarios, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration in the MSF for that resource includes all the interim strategy time.

For virtual queues, the adjust-vq-time-by-strategy-time configuration option controls whether the mediation duration includes or excludes the time that the interaction spent in the strategy but outside the virtual queue. For an active multimedia interaction that is currently at a mediation DN, this value is 0.

For multimedia interactions that involve very large numbers of parties or VQs, such that Genesys Info Mart abbreviates the representation of unsuccessful routing attempts ("runaway strategy" scenarios), population of this field changed between release 8.1.1 and release 8.1.2.

- In release 8.1.1, a new MSF record is created every time an interaction enters a virtual queue. This field includes only the duration until the interaction leaves the virtual queue.
- In release 8.1.2, a single MSF record is created for a particular virtual queue, regardless of the number of times that an interaction returns to this virtual queue. This field includes all the time that the interaction spends in a particular virtual queue during mediation. (Refer to the Genesys Info Mart 8.1 Deployment Guide for information about how the max-parties-per-call configuration option controls

when excessive numbers of parties are skipped.)

ONLINE_DURATION

Part of the MEDIATION_DURATION before the interaction went offline, for Genesys eServices/ Multimedia chat and online 3rd Party Media interactions. For voice calls, ONLINE_DURATION and MEDIATION_DURATION are equal. For e-mail messages and offline 3rd Party Media interactions, ONLINE_DURATION equals 0.

ANSWER_THRESHOLD

The number of seconds that establishes a threshold for an interaction to be both distributed from the mediation DN and accepted by the target resource. This value is derived from the value of the q-answer-threshold-voice configuration option for voice interactions or the media-specific q-answer-threshold configuration option for multimedia interactions.

SHORT_ABANDONED_FLAG

Indicates whether the interaction was abandoned in the mediation DN within the defined threshold, in which case the value is 1, or abandoned in the mediation DN outside this threshold, in which case the value is 0. The threshold is defined by the q-short-abandoned-threshold-voice configuration option for voice interactions or by the media-specific q-short-abandoned-threshold configuration option for multimedia interactions. If the interaction was not abandoned at all, this value is 0.

MET_THRESHOLD_FLAG

Indicates whether the interaction was distributed from the mediation DN and accepted by a resource within the defined threshold. If so, the value of this field is 1; otherwise, the value is 0. The threshold is defined by the q-answer-threshold-voice configuration option for voice interactions or by the media-specific q-answer-threshold configuration option for multimedia interactions.

ACTIVE_FLAG

Indicates whether the mediation DN segment is currently active: 0 = No, 1 = Yes.

USERDATA_FLAG

Introduced: Release 8.5.004
This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation. If user data is associated with this MSF record, the value of this field is 1; otherwise, the value is 0.

START_TS

The UTC-equivalent value of the date and time at which the interaction entered the mediation DN.

END_TS

The UTC-equivalent value of the date and time at which the interaction that left the mediation DN (was diverted, cleared, or abandoned while queued) reached the target resource or was abandoned. For multimedia, this value also depends on the value of the ACTIVE_FLAG field. For an active row (where ACTIVE_FLAG=1), this field instead represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

ORSSESSIONID

Introduced: Release 8.5.116.12
Modified: 8.5.116.45 (size of the column increased)
Reserved for internal use.

Index List

CODE	U	C	Description
I_MSF_SDT			Improves access time, based on the Start Date Time key.

CODE	U	C	Description
I_MSF_IID			Improves access time, based on the INTERACTION ID.

Index I_MSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_MSF_IID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table POST_CALL_SURVEY_DIM_1

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SURVEY_IAGENTSCORE, SURVEY_ICOMPANYSCORE, SURVEY_ICALLSCORE, SURVEY_IPRODUCTSCORE, SURVEY_IQ1)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on the scores customers assign to the call, agent, product, and company during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IAGENTSCORE	nvarchar(32)		X		-1
SURVEY_ICOMPANYSCORE	nvarchar(32)		X		-1
SURVEY_ICALLSCORE	nvarchar(32)		X		-1
SURVEY_IPRODUCTSCORE	nvarchar(32)		X		-1
SURVEY_IQ1	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SURVEY_IAGENTSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iAgentScore

The score assigned to the agent by the customer during post-call survey.

SURVEY_ICOMPANYSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iCompanyScore

The overall score assigned to the company by the customer during post-call survey.

SURVEY_ICALLSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iCallScore

The score assigned to the call by the customer during post-call survey.

SURVEY_IPRODUCTSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iProductScore

The score assigned to the product by the customer during post-call survey.

SURVEY_IQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ1

The answer from the caller to Integer-response question 1 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_1	X		Improves access time.

Index I_POST_CALL_SURVEY_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IAGENTSCORE	Ascending	
SURVEY_ICOMPANYSCORE	Ascending	
SURVEY_ICALLSCORE	Ascending	
SURVEY_IPRODUCTSCORE	Ascending	
SURVEY_IQ1	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_2

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases and for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

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> and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IQ2	nvarchar(32)		X		-1
SURVEY_IQ3	nvarchar(32)		X		-1
SURVEY_IQ4	nvarchar(32)		X		-1
SURVEY_SQ1	nvarchar(170)		X		NO_VALUE
SURVEY_SQ2	nvarchar(170)		X		NO_VALUE

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SURVEY_IQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ2

The answer from the caller to Integer-response question 2 during a post-call survey.

SURVEY_IQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ3

The answer from the caller to Integer-response question 3 during a post-call survey.

SURVEY_IQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ4

The answer from the caller to Integer-response question 4 during a post-call survey.

SURVEY_SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

The answer from the caller to String-response question 1 during a post-call survey.

SURVEY_SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

The answer from the caller to String-response question 2 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_X2			Improves access time.

Index I_POST_CALL_SURVEY_DIM_2

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ2	Ascending	
SURVEY_IQ3	Ascending	
SURVEY_IQ4	Ascending	
SURVEY_SQ1	Ascending	
SURVEY_SQ2	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_3

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_4

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases and for the SURVEY_SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser

> and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_SQ8	nvarchar(170)		X		NO_VALUE
SURVEY_SQ9	nvarchar(170)		X		NO_VALUE
SURVEY_SQ10	nvarchar(170)		X		NO_VALUE
SURVEY_IQ5	nvarchar(32)		X		-1
SURVEY_IQ6	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SURVEY_SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)

Based on KVP: survey_sQ8

The answer from the caller to String-response question 8 during a post-call survey.

SURVEY_SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

The answer from the caller to String-response question 9 during a post-call survey.

SURVEY_SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_s10

The answer from the caller to String-response question 10 during a post-call survey.

SURVEY_IQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ5

The answer from the caller to Integer-response question 5 during a post-call survey.

SURVEY_IQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ6

The answer from the caller to Integer-response question 6 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_X1			Improves access time.

Index I_POST_CALL_SURVEY_DIM_4

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_SQ8	Ascending	
SURVEY_SQ9	Ascending	
SURVEY_SQ10	Ascending	
SURVEY_IQ5	Ascending	
SURVEY_IQ6	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_5

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_IQ* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on responses provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IQ7	nvarchar(32)		X		-1
SURVEY_IQ8	nvarchar(32)		X		-1
SURVEY_IQ9	nvarchar(32)		X		-1
SURVEY_IQ10	nvarchar(32)		X		-1

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SURVEY_IQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ7

The answer from the caller to Integer-response question 7 during a post-call survey.

SURVEY_IQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iQ8

The answer from the caller to Integer-response question 8 during a post-call survey.

SURVEY_IQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Based on KVP: survey_i09

The answer from the caller to Integer-response question 9 during a post-call survey.

SURVEY_IQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_i10

The answer from the caller to Integer-response question 10 during a post-call survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_5	X		Improves access time.

Index I_POST_CALL_SURVEY_DIM_5

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IQ7	Ascending	
SURVEY_IQ8	Ascending	
SURVEY_IQ9	Ascending	
SURVEY_IQ10	Ascending	

Subject Areas

No subject area information available.

Table POST_CALL_SURVEY_DIM_6

Description

Introduced: 8.5.003. Supported in certain deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SURVEY_* columns modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables interaction resource facts to be described based on survey completion and a recommendation score, provided by customers during post-call survey.

The POST_CALL_SURVEY_DIM_* tables are not part of the default Genesys Info Mart database schema. In deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data that may come attached with interactions, use the applicable Genesys-provided **make_gim_post_call_survey*.sql** script to add these tables to the schema.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
SURVEY_IRECOMMENDSCORE	nvarchar(32)		X		-1
SURVEY_COMPLETE	nvarchar(10)		X		NO_VALUE
SURVEY_RECORDING	nvarchar(10)		X		NO_VALUE

ID

The primary key for this table.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables to indicate the tenant of the IRF or MSF resource. The value of this field is identical to the value that is in the IRF or MSF record that is identified by the INTERACTION_RESOURCE_ID value. This value can be used to restrict data access.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SURVEY_IRECOMMENDSCORE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_iRecommendScore

The user's rating (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS).

SURVEY_COMPLETE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_sComplete

Indicates whether a survey was completed. (TRUE = completed)

SURVEY_RECORDING

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)

Based on KVP: survey_sRecording

Indicates whether the application attempted to record a voice message from the caller, after the caller completed the survey.

Index List

CODE	U	C	Description
I_POST_CALL_SURVEY_DIM_6			Improves access time.

Index I_POST_CALL_SURVEY_DIM_6

Field	Sort	Comment
TENANT_KEY	Ascending	
SURVEY_IRECOMMENDSCORE	Ascending	
SURVEY_COMPLETE	Ascending	
SURVEY_RECORDING	Ascending	

Subject Areas

No subject area information available.

Table RECORD_FIELD_GROUP_1

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10 columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RECORD_FIELD_GROUP_1_KEY	int	X	X		
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10	nvarchar(255)				
PURGE_FLAG	numeric(1)				

RECORD_FIELD_GROUP_1_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

RECORD_FIELD_1_STRING_1 Through RECORD_FIELD_1_STRING_10

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The text string value number one through ten, respectively, of a custom record field.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_FIELD_GROUP_2

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10 columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows contact attempt facts to be described by deployment-specific field values of outbound campaign calling lists. Each row describes a distinct combination of calling list field values. A new row is issued for each distinct combination of calling list field values that are encountered in the contact attempt source data. Calling list field values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RECORD_FIELD_GROUP_2_KEY	int	X	X		
TENANT_KEY	int		X	X	

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10	nvarchar(255)				
PURGE_FLAG	numeric(1)				

RECORD_FIELD_GROUP_2_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

RECORD_FIELD_2_STRING_1 Through RECORD_FIELD_2_STRING_10

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The text string value number one through ten, respectively, of a custom record field.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_STATUS

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_STATUS and RECORD_STATUS_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD_STATUS allows facts to be described based on attributes of an outbound campaign record status. Each row describes one record status, such as Updated or Canceled.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RECORD_STATUS_KEY	int	X	X		
RECORD_STATUS	nvarchar(32)				
RECORD_STATUS_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

RECORD_STATUS_KEY

The surrogate key that is used to join this dimension table to the fact tables.

RECORD_STATUS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the record status. This field is set to one of the following values:

- No Record Status
- Ready
- Retrieved
- Updated
- Stale
- Cancelled
- Agent Error
- Chain Updated
- Missed Callback
- Chain Ready

This value can change with localization.

RECORD_STATUS_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the record status description that is stored in the RECORD_STATUS column. This field is set to one of the following values:

- NO_RECORD_STATUS
- READY
- RETRIEVED
- UPDATED
- STALE
- CANCELLED
- AGENT_ERROR
- CHAIN_UPDATED
- MISSED_CALLBACK
- CHAIN_READY

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table RECORD_TYPE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the RECORD_TYPE and RECORD_TYPE_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

RECORD_TYPE allows facts to be described based on attributes of an outbound campaign record type. Each row describes one record type, such as General and PersonalCallback.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RECORD_TYPE_KEY	int	X	X		
RECORD_TYPE	nvarchar(32)				
RECORD_TYPE_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

RECORD_TYPE_KEY

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

RECORD_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The record type. This field is set to one of the following values:

- No Record Type
- Unknown Record Type
- General
- Campaign Rescheduled
- Personal Rescheduled
- Personal Callback
- Campaign Callback
- No Call

This value can change with localization.

RECORD_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The record type code. This field is set to one of the following values:

- NO_RECORD_TYPE
- UNKNOWN_RECORDTYPE
- GENERAL
- CAMPAIGN_RESCHEDULED
- PERSONAL_RESCHEDULED
- PERSONAL_CALLBACK
- CAMPAIGN_CALLBACK
- NO_CALL

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table REQUESTED_SKILL

Description

In partitioned databases, this table is not partitioned.

REQUESTED_SKILL allows facts to be described based on a combination of requested skills and minimum skill proficiencies. This multivalue bridge table bridges facts with the SKILL dimension. Each row describes one requested skill (and its minimum proficiency level) among a distinct combination of requested skills. Each distinct combination of skills shares a unique requested skill combination key column. A new set of rows is issued for each distinct combination of skills and skill proficiency levels that are encountered as attached data in the interaction source data.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	numeric(19)	X	X		
SKILL_KEY	int		X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_KEY	int		X		

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SKILL_LEVEL	int				
PURGE_FLAG	numeric(1)				

ID

The primary key of this table.

SKILL_KEY

The surrogate key that is used to join the SKILL dimension to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

SKILL_COMBINATION_KEY

The surrogate key that is used to join the REQUESTED_SKILL dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

SKILL_LEVEL

The requested minimum skill level or proficiency.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table REQUESTED_SKILL_COMBINATION

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SKILL_COMBINATION_STRING and SKILL_COMBINATION_AUX_KEY columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by a single string field that represents the full combination of requested skills and proficiencies.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SKILL_COMBINATION_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SKILL_COMBINATION_STRING	nvarchar(255)		X		
SKILL_COMBINATION_AUX_KEY	nvarchar(255)				

Column	Data Type	P	M	F	DV
SKILL_COUNT	smallint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PURGE_FLAG	numeric(1)				

SKILL_COMBINATION_KEY

This is the primary key of this table and the surrogate key that is used to join the REQUESTED_SKILL dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

SKILL_COMBINATION_STRING

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
A single string representation of all skills and proficiencies that are requested by the interaction.

SKILL_COMBINATION_AUX_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
This field is internal.

SKILL_COUNT

The count of the number of requested skills.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration

(EAI), and ETL tools—that is, applications that need to identify recently modified data.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction — Represents interactions from the perspective of a customer experience.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table RESOURCE_

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SWITCH_NAME, IVR_NAME, RESOURCE_TYPE, RESOURCE_TYPE_CODE, RESOURCE_SUBTYPE, RESOURCE_NAME, AGENT_FIRST_NAME, AGENT_LAST_NAME, EMPLOYEE_ID, EXTERNAL_RESOURCE_ID, RESOURCE_ALIAS); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the attributes of the associated resource; routing points, queues, IVRs, and agents are all resources. Each row describes one resource. A new row is issued for each configured DN--such as routing point, queue DN, position, extension, IVR DN, and agent--identified by its ID in the contact center configuration. The subtype column specifies the media-specific DN type, while the type column recasts the media-specific DN type as a media-neutral type. For example, External Routing Point, Routing Point, Routing Queues, Service Numbers, and Virtual Routing Point DNs are all considered Routing Points; ACD Queues and Virtual Queues are considered Queues. For Genesys eServices/Multimedia, Script objects that represent Interaction Queues and Workbins are considered Queues; Script objects that represent Routing Strategies are considered Routing Points.

Deleting a script, routing point, queue, or another DN and re-creating it under the same name causes a new row to be issued. Changing agent attributes--such as last name, first name, and employee ID--causes an update to an existing row. Deleting an agent and re-creating it with the same attributes causes a new row to be issued.

Note: The Genesys Info Mart ETL does not populate the EXTERNAL_RESOURCE_ID and IVR_NAME columns.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings

for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SWITCH_DBID	int				
SWITCH_NAME	nvarchar(255)				
IVR_NAME	nvarchar(255)				
RESOURCE_TYPE	nvarchar(255)				
RESOURCE_TYPE_CODE	varchar(32)				
RESOURCE_SUBTYPE	nvarchar(255)				
RESOURCE_NAME	nvarchar(255)				
AGENT_FIRST_NAME	nvarchar(64)				
AGENT_LAST_NAME	nvarchar(64)				
EMPLOYEE_ID	nvarchar(255)				
EXTERNAL_RESOURCE_ID	nvarchar(255)				
RESOURCE_CFG_DBID	int				
RESOURCE_CFG_TYPE_ID	int				
RESOURCE_ALIAS	nvarchar(255)				
NETWORK_RESOURCE_FLAG	numeric(1)				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension table to the fact and aggregate tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension table to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

SWITCH_DBID

The database identifier assigned to the switch by Configuration Server (the DBID of the switch), for the switch identified in the SWITCH_NAME field.

SWITCH_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The switch name on which the queue, routing point, or IVR DN is configured. It provides a natural hierarchy for queues, routing points, or IVR DNs that are configured on the same switch.

IVR_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The IVR name on which the IVR DN is configured. It provides a natural hierarchy for IVR DNs that are configured on the same IVR.

RESOURCE_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The resource type. This field is set to one of the following values:

- Unknown
- Agent

- Queue
- RoutingPoint
- IVRApplication
- IVRPort
- Other

This value can change with localization.

RESOURCE_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the resource type. This field is set to one of the following values:

- UNKNOWN
- AGENT
- QUEUE
- ROUTINGPOINT
- IVRAPPLICATION
- IVRPORT
- OTHER

This value does not change with localization.

RESOURCE_SUBTYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases); 8.5.003.17 (new value, `Person`, added for the `Agent` resource type)
The detailed resource type.

The following list of permissible values presents the resource subtypes in the following format:

- **RESOURCE_TYPE**
  RESOURCE_SUBTYPE
- **Unknown**
  Unknown
- **Agent**
  Agent
  Person
- **Queue**
  ACDQueue
  VirtualQueue
  InteractionQueue
  InteractionWorkBin
- **RoutingPoint**
  RoutingPoint
  VirtualRoutingPoint

ExternalRoutingPoint
ServiceNumber
RoutingQueue
RoutingStrategy

- **IVRApplication**
  UnknownDNType
  Extension
  ACDPosition
  VoiceTreatmentPort
  VoiceMail
  MobileStation
  CallProcessingPort
  FAX
  Modem
  MusicPort
  Trunk
  TrunkGroup
  TieLine
  TieLineGroup
  Mixed
  NetworkDestination
  ServiceNumber
  CommunicationDN
  E-mailAddress
  VoiceOverIPPort

- **IVRApplication (continued)**
  VideoOverIPPort
  Chat
  CoBrowse
  VoiceOverIPService
  Workflow
  AccessResource

- **Other**
  UnknownDNType
  Extension
  ACDPosition
  ACDQueue
  RoutingPoint
  VirtualQueue
  VirtualRoutingPoint
  VoiceTreatmentPort
  VoiceMail
  CallProcessingPort
  FAX
  Modem
  MusicPort
  Trunk
  TrunkGroup
  TieLine
  TieLineGroup
  Mixed
  ExternalRoutingPoint
  NetworkDestination
  ServiceNumber
  RoutingQueue
  CommunicationDN
  E-mailAddress
  VoiceOverIPPort
  VideoOverIPPort
  Chat
  CoBrowse
  VoiceOverIPService

Workflow	AccessResource

RESOURCE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The resource name, such as any of the following:

- The routing point or queue directory number
- The IVR application name
- The IVR directory number
- The multimedia interaction queue
- The workbin
- The routing strategy name
- The user name of the agent as specified in the Person object's properties in the Configuration Database

AGENT_FIRST_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
If the resource is an agent, this value is the first name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

AGENT_LAST_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
If the resource is an agent, this value is the last name of the agent, as specified in the Person object's properties in the Configuration Database. Otherwise, the value is null.

EMPLOYEE_ID

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The employee ID of an agent resource, as it appears in the contact center configuration.

EXTERNAL_RESOURCE_ID

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The employee ID of an agent, as it appears in an external human resource application. It enables Genesys Info Mart tables to be joined to external data mart tables. This field is reserved for future use.

RESOURCE_CFG_DBID

The database identifier for the routing point, queue, IVR DN, or agent object in the contact center configuration.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart generates an internal ID to populate this field for a DN resource that does not have a corresponding configuration object.

RESOURCE_CFG_TYPE_ID

The contact center configuration integer type that is associated with the routing point, queue, IVR DN, or agent object.

Note: In a deployment with SIP Cluster solution, Genesys Info Mart sets this field to 0 (zero) for a DN resource that does not have a corresponding configuration object.

RESOURCE_ALIAS

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
Contains the DN's alias, as specified in contact center configuration if this resource is a DN. Otherwise, this field is null.

NETWORK_RESOURCE_FLAG

Indicates whether the data-supplying resource is a premise T-Server or a network T-Server: 0 = Premise, 1 = Network.

GMT_START_TIME

The GMT-equivalent date and time at which the resource was added to IDB, which can differ from the date and time at which the resource was actually added to contact center configuration.

GMT_END_TIME

The GMT-equivalent date and time at which the resource was removed from contact center configuration.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
IDX_RES_CFG_DBID	X		Reserved.
IDX_RES_TYPE_CODE			Improves access time, based on the code for the resource type.
I_RES_KEY_CFG_DBID	X		Reserved.

Index IDX_RES_CFG_DBID

Field	Sort	Comment
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Index IDX_RES_TYPE_CODE

Field	Sort	Comment
RESOURCE_TYPE_CODE	Ascending	

Index I_RES_KEY_CFG_DBID

Field	Sort	Comment
RESOURCE_KEY	Ascending	
RESOURCE_CFG_DBID	Ascending	
RESOURCE_CFG_TYPE_ID	Ascending	

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.
- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling

resource, as well as the activities of that target handling resource.

- Interaction_Resource_State — Allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Resource_Group — Represents the membership of contact center resources among resource groups.
- Resource_Skill — Represents the skill resumes of agent resources.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_ANNEX

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.34 (in Microsoft SQL Server, data type for the VALUE column modified in single-language databases and for the SECTIONNAME and KEYNAME columns modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores additional configuration data for configuration objects of type Person.

The data is based on the records for these configuration objects that are stored in the GC_ANNEX table of the configuration IDB. Genesys Interactive Insights uses the data associated with Person configuration objects to control visibility for certain data and reports.

A new row is issued for each configuration option specified in an **RPT*** section (in other words, in a configuration section with section name starting with “RPT”) on the Annex tab of the corresponding configuration object. Changing the name of the specified option causes a new row to be created. Changing the name of the specified section causes a new row to be created for each option that is associated with this section. Deleting the section causes all records for associated options to be terminated.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
SECTIONNAME	nvarchar(255)	X	X		
KEYNAME	nvarchar(255)	X	X		
VALUE	nvarchar(255)				
END_TS	int		X		
CFGOBJECTID	int		X		
CFGOBJECTTYPE	tinyint		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ACTIVE_FLAG	numeric(1)		X		
PRODUCER_BATCH_ID	numeric(19)				

RESOURCE_KEY

The primary key that is used to join this table to the RESOURCE_ dimension.

TENANT_KEY

The surrogate key that is used to join this dimension to the TENANT dimension.

SECTIONNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration section on the Annex tab of the configuration object in which the specified option is located. This value equals the value of the GC_ANNEX.SECTIONNAME IDB field for a respective DN, Person, or Switch record.

KEYNAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases and the size of the `nvarchar` data type changed in multi-language databases)
The name of the configuration option that is set on the Annex tab of the configuration object. If the object type is Person, the option specifies the geographical location, business line, or organization

structure. This value equals the value of the GC_ANNEX.KEYNAME field in IDB for a respective DN, Person, or Switch record.

VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value of the configuration option that is set on the Annex tab of the configuration object. This value equals the value of the GC_ANNEX.VALUE field in IDB for a respective DN, Person, or Switch record.

END_TS

The UTC-equivalent value of the date and time at which the configuration was changed (for example, the option, section, or object was removed). This value equals the value of the GC_ANNEX.DELETED field in IDB for a respective DN, Person, or Switch record.

CFGOBJECTID

The DBID of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTID field in IDB for a respective DN, Person, or Switch record.

CFGOBJECTTYPE

The type of the configuration object. This value equals the value of the GC_ANNEX.CFGOBJECTTYPE field in IDB for a respective DN, Person, or Switch record.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

ACTIVE_FLAG

Indicates whether the specified configuration option is currently active: 0 = No, 1 = Yes.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_RESOURCE_ANNEX	X		Improves access time, based on dimension values.
I_RESOURCE_ANNEX_END_TS			Improves access time, based on the End Timestamp.

Index I_RESOURCE_ANNEX

Field	Sort	Comment
CFGOBJECTID	Ascending	
CFGOBJECTTYPE	Ascending	
KEYNAME	Ascending	
SECTIONNAME	Ascending	

Index I_RESOURCE_ANNEX_END_TS

Field	Sort	Comment
END_TS	Ascending	

Subject Areas

No subject area information available.

Table RESOURCE_GROUP_COMBINATION

Description

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the set of groups to which contact center resources (for example, agents or queues) belong. This multivalue bridge table bridges facts with the GROUP_ dimension. Each row describes one group among a distinct combination of groups. Each distinct combination of groups shares a unique resource group combination key column. A new set of rows is issued for each distinct combination of groups to which a resource belongs. Once created, resource group combinations are reused.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
GROUP_COMBINATION_KEY	int	X	X		
GROUP_KEY	int	X	X	X	
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
UPDATE_AUDIT_KEY	numeric(19)		X	X	

GROUP_COMBINATION_KEY

The surrogate key that is used to join this dimension with the fact and aggregate tables. All the rows that represent the groups that make up the group combination share the same GROUP_COMBINATION_KEY.

GROUP_KEY

The surrogate key that is used to join this table to the GROUP_ dimension, to identify one group among the groups that make up the resource group combination.

TENANT_KEY

The surrogate key that is used to join records in this table to a specific tenant in the TENANT dimension, to identify to which tenant the groups belong.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling

resource, as well as the activities of that target handling resource.

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STATE_TYPE, STATE_TYPE_CODE, STATE_NAME, and STATE_NAME_CODE columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This resource state dimension contains possible agent states. The states have two levels of granularity: state type and state name. Each state type may include several state names, so that several agent states could be grouped by type. This table allows facts to be described by the state of the associated agent resource. Each row describes one distinct media-specific agent state. Each media-specific agent state is also described as a media-neutral state type, so that facts can be described in either a media-specific or a media-neutral way.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_STATE_KEY	int	X	X		

Column	Data Type	P	M	F	DV
STATE_TYPE	nvarchar(64)				
STATE_TYPE_CODE	nvarchar(32)				
STATE_NAME	nvarchar(64)				
STATE_NAME_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

RESOURCE_STATE_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

STATE_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-neutral resource state. This field is set to one of the following values:

- Unknown
- Ready
- WorkingReady
- NotReady
- WorkingNotReady

This value can change with localization.

STATE_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code for the media-neutral resource state. This field is set to one of the following values:

- UNKNOWN
- READY
- WORKINGREADY
- NOTREADY
- WORKINGNOTREADY

This value does not change with localization.

STATE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state. This value can change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- Unknown
- Busy
- Ready
- NotReady
- AfterCallWork (voice only)
- LoggedOnOnly

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WaitForNextCall
- OffHook
- CallDialing
- CallRinging
- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown
- CallConsult
- CallInternal
- CallOutbound
- CallInbound

STATE_NAME_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The media-specific or detailed resource state code. This value does not change with localization.

The possible voice and multimedia values (sourced from IDB) are the following:

- UNKNOWN
- BUSY
- READY
- NOTREADY
- AFTERCALLWORK (voice only)
- LOGGEDONONLY

The following media-specific values are part of this dimension for voice media, but they are not used in Genesys Info Mart 8.x:

- WAITFORNEXTCALL
- OFFHOOK
- CALLDIALING
- CALLRINGING
- NOTREADYFORNEXTCALL
- AFTERCALLWORK
- CALLONHOLD
- CALLUNKNOWN
- CALLCONSULT

- CALLINTERNAL
- CALLOUTBOUND
- CALLINBOUND

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table RESOURCE_STATE_REASON

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REASON_TYPE, REASON_TYPE_CODE, HARDWARE_REASON, SOFTWARE_REASON_KEY, SOFTWARE_REASON_VALUE, WORKMODE, WORKMODE_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the state reason of the associated agent resource at a particular DN resource. Each row describes a hardware or software reason and a work mode.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
RESOURCE_STATE_REASON_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
REASON_TYPE	nvarchar(64)				
REASON_TYPE_CODE	nvarchar(32)				
HARDWARE_REASON	nvarchar(255)				
SOFTWARE_REASON_KEY	nvarchar(255)				
SOFTWARE_REASON_VALUE	nvarchar(255)				
WORKMODE	nvarchar(64)				
WORKMODE_CODE	nvarchar(32)				
PURGE_FLAG	numeric(1)				

RESOURCE_STATE_REASON_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

REASON_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of the reason—either Hardware or Software. This value can change with localization.

REASON_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)

The reason type code—either HARDWARE or SOFTWARE. This value does not change with localization.

HARDWARE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The hardware reason.

SOFTWARE_REASON_KEY

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The key name with which the software reason was attached.

SOFTWARE_REASON_VALUE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The value with which the software reason was attached.

WORKMODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The work mode. This field is set to one of the following values:

- AgentWorkModeUnknown
- AgentManualIn
- AgentAutoIn
- AgentLegalGuard
- AgentAfterCallWork
- AgentAuxWork
- AgentWalkAway
- AgentReturnBack

This value can change with localization.

WORKMODE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in

single-language databases)
The work mode code. This field is set to one of the following values:

- AGENT_WORK_MODE_UNKNOWN
- AGENT_MANUAL_IN
- AGENT_AUTO_IN
- AGENT_LEGAL_GUARD
- AGENT_AFTER_CALL_WORK
- AGENT_AUX_WORK
- AGENT_WALK_AWAY
- AGENT_RETURN_BACK

This value does not change with localization.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table ROUTING_TARGET

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: ROUTING_TARGET_TYPE, ROUTING_TARGET_TYPE_CODE, TARGET_OBJECT_SELECTED, AGENT_GROUP_NAME, PLACE_GROUP_NAME, SKILL_EXPRESSION); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by routing targets that are selected by the router. It enables aggregation, based on the number of times that the router selected each target or how many interactions a given resource processed because it was a member of a particular target.

Each row describes a routing target that has been used by the router. Refer to the ROUTING_TARGET_TYPE column for a list of target types. A new row is issued for each distinct routing target that is encountered as attached data in the interaction source data.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ROUTING_TARGET_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
ROUTING_TARGET_TYPE	nvarchar(64)				
ROUTING_TARGET_TYPE_CODE	nvarchar(64)				
TARGET_OBJECT_SELECTED	nvarchar(255)				
AGENT_GROUP_NAME	nvarchar(255)				
PLACE_GROUP_NAME	nvarchar(255)				
SKILL_EXPRESSION	nvarchar(255)				
PURGE_FLAG	numeric(1)				

ROUTING_TARGET_KEY

The surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

ROUTING_TARGET_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The type of routing target. This field is set to one of the following values:

- Unspecified
- Agent
- Agent Group
- Default
- Place
- Agent Group With Skill Expr

- Skill Expression
- Place Group
- Routing Point
- Queue
- Queue Group
- Regular DN
- Campaign Group
- Destination Label
- Workbin

This value can change with localization.

ROUTING_TARGET_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the routing target type. This field is set to one of the following values:

- UNSPECIFIED
- DEFAULT
- AGENT
- PLACE
- AGENT GROUP
- AGENT GROUP WITH SKILL EXPR
- SKILL EXPRESSION
- PLACE GROUP
- ROUTING POINT
- QUEUE
- QUEUE GROUP
- REGULAR DN
- CAMPAIGN GROUP
- DESTINATION LABEL
- WORKBIN

This value does not change with localization.

TARGET_OBJECT_SELECTED

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The object that is targeted by the Router.

AGENT_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The agent group that is targeted by the Router.

PLACE_GROUP_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The place group that is targeted by the Router.

SKILL_EXPRESSION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The skill expression that is used in conjunction with the agent group that is targeted by the Router. The skill expression is formulated by the routing strategy.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table SDR_ACTIVITIES_FACT

Description

Introduced: 8.5.007. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This fact table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity (for example, booking an airline ticket).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
SDR_ACTIVITY_KEY	int		X		-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_ACTIVITIES_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the activity started. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

SEQUENCE_ID

The unique identifier of the activity within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the activity started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the activity ended.

SDR_ACTIVITY_KEY

The surrogate key that is used to join the SDR_ACTIVITY dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_ACTIVITIES_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_ACTIVITIES_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_ACTIVITY

Description

Introduced: 8.5.007. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (data type for the NAME column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the activities encountered during the application session. Each row describes one activity (for example, booking an airline ticket).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
NAME	nvarchar(255)		X		

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the activity as defined in the Designer application.

Index List

CODE	U	C	Description
I_SDR_ACTIVITY	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_ACTIVITY

Field	Sort	Comment
NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_APPLICATION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the APPLICATION_* columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of the Designer application that managed the session. Each row describes one application.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
APPLICATION_VERSION	nvarchar(50)		X		NO_VALUE
APPLICATION_TITLE	nvarchar(255)		X		NO_VALUE

Column	Data Type	P	M	F	DV
APPLICATION_ID	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

APPLICATION_VERSION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The custom version of the Designer application to be used for reporting purposes. The optional custom version to display in reports is set in the application settings.

APPLICATION_TITLE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The custom name (or title) of the Designer application to be used for reporting purposes. The optional custom title to display in reports is set in the application settings.

APPLICATION_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The unique ID of the Designer application.

Index List

CODE	U	C	Description
I_SDR_APPLICATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_APPLICATION

Field	Sort	Comment
APPLICATION_VERSION	Ascending	
APPLICATION_TITLE	Ascending	
APPLICATION_ID	Ascending	

Subject Areas

No subject area information available.

Table SDR_BOTS_FACT

Description

Introduced: 8.5.015.19. Supported only in certain Genesys Engage cloud and on-premises deployments.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.116.12 (STEPCOUNT added)

In partitioned databases, this table is partitioned.

This table describes voice bot and chat bot activity during interaction flows orchestrated by applications developed with Genesys Designer.

Each row in this table records a bot session, which represents a single conversation between a customer and the bot service that was invoked by the Bot block in the Designer application, while the interaction was being processed by the application. A session starts when the Bot block receives voice or chat input from the customer and ends when Designer either moves to an intent block or to an Error Handler block. There might be multiple bot sessions within a single Session Detail Record (SDR) session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		
END_DATE_TIME_KEY	int		X	X	
INTERACTION_ID	varchar(50)/nvarchar(50)		X	X	
DURATION_MS	numeric(19)		X		0
LAST_INTENT_SEQUENCE_ID	int		X		-2
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
MEDIA_TYPE_KEY	int		X	X	-2
BOT_ATTRIBUTES_KEY	int		X		-2
BOT_INTENT_KEY	int		X		-2
BOT_MILESTONE_KEY	int		X		-2
STEPCOUNT	int				

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the SDR session by Orchestration Server. In combination with SEQUENCE_ID and the START_DATE_TIME_KEY, the SESSION_ID forms the value of the composite primary key for this table. You can use the SESSION_ID and the START_DATE_TIME_KEY to link the SDR_BOTS_FACT record with an SDR_SESSION_FACT record.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session started. Use this value as a key to

join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone. In combination with SESSION_ID and SEQUENCE_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as in partitioned databases.

SEQUENCE_ID

The unique identifier of the Bot block sequence within the SDR. In combination with SESSION_ID and the START_DATE_TIME_KEY, the SEQUENCE_ID forms the value of the composite primary key for this table.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the bot session ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

INTERACTION_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_BOTS_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

SDR_BOTS_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID

DURATION_MS

The duration of the bot session, in milliseconds.

LAST_INTENT_SEQUENCE_ID

Identifies the SEQUENCE_ID of the bot session associated with the last intent recognized during the SDR session. If the LAST_INTENT_SEQUENCE_ID is the same as the SEQUENCE_ID of the record, the bot session was the session in which the last intent was detected.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the bot session ended.

MEDIA_TYPE_KEY

The surrogate key that is used to join the MEDIA_TYPE dimension to the fact tables. Bot sessions can be voice or chat.

BOT_ATTRIBUTES_KEY

The surrogate key that is used to join the BOT_ATTRIBUTES dimension to the fact tables.

BOT_INTENT_KEY

The surrogate key that is used to join the BOT_INTENT dimension to the fact tables.

BOT_MILESTONE_KEY

The surrogate key that is used to join the SDR_MILESTONE dimension to the fact tables.

STEPCOUNT

Introduced: Release 8.5.116.12
The number of requests sent to the Digital Channels application as part of this one bot invocation.

Index List

CODE	U	C	Description
I_SDR_BOTS_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_BOTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_CALL_DISPOSITION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the FINAL_DISPOSITION column modified in single-language databases and for the DISPOSITION_TYPE and DISPOSITION_CATEGORY columns in single- and multi-language databases); 8.5.007 (FINAL_DISPOSITION column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the disposition, which represents the status of the interaction at the time it exited the call flow. Each row describes one possible disposition, such as whether the interaction was routed to an agent or the caller hung up.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
DISPOSITION_TYPE	nvarchar(255)		X		NO_VALUE
DISPOSITION_CATEGORY	nvarchar(255)		X		NO_VALUE
FINAL_DISPOSITION	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

DISPOSITION_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The disposition, or status, assigned to a call when the caller exited the call flow. Possible values are:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

For more information about the disposition types and what they represent, see the Designer Summary Dashboard.

DISPOSITION_CATEGORY

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Custom disposition category that an application may specify, to help categorize user-specific outcomes of application. The values depend on the application. Below are examples of the values that an application might provide:

- Transfer
- Abandoned
- Self Helped
- Deflection
- Missing

FINAL_DISPOSITION

Introduced: Release 8.5.007
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The disposition, or status, assigned to a call at the time it exited the call flow, such as whether it was routed to an agent, terminated due to it being a special day or outside of regular business hours, or the caller hung up. One of the following values:

- default
- System Error
- Application Timeout
- Terminated - Terminate Call
- Terminated - Business Hours
- Terminated - Special Days
- Terminated - Emergency
- Terminated - Menu Option
- Abandoned in Self Service
- Abandoned in Queue
- Completed in Self Service
- Routed to Agent
- Routed to DN
- Routing Incomplete
- Default Routed
- Routed to Voicemail

Index List

CODE	U	C	Description
I_SDR_CALL_DISPOSITION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CALL_DISPOSITION

Field	Sort	Comment
DISPOSITION_TYPE	Ascending	
DISPOSITION_CATEGORY	Ascending	
FINAL_DISPOSITION	Ascending	

Subject Areas

No subject area information available.

Table SDR_CALL_TYPE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the CALL_TYPE and MEDIA_TYPE columns modified in single-language databases); 8.5.008 (MEDIA_TYPE column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the call type.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
CALL_TYPE	nvarchar(255)		X		NO_VALUE
MEDIA_TYPE	nvarchar(50)		X		voice

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

CALL_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of the call, as specified by the application that processed the call.

MEDIA_TYPE

Introduced: Release 8.5.008
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The media type of the interaction. One of the following values:

- voice
- chat
- msgbased

Index List

CODE	U	C	Description
I_SDR_CALL_TYPE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CALL_TYPE

Field	Sort	Comment
CALL_TYPE	Ascending	
MEDIA_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_CUST_ATRIBUTES_FACT

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the attribute values that applications attach to SDR for reporting purposes. A new row is added for each attribute that is attached (for example, DNIS of the destination phone number). A row is updated when a new value is reported for an existing attribute.

Important

The SDR attributes are different from UserEvent (attached) data.

Note that the word "attribute" is misspelled in the database table name.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
ATRIBUTE_VALUE	varchar(1024)/nvarchar(1024)		X		
SDR_CUST_ATRIBUTES_KEY	int	X	X		-2
UPDATE_AUDIT_KEY	numeric(19)			X	

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID of the session assigned by Orchestration Server. This is the primary key of this table. You can use the SESSION_ID to link the SDR_CUST_ATRIBUTES_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the activity started. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

ATRIBUTE_VALUE

The value(s) of the attribute, as provided by the application.

SDR_CUST_ATRIBUTES_KEY

The surrogate key that is used to join the SDR_CUST_ATRIBUTES dimension to the fact tables.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_CUST_ATRIBUTES_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_CUST_ATRIBUTES_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_CUST_ATRIBUTES

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for ATRIBUTE_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the attributes that applications attach to SDR for reporting purposes. The attributes are specified in the `attributeslist` field in the SDR (see the SDR Fields Reference in the Designer documentation).

Note that the word "attribute" is misspelled in the database table name.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
ATRIBUTE_NAME	nvarchar(50)		X		

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

ATRIBUTE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the attribute attached by the application.

Index List

CODE	U	C	Description
I_SDR_CUST_ATRIBUTES	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_CUST_ATRIBUTES

Field	Sort	Comment
ATRIBUTE_NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_ENTRY_POINT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for DNIS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on how the interaction entered the contact center. Each row describes one DNIS.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
DNIS	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

DNIS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The destination phone number dialed by the customer.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_ENTRY_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_ENTRY_POINT

Field	Sort	Comment
DNIS	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXIT_POINT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for APPLICATION_EXIT_POINT modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the point at which the self-service phase completed and the VoiceXML application exited.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
APPLICATION_EXIT_POINT	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

APPLICATION_EXIT_POINT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The point reached in the Designer application when the self-service phase completed and the application exited.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_EXIT_POINT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXIT_POINT

Field	Sort	Comment
APPLICATION_EXIT_POINT	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_HTTP_REST

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for URL modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the URLs used by the application for calls to external RESTful services. Each row describes one URL.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
URL	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

URL

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases); 8.5.008.29 (behavior changed)
The URL invoked for the external HTTP request. In releases earlier than 8.5.008.29, Genesys Info Mart stores the full URL actually invoked for the request (scheme://host[:port][/path][?query][#fragment]). Starting with release 8.5.008.29, the high-cardinality portions of the URL that follow the first forward slash—specifically, the path, query, and fragment—are not stored, so that URL values fit within the limits of low-cardinality dimension tables.

For example, in release 8.5.008.29 and later, the following request:

```
http://some.web.service.com:3072/urs/
call/@0130847BHCCH71SVKAUJ62LAES001BA8/func
```

is stored as:

```
http://some.web.service.com:3072
```

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_EXT_HTTP_REST	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_HTTP_REST

Field	Sort	Comment
URL	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: REQUEST_NAME, REQUEST_TYPE, METHOD)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on attributes of requests the application made for external services.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
REQUEST_NAME	nvarchar(255)		X		NO_VALUE
REQUEST_TYPE	nvarchar(50)		X		NO_VALUE

ID

The primary key of this table.

REQUEST_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the external service requested by the application.

REQUEST_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of HTTP request. Possible values are:

- httpfetch
- customservice

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST_FACT

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

Each row in this table describes a particular invocation of an external service, starting when the request was made and ending with the outcome of the service.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
DURATION_MS	numeric(19)		X		0
SDR_EXT_REQUEST_KEY	int		X	X	-2
SDR_EXT_HTTP_REQUEST_KEY	int		X	X	-2
SDR_EXT_REQUEST_OUTCOME_KEY	int		X	X	-2
SDR_EXT_SERVICE_OUTCOME_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
UPDATE_AUDIT_KEY	numeric(19)			X	

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ORS session ID. You can use the SESSION_ID to link the SDR_EXT_REQUEST_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

SEQUENCE_ID

The unique identifier of the external request block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the request for an external service was submitted.

DURATION_MS

The duration, in milliseconds, of the external service.

SDR_EXT_REQUEST_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST dimension, to identify the external request.

SDR_EXT_HTTP_REST_KEY

The surrogate key that is used to join this table to the SDR_EXT_HTTP_REST dimension, to identify the external request.

SDR_EXT_REQUEST_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_REQUEST_OUTCOME dimension, to identify the outcome of the external request.

SDR_EXT_SERVICE_OUTCOME_KEY

The surrogate key that is used to join this table to the SDR_EXT_SERVICE_OUTCOME dimension, to identify the outcome of the external service.

SDR_APPLICATION_KEY

The surrogate key that is used to join this table to the SDR_APPLICATION dimension, to identify the Designer application that managed the session.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_EXT_REQUEST_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_EXT_REQUEST_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_REQUEST_OUTCOME

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SUCCESS modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of requests the application made for external services.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
RESPONSE_CODE	int		X		-1
SUCCESS	nvarchar(10)		X		False
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

RESPONSE_CODE

The HTTP response status code.

SUCCESS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether the request completed successfully: True or False.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_EXT_REQUEST_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_REQUEST_OUTCOME

Field	Sort	Comment
RESPONSE_CODE	Ascending	
SUCCESS	Ascending	

Subject Areas

No subject area information available.

Table SDR_EXT_SERVICE_OUTCOME

Description

Introduced: 8.5.004. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SERVICE_NAME and SERVICE_RESPONSE_DESC modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of a custom service or an HTTP REST request, if one has been requested for the call.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SERVICE_NAME	nvarchar(255)		X		NO_VALUE
SERVICE_RESPONSE_CODE	int		X		-1
SERVICE_RESPONSE_DESC	nvarchar(512)		X		NO_VALUE

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SERVICE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The name of the custom service.

SERVICE_RESPONSE_CODE

The service-specific code as returned from the custom service.

SERVICE_RESPONSE_DESC

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The service-specific description as returned from the custom service.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_EXT_SERVICE_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_EXT_SERVICE_OUTCOME

Field	Sort	Comment
SERVICE_NAME	Ascending	
SERVICE_RESPONSE_CODE	Ascending	
SERVICE_RESPONSE_DESC	Ascending	

Subject Areas

No subject area information available.

Table SDR_GEO_LOCATION

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for COUNTRY_CODE modified in single-language databases and for COUNTRY_NAME, REGION, and TIMEZONE modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the geographical location of the caller.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
COUNTRY_CODE	nvarchar(50)		X		NO_VALUE
COUNTRY_NAME	nvarchar(170)		X		NO_VALUE
REGION	nvarchar(170)		X		NO_VALUE
TIMEZONE	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

COUNTRY_CODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The code for the country in which the caller is located.

COUNTRY_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The name of the country in which the caller is located.

REGION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The region in which the caller is located.

TIMEZONE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The time zone in which the caller is located.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_GEO_LOCATION	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_GEO_LOCATION

Field	Sort	Comment
COUNTRY_CODE	Ascending	
COUNTRY_NAME	Ascending	
REGION	Ascending	
TIMEZONE	Ascending	

Subject Areas

No subject area information available.

Table SDR_INPUT

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for INPUT_NAME and INPUT_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the input block that provided menu-driven or user input to the application.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
INPUT_NAME	nvarchar(255)		X		NO_VALUE
INPUT_TYPE	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

INPUT_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the input block in the application.

INPUT_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The type of input block. Possible values are:

- menu
- userinput

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_INPUT

Field	Sort	Comment
INPUT_NAME	Ascending	
INPUT_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_INPUT_OUTCOME

Description

Introduced: 8.5.004.09. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: SELECTED_OPTION, STRIKEOUT, SUCCESS)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the outcome of the caller's voice or DTMF input, such as whether a particular menu selection succeeded and the number of input attempts for a particular menu selection that were not received or matched.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SELECTED_OPTION	nvarchar(255)		X		NO_VALUE
NO_INPUT_COUNT	int		X		0
NO_MATCH_COUNT	int		X		0

Column	Data Type	P	M	F	DV
STRIKEOUT	nvarchar(10)		X		False
SUCCESS	nvarchar(10)		X		True
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SELECTED_OPTION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the menu option block that the caller selected in the menu during self-service — for example, *Billing*.

NO_INPUT_COUNT

The total count of instances when the caller's input was not heard or received.

NO_MATCH_COUNT

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

STRIKEOUT

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether the maximum number of retries was hit: True or False.

SUCCESS

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether a match occurred between the caller's input and a menu option: True or False.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_INPUT_OUTCOME	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_INPUT_OUTCOME

Field	Sort	Comment
SELECTED_OPTION	Ascending	
NO_INPUT_COUNT	Ascending	
NO_MATCH_COUNT	Ascending	
STRIKEOUT	Ascending	
SUCCESS	Ascending	

Subject Areas

No subject area information available.

Table SDR_LANGUAGE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for LANGUAGE_CODE and LANGUAGE_NAME modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the language in which the call was conducted. Each row describes one language.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
LANGUAGE_CODE	nvarchar(50)		X		NO_VALUE
LANGUAGE_NAME	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

LANGUAGE_CODE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The language code that identifies the language, as defined in the application.

LANGUAGE_NAME

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the language identified by the LANGUAGE_CODE, as defined in the application.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_LANGUAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_LANGUAGE

Field	Sort	Comment
LANGUAGE_CODE	Ascending	
LANGUAGE_NAME	Ascending	

Subject Areas

No subject area information available.

Table SDR_MESSAGE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for MESSAGE_FILE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the prompt messages that were used during self-service. Each row in the table describes one message file.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
MESSAGE_FILE	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

MESSAGE_FILE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The name of the file that was used to play a prompt message, as specified by the application.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_MESSAGE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_MESSAGE

Field	Sort	Comment
MESSAGE_FILE	Ascending	

Subject Areas

No subject area information available.

Table SDR_MILESTONE

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for MILESTONE and MILESTONE_PATH modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on milestones that the user reached during the call. Each row describes a combination of milestones that are defined in the Application.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
MILESTONE	nvarchar(255)		X		NO_VALUE
MILESTONE_PATH	nvarchar(512)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

MILESTONE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Indicates the milestone that the caller passed, including the last milestone.

MILESTONE_PATH

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Indicates the paths taken by callers as they move through the application flows.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_MILESTONE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_MILESTONE

Field	Sort	Comment
MILESTONE	Ascending	
MILESTONE_PATH	Ascending	

Subject Areas

No subject area information available.

Table SDR_SESSION_FACT

Description

Introduced: 8.5.001
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.005 (SDR_SURVEY_* keys added); 8.5.007 (SDR_SURVEY_QUESTIONS_* keys added)

In partitioned databases, this table is partitioned.

This table describes caller activity within an SDR session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
SESSION_ID	varchar(128)	X	X		
INTERACTION_ID	varchar(50)		X	X	
CONNECTION_ID	varchar(255)		X		NO_VALUE

Column	Data Type	P	M	F	DV
ANI	varchar(50)/nvarchar(50)		X		NO_VALUE
AS_DURATION_MS	numeric(19)		X		0
SS_DURATION_MS	numeric(19)		X		0
START_TS_MS	numeric(19)		X		
END_TS_MS	numeric(19)		X		
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int		X	X	
INPUT_COUNT	int		X		0
MENU_COUNT	int		X		0
DTMF_PATH	varchar(255)		X		NO_VALUE
SDR_ENTRY_POINT_KEY	int		X	X	-2
SDR_EXIT_POINT_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
SDR_GEO_LOCATION_KEY	int		X	X	-2
SDR_LANGUAGE_KEY	int		X	X	-2
STRIKEOUT_SDR_MILESTONE_KEY	int		X	X	-2
BAILOUT_SDR_MILESTONE_KEY	int		X	X	-2
DEFLECTION_SDR_MILESTONE_KEY	int		X	X	-2
FINAL_SDR_MILESTONE_KEY	int		X	X	-2
SELF_HELPED_SDR_MILESTONE_KEY	int		X	X	-2
DEFLECTION_SDR_MESSAGE_KEY	int		X	X	-2
SDR_CALL_DISPOSITION_KEY	int		X	X	-2
SDR_CALL_TYPE_KEY	int		X	X	-2
SDR_SURVEY_SCORES_KEY	int		X	X	-2
SDR_SURVEY_I1_KEY	int		X	X	-2
SDR_SURVEY_I2_KEY	int		X	X	-2
SDR_SURVEY_S1_KEY	int		X	X	-2
SDR_SURVEY_S2_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_I1_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_I2_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_S1_KEY	int		X	X	-2
SDR_SURVEY_QUESTIONS_S2_KEY	int		X	X	-2
SDR_SURVEY_STATUS_KEY	int		X	X	-2
UPDATE_AUDIT_KEY	numeric(19)			X	

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the

lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. You can use the SESSION_ID to link other SDR_*_FACT records with the SDR_SESSION_FACT.

INTERACTION_ID

The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_SESSION_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

```
SDR_SESSION_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID
```

CONNECTION_ID

The connection ID of the call, as assigned by SIP Server.

ANI

The phone number of the caller.

AS_DURATION_MS

The duration, in milliseconds, of the Assisted Service phase.

SS_DURATION_MS

The duration, in milliseconds, of the Self-Service phase.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application started.

END_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the call or the application

completed.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

INPUT_COUNT

The number of user input blocks the caller encountered during the session.

MENU_COUNT

The number of menu blocks the caller encountered during the session.

DTMF_PATH

The sequence of DTMF keys that the caller pressed when going through the application's menu.

SDR_ENTRY_POINT_KEY

The key that is used to join the SDR_ENTRY_POINT dimension to the fact tables.

SDR_EXIT_POINT_KEY

The key that is used to join the SDR_EXIT_POINT dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

SDR_GEO_LOCATION_KEY

The key that is used to join the SDR_GEO_LOCATION dimension to the fact tables.

SDR_LANGUAGE_KEY

The key that is used to join the SDR_LANGUAGE dimension to the fact tables.

STRIKEOUT_SDR_MILESTONE_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

BAILOUT_SDR_MILESTONE_KEY

The key that is used to join the BAILOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MILESTONE_KEY

The key that is used to join the DEFLECTION milestone value in the SDR_MILESTONE dimension to the fact tables.

FINAL_SDR_MILESTONE_KEY

The key that is used to join the FINAL milestone value in the SDR_MILESTONE dimension to the fact tables.

SELF_HELPED_SDR_MILESTONE_KEY

The key that is used to join the SELF_HELPED milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MESSAGE_KEY

The key that is used to join the DEFLECTION_MESSAGE value in the SDR_MESSAGE dimension to the fact tables.

SDR_CALL_DISPOSITION_KEY

The key that is used to join the SDR_CALL_DISPOSITION dimension to the fact tables.

SDR_CALL_TYPE_KEY

The key that is used to join the SDR_CALL_TYPE dimension to the fact tables.

SDR_SURVEY_SCORES_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_SCORES dimension to the fact tables.

SDR_SURVEY_I1_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_I1 dimension to the fact tables.

SDR_SURVEY_I2_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_I2 dimension to the fact tables.

SDR_SURVEY_S1_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_S1 dimension to the fact tables.

SDR_SURVEY_S2_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_S2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I1_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_I1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_I2_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_I2 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S1_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_S1 dimension to the fact tables.

SDR_SURVEY_QUESTIONS_S2_KEY

Introduced: Release 8.5.007
The key that is used to join the SDR_SURVEY_QUESTIONS_S2 dimension to the fact tables.

SDR_SURVEY_STATUS_KEY

Introduced: Release 8.5.005
The key that is used to join the SDR_SURVEY_STATUS dimension to the fact tables.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_SESSION_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_SESSION_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_ANSWERS

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for SURVEY_ANSWER_STR modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on answers to survey questions.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SURVEY_ANSWER_INT	int		X		-1
SURVEY_ANSWER_STR	nvarchar(255)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SURVEY_ANSWER_INT

The integer response.

SURVEY_ANSWER_STR

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The verbal (string) response.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_ANSWERS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_SURVEY_ANSWERS

Field	Sort	Comment
SURVEY_ANSWER_INT	Ascending	
SURVEY_ANSWER_STR	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_FACT

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (data type for SESSION_ID and INTERACTION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

Each row in this table describes a post-call survey event, including the question asked and the response received. The facts are based on data passed from Designer applications. Rows are inserted after the survey is completed and are not updated. If the customer rejects the survey offer, no row is created. The INTERACTION_ID links the SDR_SURVEY_FACT record with the related INTERACTION_FACT record.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	

Column	Data Type	P	M	F	DV
SEQUENCE_ID	int	X	X		
START_TS_MS	numeric(19)		X		
INTERACTION_ID	varchar(50)		X	X	
SDR_SURVEY_QUESTIONS_KEY	int		X	X	-2
SDR_SURVEY_ANSWERS_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID and the START_DATE_TIME_KEY, the SESSION_ID forms the value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_SURVEY_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension. In combination with SESSION_ID and SEQUENCE_ID, the START_DATE_TIME_KEY forms the value of the composite primary key for this table.

SEQUENCE_ID

The unique identifier of the activity within the SDR. In combination with SESSION_ID and the START_DATE_TIME_KEY, the SEQUENCE_ID forms the value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the activity started.

INTERACTION_ID

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The unique identifier of the interaction, as assigned by SIP Server. Use this field to join SDR_SURVEY_FACT with a corresponding interaction record in the INTERACTION_FACT table, by using the following condition:

```
SDR_SURVEY_FACT.INTERACTION_ID = INTERACTION_FACT.MEDIA_SERVER_IXN_GUID
```

SDR_SURVEY_QUESTIONS_KEY

The key that is used to join the SDR_SURVEY_QUESTIONS dimension to the fact tables.

SDR_SURVEY_ANSWERS_KEY

The key that is used to join the SDR_SURVEY_ANSWERS dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_SURVEY_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_I1

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ1-IQ5. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IQ1	int		X		-1
IQ2	int		X		-1
IQ3	int		X		-1

Column	Data Type	P	M	F	DV
IQ4	int		X		-1
IQ5	int		X		-1

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

IQ1

Based on KVP: survey_iQ1

The answer from the caller to Integer-response question 1.

IQ2

Based on KVP: survey_iQ2

The answer from the caller to Integer-response question 2.

IQ3

Based on KVP: survey_iQ3

The answer from the caller to Integer-response question 3.

IQ4

Based on KVP: survey_iQ4

The answer from the caller to Integer-response question 4.

IQ5

Based on KVP: survey_iQ5

The answer from the caller to Integer-response question 5.

Index List

CODE	U	C	Description
I_SDR_SURVEY_I1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_I2

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions IQ6-IQ10. The capital letter (I) preceding the digits in the table name indicates that this table stores, and the corresponding question accepts, an integer response.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IQ6	int		X		-1
IQ7	int		X		-1
IQ8	int		X		-1

Column	Data Type	P	M	F	DV
IQ9	int		X		-1
IQ10	int		X		-1

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

IQ6

The answer from the caller to Integer-response question 6

IQ7

The answer from the caller to Integer-response question 7.

IQ8

The answer from the caller to Integer-response question 8.

IQ9

Based on KVP: survey_i09

The answer from the caller to Integer-response question 9.

IQ10

Based on KVP: survey_i10

The answer from the caller to Integer-response question 10.

Index List

CODE	U	C	Description
I_SDR_SURVEY_I2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS

Description

Introduced: 8.5.008.29. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for QUESTION modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
QUESTION	nvarchar(255)		X		
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

QUESTION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The survey question that was asked. Data received with an empty question is treated as invalid and discarded.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_SURVEY_QUESTIONS

Field	Sort	Comment
QUESTION	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_I1

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the IQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ1-IQ5. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
IQ1	nvarchar(170)		X		NO_VALUE
IQ2	nvarchar(170)		X		NO_VALUE
IQ3	nvarchar(170)		X		NO_VALUE
IQ4	nvarchar(170)		X		NO_VALUE
IQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

IQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ1

Integer-response question 1.

IQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ2

Integer-response question 2.

IQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ3

Integer-response question 3.

IQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ4

Integer-response question 4.

IQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ5

Integer-response question 5.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_I1

Field	Sort	Comment
IQ1	Ascending	
IQ2	Ascending	
IQ3	Ascending	
IQ4	Ascending	
IQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_I2

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the IQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions IQ6-IQ10. The capital letter (I) preceding the digit in the table name indicates that an integer response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
IQ6	nvarchar(170)		X		NO_VALUE
IQ7	nvarchar(170)		X		NO_VALUE
IQ8	nvarchar(170)		X		NO_VALUE
IQ9	nvarchar(170)		X		NO_VALUE
IQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

IQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ6

Integer-response question 6.

IQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ7

Integer-response question 7.

IQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_iQ8

Integer-response question 8.

IQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Integer-response question 9.

IQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Integer-response question 10.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_I2			Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_I2

Field	Sort	Comment
IQ6	Ascending	
IQ7	Ascending	
IQ8	Ascending	
IQ9	Ascending	
IQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_S1

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ1-SQ5. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SQ1	nvarchar(170)		X		NO_VALUE
SQ2	nvarchar(170)		X		NO_VALUE
SQ3	nvarchar(170)		X		NO_VALUE
SQ4	nvarchar(170)		X		NO_VALUE
SQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

String-response question 1.

SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

String-response question 2.

SQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ3

String-response question 3.

SQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ4

String-response question 4.

SQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ5

String-response question 5.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S1			Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_QUESTIONS_S2

Description

Introduced: 8.5.007. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on custom survey questions SQ6-SQ10. The capital letter (S) preceding the digit in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SQ6	nvarchar(170)		X		NO_VALUE
SQ7	nvarchar(170)		X		NO_VALUE
SQ8	nvarchar(170)		X		NO_VALUE
SQ9	nvarchar(170)		X		NO_VALUE
SQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ6

String-response question 6.

SQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ7

String-response question 7.

SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ8

String-response question 8.

SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

String-response question 9.

SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
String-response question 10.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_QUESTIONS_S2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_QUESTIONS_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_S1

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ1-SQ5. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SQ1	nvarchar(170)		X		NO_VALUE
SQ2	nvarchar(170)		X		NO_VALUE
SQ3	nvarchar(170)		X		NO_VALUE
SQ4	nvarchar(170)		X		NO_VALUE
SQ5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ1

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ1

The answer from the caller to string-response question 1.

SQ2

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ2

The answer from the caller to string-response question 2.

SQ3

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ3

The answer from the caller to string-response question 3.

SQ4

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ4

The answer from the caller to string-response question 4.

SQ5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ5

The answer from the caller to string-response question 5.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_S1	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_S1

Field	Sort	Comment
SQ1	Ascending	
SQ2	Ascending	
SQ3	Ascending	
SQ4	Ascending	
SQ5	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_S2

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the SQ* columns modified in single- and multi-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on responses to survey questions SQ6-SQ10. The capital letter (S) preceding the digits in the table name indicates that a string response is expected.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
SQ6	nvarchar(170)		X		NO_VALUE
SQ7	nvarchar(170)		X		NO_VALUE
SQ8	nvarchar(170)		X		NO_VALUE
SQ9	nvarchar(170)		X		NO_VALUE
SQ10	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

SQ6

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ6

The answer from the caller to string-response question 6.

SQ7

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ7

The answer from the caller to string-response question 7.

SQ8

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ8

The answer from the caller to string-response question 8.

SQ9

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Based on KVP: survey_sQ9

The answer from the caller to string-response question 9.

SQ10

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
The answer from the caller to string-response question 10.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_S2	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_S2

Field	Sort	Comment
SQ6	Ascending	
SQ7	Ascending	
SQ8	Ascending	
SQ9	Ascending	
SQ10	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_STATUS

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.010 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: COMPLETE, RECORDING, OFFER); 8.5.008 (RECORDING column deprecated); 8.5.007 (OFFER column added)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on survey status--that is, whether a survey was offered, accepted, rejected, recorded, or completed.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
COMPLETE	nvarchar(10)		X		NO_VALUE
RECORDING *Discontinued	nvarchar(10)		X		NO_VALUE

Column	Data Type	P	M	F	DV
in release 8.5.008					
OFFER	nvarchar(20)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

COMPLETE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Based on KVP: survey_sComplete

Indicates whether a survey was completed. (TRUE = completed)

RECORDING

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Discontinued: Release 8.5.008

Based on KVP: survey_sRecording

Deprecated.

OFFER

Introduced: Release 8.5.007
Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
Indicates whether a survey was offered, and whether the offer was accepted or rejected. Possible values are:

- *none* – survey was not offered
- *accepted* – survey was accepted
- *rejected* – survey was rejected

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_SURVEY_STATUS	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_STATUS

Field	Sort	Comment
COMPLETE	Ascending	
RECORDING	Ascending	
OFFER	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_SCORES

Description

Introduced: 8.5.005. Supported in certain Genesys Engage cloud deployments only.

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the scores that survey respondents provided, indicating the respondent's satisfaction with the agent, call, product, and company, as well as a recommendation score, which is used to calculate Net Promoter Score (NPS).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
IAGENTSCORE	int		X		-1
ICOMPANYSCORE	int		X		-1

Column	Data Type	P	M	F	DV
ICALLSCORE	int		X		-1
IPRODUCTSCORE	int		X		-1
IRECOMMEDSCORE	int		X		-1

ID

The primary key of this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

IAGENTSCORE

Based on KVP: survey_iAgentScore

The user satisfaction score for the agent.

ICOMPANYSCORE

Based on KVP: survey_iCompanyScore

The user satisfaction score for the company.

ICALLSCORE

Based on KVP: survey_iCallScore

The overall user satisfaction score for the call.

IPRODUCTSCORE

Based on KVP: survey_iProductScore

The overall user satisfaction score for the product.

IRECOMMEDSCORE

Based on KVP: survey_iRecommendScore

The user's rating score (on a scale of 0-10) of the company, product, or service. Used to calculate Net Promoter Score (NPS). Note that the word "recommend" is misspelled in the column name.

Index List

CODE	U	C	Description
I_SDR_SURVEY_SCORES	X		Improves access time, based on the CREATE_AUDIT_KEY value.

Index I_SDR_SURVEY_SCORES

Field	Sort	Comment
IAGENTSCORE	Ascending	
ICOMPANYSCORE	Ascending	
ICALLSCORE	Ascending	
IPRODUCTSCORE	Ascending	
IRECOMMEDSCORE	Ascending	

Subject Areas

No subject area information available.

Table SDR_SURVEY_TRANSCRIPT_FACT

Description

Introduced: 8.5.005.20. Supported in certain Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for SESSION_ID modified in multi-language databases)

In partitioned databases, this table is partitioned.

This table captures transcriptions of voice messages left by survey respondents.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
TRANSCRIPTION_TIME_MS	numeric(19)		X		
TRANSCRIPTION	varchar(4000)/nvarchar(4000)				

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased); 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases)
The ID as assigned to the session by Orchestration Server. You can use the SESSION_ID to link the SDR_SURVEY_TRANSCRIPT_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the fact began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension.

TRANSCRIPTION_TS_MS

The time stamp when the transcription was produced.

TRANSCRIPTION

The transcription of a voice message left by a survey respondent.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_SRV_TRANSCRIPT_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_SRV_TRANSCRIPT_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_INPUT

Description

Introduced: 8.5.004.09
Modified: 8.5.010 (in Microsoft SQL Server, data type for USER_INPUT_TYPE modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table enables Session Detail Record (SDR) facts to be described based on the type of user input the Application received — voice or DTMF.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
USER_INPUT_TYPE	nvarchar(50)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table.

USER_INPUT_TYPE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single-language databases)
The manner in which the user provided input. Possible values are:

- voice
- DTMF

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_SDR_USER_INPUT	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_SDR_USER_INPUT

Field	Sort	Comment
USER_INPUT_TYPE	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_INPUTS_FACT

Description

Introduced: 8.5.004.09
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added); 8.5.010 (in Microsoft SQL Server, data type for UTTERANCE and INTERPRETATION modified in multi-language databases); 8.5.008 (data type for UTTERANCE and INTERPRETATION increased from 50 to 512 characters)

In partitioned databases, this table is partitioned.

This fact table provides a record of user input activity within an SDR session. A new row is added for every user input during the session.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)				
DURATION_MS	numeric(19)		X		0
UTTERANCE	varchar(512)/nvarchar(512)		X		NO_VALUE
INTERPRETATION	varchar(512)/nvarchar(512)		X		NO_VALUE
CONFIDENCE	varchar(50)/nvarchar(50)		X		1
CONDITIONAL_OPTIONS	varchar(50)/nvarchar(50)		X		n/a
SDR_INPUT_KEY	int		X	X	-2
SDR_USER_INPUT_KEY	int		X	X	-2
SDR_INPUT_OUTCOME_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)			X	

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_USER_INPUTS_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the call began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

SEQUENCE_ID

The unique identifier of the input block within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

Modified: 8.5.008 (no longer mandatory)
The UTC-equivalent value, in milliseconds, of the date and time at which the user input started.

DURATION_MS

The duration, in milliseconds, of the activity within the user input block.

UTTERANCE

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The actual user input that was captured.

- For voice input processed by Automatic Speech Recognition (ASR), the actual phrase the caller uttered — for example, *Billing*.
- For DTMF input, the digit the caller pressed — for example, *2*.

INTERPRETATION

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in multi-language databases); 8.5.008 (data type increased from 50 to 512 characters)
The application-defined string or DTMF value of the selected option represented by UTTERANCE.

CONFIDENCE

On a scale of 0 to 1, the degree of confidence in the accuracy of the interpretation of the user input.

CONDITIONAL_OPTIONS

A string representing the valid DTMF when conditional options are enabled. The default value (n) indicates that conditional options are not enabled. This value can vary from call to call for the same application.

SDR_INPUT_KEY

The key that is used to join the SDR_INPUT dimension to the fact tables.

SDR_USER_INPUT_KEY

The key that is used to join the SDR_USER_INPUT dimension to the fact tables.

SDR_INPUT_OUTCOME_KEY

The key that is used to join the SDR_INPUT_OUTCOME dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_USER_INPUTS_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_USER_INPUTS_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SDR_USER_MILESTONE_FACT

Description

Introduced: 8.5.001. Supported in Genesys Engage cloud deployments only.
Modified: 8.5.116.45 (size of the SESSION_ID column increased); 8.5.010.16 (UPDATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

This fact table contains a record of the milestones that the user encountered while the call was being processed by the Application. A new row is added for each milestone.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
SESSION_ID	varchar(128)	X	X		
START_DATE_TIME_KEY	int	X	X	X	
SEQUENCE_ID	int	X	X		

Column	Data Type	P	M	F	DV
START_TS_MS	numeric(19)		X		
SDR_MILESTONE_KEY	int		X	X	-2
UPDATE_AUDIT_KEY	numeric(19)			X	

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

SESSION_ID

Modified: 8.5.116.45 (size of the column increased)
The ID as assigned to the session by Orchestration Server. In combination with SEQUENCE_ID, the SESSION_ID forms a value of the composite primary key for this table. You can use the SESSION_ID to link the SDR_USER_MILESTONE_FACT record with an SDR_SESSION_FACT.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the milestone was reached. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

SEQUENCE_ID

The unique identifier of the milestone within the SDR. In combination with SESSION_ID, the SEQUENCE_ID forms a value of the composite primary key for this table.

START_TS_MS

The UTC-equivalent value, in milliseconds, of the date and time at which the milestone was reached.

SDR_MILESTONE_KEY

The surrogate key that is used to join the SDR_MILESTONE dimension to the fact tables.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.010.16
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the

lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_SDR_USER_MILESTONE_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_SDR_USER_MILESTONE_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Table SM_MEDIA_NEUTRAL_STATE_FACT

Description

Introduced: 8.5.002
Modified: 8.5.116.26 (UPDATE_AUDIT_KEY and ACTIVE_FLAG added); 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.013.06 (END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY added); 8.5.003 (CREATE_AUDIT_KEY added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource across all media. Using media-specific SM_RES_STATE_FACT data as the source, the media-neutral state is the highest-priority state in effect for any of the agent's media for which Genesys Info Mart has been configured to populate summarized states (in other words, the applicable **populate-sm-*-resource-activity** options are set to true). The priority is determined by the **sm-resource-state-priority** option.

A new row is inserted whenever there is the possibility that a new media-neutral summarized state was entered, such as when a summarized state begins in any media session for the resource, or when a summarized session for the resource ends. In these situations, the previous media-neutral state is ended, the winning state is re-evaluated, and the new highest-priority state (which may be the same as the previous one) is recorded. Therefore, there might be multiple sequential rows with the same state for the agent. A media-neutral state is also ended if it is still active at the end of an ETL cycle, and the winning state is re-evaluated at the beginning of the next ETL cycle. The rows are not updated.

The SM_MEDIA_NEUTRAL_STATE_FACT table does not record subsecond states, so there will never be more than one media-neutral state for an agent in the same second.

The SM_MEDIA_NEUTRAL_STATE_FACT table is populated up to the point where summarized state data is available for activity from both voice and multimedia data sources. Because evaluation of the highest media-neutral state can occur only after the media-specific summarized states have been transformed, population of the SM_MEDIA_NEUTRAL_STATE_FACT table is commonly one ETL cycle behind the SM_RES_STATE_FACT table.

If the extraction high-water marks (HWMs) of the voice and multimedia data domains differ, Genesys Info Mart will wait for summarized state data from the lagging data domain. The waiting period depends on the configured **extract-data-stuck-threshold** option value. Once the waiting period is over, Genesys Info Mart begins to populate the table based on available media-specific data.

The STUCK_FLAG indicates whether the highest-priority media-neutral state was determined based on data from only one of the data domains (voice or multimedia) — for example, because one of the

data domains was lagging significantly behind the other, or because there is only one data domain in the deployment.

The start and end dates and times are stored as facts, in seconds that have elapsed since January 1, 1970. The start time is also stored as a DATE_TIME dimension reference.

> ### Tip
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
START_DATE_TIME_KEY	int	X	X	X	
END_DATE_TIME_KEY	int			X	
RESOURCE_KEY	int	X	X	X	
RESOURCE_STATE_KEY	int	X	X	X	
RESOURCE_GROUP_COMBINATION_KEY	int			X	
TENANT_KEY	int		X	X	
START_TS	int	X	X		
END_TS	int				
STUCK_FLAG	numeric(1)				0
CREATE_AUDIT_KEY	numeric(19)		X	X	-1
PRODUCER_BATCH_ID	numeric(19)				
UPDATE_AUDIT_KEY	numeric(19)				
ACTIVE_FLAG	numeric(1)				

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the media-neutral summarized resource state began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Introduced: Release 8.5.013.06
Identifies the start of a 15-minute interval in which the media-neutral summarized resource state ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

RESOURCE_GROUP_COMBINATION_KEY

Introduced: Release 8.5.013.06
The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension, to identify the groups in which the agent was a member at the start of the media-specific state from which the media-neutral state was summarized.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs..

START_TS

The UTC-equivalent value of the date and time at which the resource state began. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the START_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

END_TS

The UTC-equivalent value of the date and time at which the resource state ended. This value results from calculation of the media-neutral summarized resource state and does not necessarily match the

END_TS value in the underlying GIDB table(s) or the SM_RES_STATE_FACT table.

STUCK_FLAG

Indicates whether the determination of the highest-priority state was made without input from one of the data domains: 0 = No, 1 = Yes.

CREATE_AUDIT_KEY

Introduced: Release 8.5.003
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

UPDATE_AUDIT_KEY

Introduced: Release 8.5.116.26
Reserved for future use.

ACTIVE_FLAG

Introduced: Release 8.5.116.26
Reserved for future use.

Index List

No indexes are defined.

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.

Table SM_RES_SESSION_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added); 8.5.014.19 (AGENT_LOCATION_KEY added)

In partitioned databases, this table is partitioned.

This table provides a summary of resource sessions by agent and media type. Each row summarizes the login session(s) of all DNs and Places that are associated with an agent, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged in for a given media type, irrespective of the number of DNs, Places and/or queues to which the agent resource logs in. For voice, a summary session starts when an agent resource first logs in to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs in to. The session ends when the agent resource logs out of all voice DNs and queues. For multimedia, a session is first created when the agent resource adds a media type to their login session. The login session continues until the agent resource removes the media type from their login session.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Both active and completed sessions are populated.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SM_RES_SESSION_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
AGENT_LOCATION_KEY	int			X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_SESSION_FACT_KEY

This key determines the login session sequence in the scenario when more than one session occurs within a period of one second for the same agent on the same media.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the summarized resource session ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate

time zone.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify a specific media type.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the login session.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups in which the agent was a member when the summarized session began.

START_TS

The UTC-equivalent value of the date and time at which the summarized resource session began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The total duration, in seconds, of the resource session irrespective of the interval(s) in which the resource session occurs. If the session is not complete, the duration is calculated from the beginning time of the session until the last extraction.

LEAD_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource session, which is measured from the start of the resource session to the end of the first interval.

TRAIL_CLIP_DURATION

For resource sessions that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource session, which is measured from the start of the last interval to the end of the resource session.

ACTIVE_FLAG

Indicates whether the resource session is active (not finished): 0 = No, 1 = Yes.

PURGE_FLAG

This field is reserved.

AGENT_LOCATION_KEY

Introduced: Release 8.5.014.19
The surrogate key that is used to join this table to the AGENT_LOCATION dimension, to indicate the agent's specific location for the summarized resource session, by agent and media type.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_SM_RS_SSSN_SDT			Improves access time, based on the Start Date Time key.

Index I_SM_RS_SSSN_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_Session — Represents agent resource media sessions from login to logout, summarized to the media type.

Table SM_RES_STATE_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row describes a summarized state of an agent resource, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state.

A summary state represents the contiguous duration that an agent resource is logged in with a particular state for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. For voice, the summary state is chosen from among the concurrent states of all voice DNs to which the agent is logged in, based on the configured state priority list. For multimedia, there are no DNs, so that the summarized state represents the state of the agent, relative to the media type. Both active and completed resource states are written to this table.

Do Not Disturb is optionally factored into summary states, based on the configuration of the underlying Switch object.

The start and end dates and times for both voice and multimedia agent states are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SM_RES_STATE_FACT_KEY	numeric(19)	X	X		
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
TENANT_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
PRIMARY_MEDIA_RESOURCE_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
SM_RES_SESSION_FACT_SDT_KEY	int			X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
START_TS	int				
END_TS	int				
START_MSEC	numeric(19)				
END_MSEC	numeric(19)				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_STATE_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state sequence in the scenario when more than one state occur within a period of one second for the same agent on the same media.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

MEDIA_TYPE_KEY

The surrogate key that is used to join records in this table to a specific media type in the MEDIA_TYPE dimension.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify a specific agent that is associated with the agent state.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups in which the agent was a member when the resource state began. This field references the default "No Group" (-2) value if the mediation DN does not belong to a group. This field references the "UNKNOWN" (-1) value for the records associated with a discarded group combination.

PRIMARY_MEDIA_RESOURCE_KEY

The surrogate key that is used to join the RESOURCE_ dimension to the fact tables, to identify the agent's DN that first transitioned into this summary state. For multimedia, this field references the default "No Resource" (-2) dimension value. For deployments in which agents log in to multiple voice DNs concurrently, this field cannot be used for reporting because it can change with each state. It is primarily intended for data-lineage purposes.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific resource state of this record.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state of the resource with the summarized login session.

START_TS

The UTC-equivalent value of the date and time at which the resource state began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

START_MSEC

The value of the START_TS field provided with millisecond precision.

END_MSEC

The value of the END_TS field provided with millisecond precision.

TOTAL_DURATION

The total duration, in seconds, of the resource state, irrespective of the interval(s) in which the resource state occurs.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, of the resource state, which is measured from the start of the resource state to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, of the resource state, which is measured from the start of the last interval to the end of the resource state.

ACTIVE_FLAG

Indicates whether the resource state is currently active: 0 = No, 1 = Yes. For completed states, this value is 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_RSSF_SDT			Improves access time,

CODE	U	C	Description
			based on the Start Date Time key.
I_RSSF_RMESSSR			Improves access time.

Index I_RSSF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Index I_RSSF_RMESSSR

Field	Sort	Comment
RESOURCE_KEY	Ascending	
MEDIA_TYPE_KEY	Ascending	
END_MSEC	Ascending	
START_MSEC	Ascending	
START_DATE_TIME_KEY	Ascending	
SM_RES_STATE_FACT_KEY	Ascending	
RESOURCE_STATE_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State — Represents agent resource states, summarized to the media type.

Table SM_RES_STATE_REASON_FACT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID added)

In partitioned databases, this table is partitioned.

Each row describes a summarized agent resource state reason and work mode reason, relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason.

A summary state reason represents the contiguous duration for which an agent resource is logged in with a particular state reason, for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs in. Both active and completed state reasons are taken into consideration. Do Not Disturb is optionally factored into summary state reasons, based on the configuration of the underlying Switch object. Where multiple, concurrent reasons are associated with a resource state, the winning summary state reason is the reason that is associated with the state that has the highest priority.

The start and end dates and times for both voice media and multimedia are stored as facts, in seconds that have elapsed since January 1, 1970. They are also stored as DATE_TIME dimension references.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SM_RES_STATE_REASON_FACT_KEY	numeric(19)	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
START_DATE_TIME_KEY	int		X	X	
END_DATE_TIME_KEY	int		X	X	
RESOURCE_STATE_KEY	int		X	X	
RESOURCE_STATE_REASON_KEY	int		X	X	
MEDIA_TYPE_KEY	int		X	X	
RESOURCE_KEY	int		X	X	
RESOURCE_GROUP_COMBINATION_KEY	int		X	X	
SM_RES_SESSION_FACT_SDT_KEY	int			X	
SM_RES_SESSION_FACT_KEY	numeric(19)			X	
SM_RES_STATE_FACT_SDT_KEY	int			X	
SM_RES_STATE_FACT_KEY	numeric(19)		X	X	
START_TS	int				
END_TS	int				
TOTAL_DURATION	int				
LEAD_CLIP_DURATION	int				
TRAIL_CLIP_DURATION	int				
ACTIVE_FLAG	numeric(1)				
PURGE_FLAG	numeric(1)				
PRODUCER_BATCH_ID	numeric(19)				

SM_RES_STATE_REASON_FACT_KEY

The primary key of this table. This value is generated by the database. This key determines the state reason sequence in the scenario when more than one reason occur within a period of one second for the same agent on the same media.

TENANT_KEY

The surrogate key that is used to join this table to the TENANT dimension, to identify a specific tenant to which the agent belongs.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.

END_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the resource state reason ended. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.

RESOURCE_STATE_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE dimension, to identify the specific state that is associated with this reason.

RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this table to the RESOURCE_STATE_REASON dimension, to identify the hardware or software reason and work mode that are associated with this summarized state reason.

MEDIA_TYPE_KEY

The surrogate key that is used to join this table to the MEDIA_TYPE dimension, to identify the media type of this state reason.

RESOURCE_KEY

The surrogate key that is used to join this table to the RESOURCE_ dimension, to identify the agent that is associated with this state reason.

RESOURCE_GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this table to a specific combination of resource groups in the RESOURCE_GROUP_COMBINATION dimension. This field identifies the groups to which the agent was a member when the resource state reason began.

SM_RES_SESSION_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_SESSION_FACT table. On a partitioned database, SM_RES_SESSION_FACT_SDT_KEY in combination with SM_RES_ SESSION_FACT_KEY forms a value of the composite primary key for the SM_RES_SESSION_FACT table.

SM_RES_SESSION_FACT_KEY

The value of the primary key of the SM_RES_SESSION_FACT table. This surrogate key is used to join records in this table to the SM_RES_SESSION_FACT table, to associate the summarized state reason of the resource with the summarized login session.

SM_RES_STATE_FACT_SDT_KEY

The value of the START_DATE_TIME_KEY field of the record in the SM_RES_STATE_FACT table. On a partitioned database, SM_RES_STATE_FACT_SDT_KEY in combination with SM_RES_ STATE_FACT_KEY forms a value of the composite primary key for the SM_RES_STATE_FACT table.

SM_RES_STATE_FACT_KEY

The value of the primary key of the SM_RES_STATE_FACT table. This surrogate key is used to join records in this table to the SM_RES_STATE_FACT dimension table, to associate the summarized state reason of the resource with the summarized state.

START_TS

The UTC-equivalent value of the date and time at which the resource state reason began.

END_TS

The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the

UTC-equivalent value of the date and time by which the resource state ended. This value results from calculation of the summarized resource state and does not necessarily match the END_TS value in the underlying GIDB table(s). For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.

TOTAL_DURATION

The total duration, in seconds, that the resource has been in the state for the prescribed reason, irrespective of the interval(s) in which the state-reason combination may endure.

LEAD_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the lead duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the resource state reason to the end of the first interval.

TRAIL_CLIP_DURATION

For resource states that span multiple time intervals, this field facilitates the aggregation of interval aggregates by providing the trailing duration, in seconds, that the resource has been in a particular state for the prescribed reason. This duration is measured from the start of the last interval to the end of the resource reason state.

ACTIVE_FLAG

Indicates whether the resource state reason is currently active: 0 = No, 1 = Yes. For completed state reasons, this value is 0.

PURGE_FLAG

This field is reserved.

PRODUCER_BATCH_ID

Introduced: Release 8.5.015.19
Reserved for internal use.

Index List

CODE	U	C	Description
I_RSRF_SDT			Improves access time, based on the Start Date Time key.

Index I_RSRF_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

- Facts — Represents the relationships between subject area facts.
- Summary_Resource_State_Reason — Represents agent resource state reasons, summarized to the media type.

Table STRATEGY

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the STRATEGY_TYPE, STRATEGY_TYPE_CODE, and STRATEGY_NAME columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described by the associated routing strategy. Each row describes one routing strategy that has operated on an interaction. A new row is issued for each distinct strategy, strategy result, and reason encountered as attached data in the interaction source data.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
STRATEGY_KEY	int	X	X		
TENANT_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

Column	Data Type	P	M	F	DV
STRATEGY_TYPE	nvarchar(255)				
STRATEGY_TYPE_CODE	nvarchar(32)				
STRATEGY_NAME	nvarchar(255)				
PURGE_FLAG	numeric(1)				

STRATEGY_KEY

The surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

STRATEGY_TYPE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The strategy type. This field is set to one of the following values:

- Unspecified
- RoutingStrategy

This value can change with localization.

STRATEGY_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The strategy type code. This field is set to one of the following values:

- UNSPECIFIED
- ROUTINGSTRATEGY

This value does not change with localization.

STRATEGY_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the strategy.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table TECHNICAL_DESCRIPTOR

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the following columns modified in single-language databases: TECHNICAL_RESULT, TECHNICAL_RESULT_CODE, RESULT_REASON, RESULT_REASON_CODE, RESOURCE_ROLE, RESOURCE_ROLE_CODE, ROLE_REASON, ROLE_REASON_CODE); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows interaction-based facts to be described by the role of the associated resource and the technical result of the interaction or the interaction-based fact. For example, a queue resource received an interaction and diverted to another resource. Each row describes one distinct combination of attributes.

For detailed information about the available technical descriptor combinations, see Technical Descriptors in the *Genesys Info Mart User's Guide.* (Cloud customers: For your convenience, the relevant page is reproduced here in the *Reporting* guide.)

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
TECHNICAL_DESCRIPTOR_KEY	int	X	X		
TECHNICAL_RESULT	nvarchar(255)				
TECHNICAL_RESULT_CODE	nvarchar(32)				
RESULT_REASON	nvarchar(255)				
RESULT_REASON_CODE	nvarchar(32)				
RESOURCE_ROLE	nvarchar(255)				
RESOURCE_ROLE_CODE	nvarchar(32)				
ROLE_REASON	nvarchar(255)				
ROLE_REASON_CODE	nvarchar(32)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

TECHNICAL_DESCRIPTOR_KEY

The surrogate key that is used to join this dimension table to the fact tables.

TECHNICAL_RESULT

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- Abandoned
- AbnormalStop
- Cleared
- Completed
- Conferenced
- CustomerAbandoned
- Deferred
- DestinationBusy
- Diverted
- Incomplete
- None
- OutboundStopped
- Pulled
- Redirected
- Routed
- Transferred
- Unspecified

This value can change with localization.

TECHNICAL_RESULT_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The technical result code of the handling attempt—that is, how the attempt ended. This field is set to one of the following values:

- ABANDONED
- ABNORMALSTOP
- CLEARED

- COMPLETED
- CONFERENCED
- CUSTOMERABANDONED
- DEFERRED
- DESTINATIONBUSY
- DIVERTED
- INCOMPLETE
- NONE
- OUTBOUNDSTOPPED
- PULLED
- REDIRECTED
- ROUTED
- TRANSFERRED
- UNSPECIFIED

This value does not change with localization.

RESULT_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason for the technical result. This field is set to one of the following values:

- AbandonedFromHold
- AbandonedWhileQueued
- AbandonedWhileRinging
- AbnormalStopWhileQueued
- AbnormalStopWhileRinging
- AnsweredByAgent
- AnsweredByOther
- Archived
- CallbackAccepted
- Canceled
- DefaultRoutedByStrategy
- DefaultRoutedBySwitch
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)
- Redirected
- Rejected
- Revoked
- RoutedFromAnotherVQ
- RoutedToOther
- RouteOnNoAnswer
- Stopped
- StuckCall
- TargetsCleared
- Unspecified

This value can change with localization.

RESULT_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason code for the technical result. This field is set to one of the following values:

- ABANDONEDFROMHOLD
- ABANDONEDWHILEQUEUED
- ABANDONEDWHILERINGING
- ABNORMALSTOPWHILEQUEUED
- ABNORMALSTOPWHILERINGING
- ANSWEREDBYAGENT
- ANSWEREDBYOTHER
- ARCHIVED
- CALLBACKACCEPTED
- CANCELED
- DEFAULTROUTEDBYSTRATEGY
- DEFAULTROUTEDBYSWITCH
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)
- REDIRECTED
- REJECTED
- REVOKED
- ROUTEDFROMANOTHERVQ

- ROUTEDTOOTHER
- ROUTEONNOANSWER
- STOPPED
- STUCKCALL
- TARGETSCLEARED
- UNSPECIFIED

This value does not change with localization.

RESOURCE_ROLE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DivertedTo
- InConference
- Initiated
- InitiatedConsult
- Puller
- Received
- ReceivedConsult
- ReceivedRequest
- ReceivedTransfer
- RedirectedTo
- RoutedTo
- Unknown

This value can change with localization.

RESOURCE_ROLE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the role that is played by the resource that is associated with the handling attempt. This field is set to one of the following values:

- DIVERTEDTO
- INCONFERENCE
- INITIATED
- INITIATEDCONSULT
- PULLER
- RECEIVED

- RECEIVEDCONSULT
- RECEIVEDREQUEST
- RECEIVEDTRANSFER
- REDIRECTEDTO
- ROUTEDTO
- UNKNOWN

This value does not change with localization.

ROLE_REASON

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The reason for the resource role. This field is set to one of the following values:

- Unspecified
- ConferenceInitiator
- ConferenceJoined
- IntroducedTransfer
- PulledBack (starting with release 8.1.4) or PulledBackTimeout (in releases earlier than 8.1.4)

This value can change with localization.

ROLE_REASON_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the reason for the resource role. This field is set to one of the following values:

- UNSPECIFIED
- CONFERENCE_INITIATOR
- CONFERENCE_JOINED
- INTRODUCEDTRANSFER
- PULLEDBACK (starting with release 8.1.4) or PULLEDBACKTIMEOUT (in releases earlier than 8.1.4)

This value does not change with localization.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration

(EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.
- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Table TIME_ZONE

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the TIME_ZONE_NAME, TIME_ZONE_NAME2, and DESCRIPTION columns modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on attributes of a time zone. Each row describes one time zone, as configured in Configuration Database. Configuration Database includes one instance of a time zone, regardless of whether Daylight Saving Time (DST) is in effect. For this reason, the offset for a given time zone may be different at different points in time.

This table is necessary to describe a contact's time zone in outbound campaigns, because time zones of campaign contacts may differ from the time zones of contact centers.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
TIME_ZONE_KEY	int	X	X		

Column	Data Type	P	M	F	DV
TENANT_KEY	int		X	X	
TIME_ZONE_NAME	nvarchar(255)				
TIME_ZONE_NAME2	nvarchar(255)				
DESCRIPTION	nvarchar(255)				
TIME_ZONE_CFG_DBID	int				
GMT_OFFSET	int				
IS_DST_OBSERVED	numeric(1)				
DST_START_MONTH	int				
DST_STOP_MONTH	int				
DST_START_WEEK	int				
DST_STOP_WEEK	int				
DST_START_DAY	int				
DST_STOP_DAY	int				
DST_START_TIME	int				
DST_STOP_TIME	int				
DST_START_YEAR	int				
DST_STOP_YEAR	int				
START_TS	int				
END_TS	int				
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	
PURGE_FLAG	numeric(1)				

TIME_ZONE_KEY

The primary key of this table. This value is generated by Genesys Info Mart.

TENANT_KEY

The surrogate key that is used to join to the TENANT dimension.

TIME_ZONE_NAME

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The name of the time zone, as defined in Configuration Database.

TIME_ZONE_NAME2

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
An alternative name for the time zone.

DESCRIPTION

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The description of the time zone. This field can be updated by users.

TIME_ZONE_CFG_DBID

The database identifier (DBID) that is assigned by Configuration Server to the time zone configuration object in this contact center configuration environment.

GMT_OFFSET

The time zone offset from UTC, in seconds, when Daylight Saving Time is not in effect.

IS_DST_OBSERVED

A flag that indicates whether DST is used.

DST_START_MONTH

A number that specifies the month at which DST starts:

- 1 = January

  ...

- 12 = December

When DST is not observed, this value is set to 0.

DST_STOP_MONTH

A number that specifies the month at which DST ends:

- 1 = January

...

- 12 = December

When DST is not observed, this value is set to 0.

DST_START_WEEK

In conjunction with DST_START_MONTH and DST_START_DAY, specifies when DST starts. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST_START_MONTH is 4, DST_START_WEEK is 1, and DST_START_DAY is 1, DST starts on the first Sunday in April.
- If DST_START_MONTH is 3, DST_START_WEEK is 7, and DST_START_DAY is 1, DST starts on the last Sunday in March.

DST_STOP_WEEK

In conjunction with DST_STOP_MONTH and DST_STOP_DAY, specifies when DST ends. This field is set to one of the following values:

- 0 — DST is not observed, or the week is not specified.
- 1 thru 5 — The occurrence of the weekday within the month.
- 7 — The last occurrence of the weekday within the month.

For example:

- If DST_STOP_MONTH is 11, DST_STOP_WEEK is 2, and DST_STOP_DAY is 1, DST ends on the second Sunday in November.
- If DST_STOP_MONTH is 10, DST_STOP_WEEK is 7, and DST_STOP_DAY is 1, DST ends on the last Sunday in October.

DST_START_DAY

Specifies the weekday on which DST starts, if the week is specified (DST_START_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.

- 1 — Sunday.

  ...

- 7 — Saturday.
- 63 — The last day of the month.

DST_STOP_DAY

Specifies the weekday on which DST ends, if the week is specified (DST_START_WEEK does not equal 0). This field is set to one of the following values:

- 0 — DST is not observed.
- 1 — Sunday.

  ...

- 7 — Saturday.
- 63 — The last day of the month.

DST_START_TIME

Specifies the DST start time, in seconds, which is counted from the start of the day on which daylight saving starts.

DST_STOP_TIME

Specifies the DST end time, in seconds, which is counted from the start of the day on which daylight saving ends.

DST_START_YEAR

Specifies DST start year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicates that DST is not observed or that the year is not specified.

DST_STOP_YEAR

Specifies DST stop year for the Time Zone configuration objects that are defined for a specific year only. Year 2001 is assigned a value of 1. A value of 0 indicated that DST is not observed or that the year is not specified.

START_TS

The UTC-equivalent value of the date and time at which the time zone was added to the contact center configuration.

END_TS

The UTC-equivalent value of the date and time at which the time zone was removed from the contact center configuration.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

PURGE_FLAG

This field is reserved.

Index List

No indexes are defined.

Subject Areas

- Contact_Attempt — Represents outbound campaign contact record attempts. An attempt may or may not include dialing.

Table USER_DATA_CUST_DIM_1

Description

Modified: 8.5.010 (in Microsoft SQL Server, data type for DIM_ATTRIBUTE_1 through DIM_ATTRIBUTE_5 modified in single- and multi-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

USER_DATA_CUST_DIM_1 is included in the schema document for sample purposes only. Tables such as USER_DATA_CUST_DIM_1 are not part of the default Genesys Info Mart database schema. If one or more tables are required to store deployment-specific, user-defined, low-cardinality dimensions, based on data that come attached with interactions, use Genesys-provided script as an example of how to add these tables to the schema. The suffix, which is a configurable part of the table name, can range from 1 to 800 in your deployment. The table stores up to five attributes that are based on KVPs that are associated with interactions and are populated according to configurable propagation rules. Each row describes a combination of user-defined custom attributes that characterize the interaction. A new row is issued every time that a new combination of the attributes is encountered in interaction data. A join between this table and IRF is performed through the IRF_USER_DATA_KEYS extension table.

Note: Genesys recommends restricting the maximum length of the fields related to user data KVP in dimensional tables to comply with RDBMS limitations. Refer to RDBMS Considerations in the *Genesys Info Mart Deployment Guide* for more information.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

> **Tip**
>
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5	nvarchar(170)		X		none
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table and the surrogate key that is used to join this dimension table to the fact tables.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to the fact tables, to indicate the tenant of the IRF resource. The value of this field is identical to the value that is in the corresponding INTERACTION_RESOURCE_FACT record. This value can be used to restrict data access.

DIM_ATTRIBUTE_1 Through DIM_ATTRIBUTE_5

Modified: 8.5.010 (in Microsoft SQL Server, data type modified in single- and multi-language databases)
Stores the value of a certain user-data key. The name of this column, which is configurable and typically matches the user-data key name, may differ in your deployment. If a default value is configured, it is stored when a KVP is missing for an interaction. Attribute values must be of low cardinality, to prevent this dimension from becoming as large as the fact tables.

This field supports character values only.

Note: Genesys Info Mart does not support the NVARCHAR2 data type on Oracle. For information about storing Unicode characters in the Info Mart database, see Multi-Language Support in the *Genesys Info Mart Deployment Guide.*

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

Index List

CODE	U	C	Description
I_USER_DATA_CUST_DIM_1	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_USER_DATA_CUST_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

- Interaction_Resource — Represents a summary of each attempt to handle an interaction. It encompasses the mediation process that is required to offer the interaction to a target handling resource, as well as the activities of that target handling resource.

Table USER_DATA_GEN_DIM_1

Description

Introduced: 8.5.014.19

In partitioned databases, this table is not partitioned.

Reserved for internal use.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_2	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_3	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_4	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

TENANT_KEY

DIM_ATTRIBUTE_1

DIM_ATTRIBUTE_2

DIM_ATTRIBUTE_3

DIM_ATTRIBUTE_4

DIM_ATTRIBUTE_5

CREATE_AUDIT_KEY

Index List

CODE	U	C	Description
I_USER_DATA_GEN_DIM_1	X		Reserved for internal use.

Index I_USER_DATA_GEN_DIM_1

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

No subject area information available.

Table USER_DATA_GEN_DIM_2

Description

Introduced: 8.5.014.19

In partitioned databases, this table is not partitioned.

Reserved for internal use.

Important

Note for customers using Data Export Capability: If the target database for exported Info Mart data is hosted on Microsoft SQL Server in your deployment, and if you use a Genesys-provided **update_target_*.sql** script to create or update the target schema, be aware of the following consideration: Starting with Genesys Info Mart release 8.5.014.34, the sizes of some columns in this table in the Microsoft SQL Server target database differ from what is documented on this page.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
TENANT_KEY	int		X	X	
DIM_ATTRIBUTE_1	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_2	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_3	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_4	nvarchar(170)		X		NO_VALUE
DIM_ATTRIBUTE_5	nvarchar(170)		X		NO_VALUE
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

TENANT_KEY

DIM_ATTRIBUTE_1

DIM_ATTRIBUTE_2

DIM_ATTRIBUTE_3

DIM_ATTRIBUTE_4

DIM_ATTRIBUTE_5

CREATE_AUDIT_KEY

Index List

CODE	U	C	Description
I_USER_DATA_GEN_DIM_2	X		Reserved for internal use.

Index I_USER_DATA_GEN_DIM_2

Field	Sort	Comment
TENANT_KEY	Ascending	
DIM_ATTRIBUTE_1	Ascending	
DIM_ATTRIBUTE_2	Ascending	
DIM_ATTRIBUTE_3	Ascending	
DIM_ATTRIBUTE_4	Ascending	
DIM_ATTRIBUTE_5	Ascending	

Subject Areas

No subject area information available.

Table WORKBIN

Description

Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the WORKBIN_TYPE_CODE column modified in single-language databases); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table allows facts to be described based on the type and owner of the workbin instance that was associated with a particular mediation segment. (Refer to Workbin Instance in the *Genesys Info Mart Deployment Guide* for the definition of *workbin instance.*)

A new row is created the first time that any interaction that is owned by a particular resource is placed into a particular Workbin object that has been defined in the Configuration Layer—in other words, the first time that a particular workbin instance is created.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
WORKBIN_KEY	int	X	X		

Column	Data Type	P	M	F	DV
WORKBIN_TYPE	numeric(1)		X		
WORKBIN_TYPE_CODE	nvarchar(32)		X		
WORKBIN_RESOURCE_KEY	int		X	X	
OWNER_KEY	int		X	X	
CREATE_AUDIT_KEY	numeric(19)		X	X	
UPDATE_AUDIT_KEY	numeric(19)		X	X	

WORKBIN_KEY

The primary key of this table and the surrogate key that is used to join this dimension to the MSF table.

WORKBIN_TYPE

The type of workbin. This field is set to one of the following values:

- 1 (Agent)
- 2 (Place)
- 3 (AgentGroup)
- 4 (PlaceGroup)

WORKBIN_TYPE_CODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
The code of the workbin type. This field is set to one of the following values:

- AGENT
- PLACE
- AGENTGROUP
- PLACEGROUP

WORKBIN_RESOURCE_KEY

The surrogate key that is used to reference a workbin record in the RESOURCE_ table, to identify the specific Interaction Workbin of which this workbin is an instance.

OWNER_KEY

The surrogate key that is used to reference one of the following, to identify the owner of the workbin instance:

- If the type of workbin is Agent, an agent record in the RESOURCE_ table
- If the type of workbin is Place, a place record in the PLACE_ view
- If the type of workbin is AgentGroup or PlaceGroup, a group record in the GROUP_ view

CREATE_AUDIT_KEY

The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify recently modified data.

Index List

No indexes are defined.

Subject Areas

- Mediation_Segment — Represents interaction activity from the perspective of contact center ACD queues, virtual queues, interaction queues, and interaction workbins, as well as groups thereof.

Genesys Info Mart Views

Genesys Info Mart provides the following predefined views for reporting purposes:

View	Description
CALLING_LIST	Allows facts to be described based on attributes of an outbound campaign calling list.
CALLING_LIST_TO_CAMP_FACT	Describes the association of a calling list to an outbound campaign.
CAMPAIGN	Allows facts to be described based on attributes of an outbound campaign.
GROUP_	Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups.
GROUP_TO_CAMPAIGN_FACT	Describes the association of an agent or place group to an outbound campaign.
PLACE	Allows facts to be described by the attributes of a place.
PLACE_GROUP_FACT	Describes the membership of places in place groups.
RESOURCE_GROUP_FACT	Describes the membership of resources in resource groups.
RESOURCE_SKILL_FACT	Describes an agent's skills and proficiency levels.
SKILL	Allows facts to be described by the attributes of a skill.
TENANT	Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data.

In addition to the predefined views described in this document, tenant-specific views can be added to the Genesys Info Mart database schema. For more information, see Genesys Info Mart Tenant Views.

View CALLING_LIST

Description

Allows facts to be described based on attributes of an outbound campaign calling list. Each row describes one calling list.

Column List

Column	Description
CALLING_LIST_KEY	The primary key of this view and the surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_NAME	The name of the calling list.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
DESCRIPTION	The description of the calling list.
CALLING_LIST_CFG_DBID	The calling list object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to IDB, which may differ from when the calling list was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the calling list was removed from contact center configuration.

View CALLING_LIST_TO_CAMP_FACT

Description

Each row describes the association of a calling list to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between a calling list and a campaign.

Column List

Column	Description
CALLING_LIST_TO_CAMP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CALLING_LIST_KEY	The surrogate key that is used to join the CALLING_LIST dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was added to the campaign. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the calling list was removed from the campaign. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that

Column	Description
	need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the calling list was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the calling list was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the calling list was associated with the campaign. For an active row, this value represents the duration, in seconds, that the calling list was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the calling list and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View CAMPAIGN

Description

Allows facts to be described based on attributes of an outbound campaign. Each row describes one campaign.

This view is based on the GIDB_GC_CAMPAIGN table.

Column List

Column	Description
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
CAMPAIGN_NAME	The name of the campaign object in Configuration Server.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
DESCRIPTION	The description of the campaign.
CAMPAIGN_CFG_DBID	The campaign object identifier in contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the campaign was added to IDB, which may differ from when the campaign was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the campaign object was removed from contact center configuration.

View GROUP_

Description

Allows facts to be described based on the membership of resources in resource groups or membership of places in place groups. Routing points, queues, and agents can belong to resource groups. Places can belong to place groups. Each row describes one place group or resource group. A new row is issued for each configured place group and resource group, which is identified by its ID in the contact center configuration. Changing a group name causes an update to an existing row. Deleting a group and re-creating it under the same name causes a new row to be issued.

This view is based on the GIDB_GC_GROUP table.

Column List

Column	Description
GROUP_KEY	The primary key of this view that is used to join the GROUP_ dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
GROUP_NAME	The group name.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
GROUP_TYPE	The group type. This field is set to one of the following values: • Unknown • Agent • Place • Queue

Column	Description
	• RoutingPoint • Network Port • Service Number • Single Port This value can change with localization.
GROUP_TYPE_CODE	The group type code. This field is set to one of the following values: • UNKNOWN • AGENT • PLACE • QUEUE • ROUTINGPOINT • NETWORKPORT • SERVICENUMBER • SINGLEPORT This value does not change with localization.
GROUP_CFG_DBID	The group object identifier in the contact center configuration.
GROUP_CFG_TYPE_ID	The contact center configuration integer type that is associated with the DN or agent group object.
START_TS	The UTC-equivalent value of the date and time when the group was added to IDB, which may differ from when the group was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the group was removed from contact center configuration.

View GROUP_TO_CAMPAIGN_FACT

Description

Each row describes the association of an agent or place group to an outbound campaign. The grain of the fact is an accumulating snapshot that represents the duration of the association between an agent or place group and a campaign.

Column List

Column	Description
GROUP_TO_CAMPAIGN_FACT_KEY	The primary key of this view.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
CAMPAIGN_KEY	The surrogate key that is used to join the CAMPAIGN dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the agent group or place group was added to the campaign in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the agent group or place group was removed from the campaign in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the agent group or place group was added to the campaign in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the agent group or place group was removed from the campaign in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the agent group or place group was associated with the campaign. For an active row, this value represents the duration, in seconds, that the agent group or place group was associated with the campaign, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the association between the agent group or place group and the campaign is still active: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View PLACE

Description

Allows facts to be described by the attributes of a place. Each row describes one configured place, identified by its ID in the contact center configuration. Changing the place name causes an update to an existing row. Deleting a place and re-creating it under the same name causes a new row to be issued.

This view is based on the GIDB_GC_PLACE table.

Column List

Column	Description
PLACE_KEY	The primary key of this view and the surrogate key that is used to join the PLACE dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join to the TENANT dimension.
PLACE_NAME	The place name.
PLACE_CFG_DBID	The place object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the place object was added to IDB, which may differ from when the place was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the place object was removed from contact center configuration.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

View PLACE_GROUP_FACT

Description

Each row describes the membership of one place in one place group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the Configuration Database.

Column List

Column	Description
PLACE_GROUP_FACT_KEY	The primary key of this view.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
PLACE_KEY	The surrogate key that is used to join the PLACE dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the place was added to the place group in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the place was removed from the place group in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the place was added to the place group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the place was removed from the place group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the place was a member of the place group. For an active row, this value represents the duration, in seconds, that the place has been a member of the place group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the place is currently a member of the place group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View RESOURCE_GROUP_FACT

Description

Each row describes the membership of one resource (routing point, queue, or agent) in one resource group. The grain of the fact is an accumulating snapshot that represents the duration of the configured membership, which is identified by its ID in the configuration database.

Column List

Column	Description
RESOURCE_GROUP_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was added to the resource group in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the resource was removed from the resource group in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
GROUP_KEY	The surrogate key that is used to join the GROUP_ dimension to the fact tables.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the resource was added to the resource group in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the resource was removed from the resource group in the contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this value represents the total duration, in seconds, that the resource was a member of the resource group. For an active row, this value represents the duration, in seconds, that the resource has been a member of the resource group, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource is currently a member of the resource group: 0 = No, 1 = Yes.
PURGE_FLAG	This field is reserved.

View RESOURCE_SKILL_FACT

Description

Each row describes one skill at a particular proficiency level that one agent possesses. The grain of the fact is an accumulating snapshot that represents the duration of the configured skill and proficiency, which are identified by a unique ID in the configuration database.

Column List

Column	Description
RESOURCE_SKILL_FACT_KEY	The primary key of this view.
START_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was added to the resource in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the START_TS timestamp to an appropriate time zone.
END_DATE_TIME_KEY	Identifies the start of a 15-minute interval in which the skill at the specified level was removed from the resource in the contact center configuration. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts related to the same interval and/or convert the END_TS timestamp to an appropriate time zone.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
RESOURCE_KEY	The surrogate key that is used to join the RESOURCE_ dimension to the fact tables.
SKILL_KEY	The surrogate key that is used to join the SKILL dimension to the fact tables.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for

Column	Description
	aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
START_TS	The UTC-equivalent value of the date and time when the skill, at the specified level, was added to the resource in the contact center configuration.
END_TS	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, the UTC-equivalent value of the date and time when the skill, at the specified level, was removed from the resource in contact center configuration. For an active row, this value represents a UTC-equivalent value of the date and time far in the future, so that applications do not have to test for null.
TOTAL_DURATION	The meaning depends on the value of ACTIVE_FLAG. For an inactive row, this field represents the total duration, in seconds, that the resource had the skill at the specified level. For an active row, this field represents the duration, in seconds, that the resource has had the skill at the specified level, from start time to the time that the ETL last executed.
ACTIVE_FLAG	Indicates whether the resource currently has the skill at the specified level: 0 = No, 1 = Yes.
SKILL_LEVEL	The skill level or proficiency.
PURGE_FLAG	This field is reserved.

View SKILL

Description

Allows facts to be described by the attributes of a skill. Each row describes one skill. A new row is issued for each configured skill, identified by its ID in the contact center configuration. Changing a skill name causes an update to an existing row. Deleting a skill and re-creating it under the same name causes a new row to be issued.

This view is based on the GIDB_GC_SKILL table.

Column List

Column	Description
SKILL_KEY	The primary key of this view and the surrogate key that is used to join the SKILL dimension to the fact tables.
TENANT_KEY	The surrogate key that is used to join the TENANT dimension to the fact tables.
SKILL_NAME	The skill name.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.
SKILL_CFG_DBID	The skill object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the skill was added to IDB, which may differ from when the skill was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the skill was removed from contact center configuration.

View TENANT

Description

Allows facts to be described based on attributes of a tenant. The TENANT dimension is used in a multi-tenant deployment to filter facts and dimensions into tenant-specific views--allowing each tenant to see only their own data. In a single-tenant deployment, the Resources tenant is considered a tenant. In a multi-tenant deployment, the Environment tenant and the configured tenants are considered tenants.

Each row describes one tenant. A new row is issued for each configured tenant, identified by its ID in the contact center configuration. Changing a tenant's name causes an update to the existing row. Deleting a tenant and re-creating it under the same name causes a new row to be issued.

This view is based on the GIDB_GC_TENANT table.

Column List

Column	Description
TENANT_KEY	The primary key of this view and the surrogate key that is used to join the TENANT dimension to the fact tables.
TENANT_NAME	The tenant name.
TENANT_CFG_DBID	The tenant object identifier in the contact center configuration.
START_TS	The UTC-equivalent value of the date and time when the tenant was added to IDB, which may differ from when the tenant was actually added to contact center configuration.
END_TS	The UTC-equivalent value of the date and time when the tenant was removed from contact center configuration.
CREATE_AUDIT_KEY	The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.
UPDATE_AUDIT_KEY	The surrogate key used to join to the CTL_AUDIT_LOG dimension. Specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that

Column	Description
	need to identify recently modified data.

Reference List

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
AGENT_LOCATION	TENANT_KEY	TENANT	TENANT_KEY
AGENT_LOCATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ANCHOR_FLAGS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ANCHOR_FLAGS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ATTEMPT_DISPOSITION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_BOT_NAME_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BGS_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
BGS_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
BGS_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
BGS_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
BOT_ATTRIBUTES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
BOT_INTENT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIAL_RESULTS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_3	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	DS_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLBACK_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLBACK_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLBACK_FACT	CALLBACK_DIM_1_KEY	CALLBACK_DIM_1	ID
CALLBACK_FACT	CALLBACK_DIM_2_KEY	CALLBACK_DIM_2	ID
CALLBACK_FACT	CALLBACK_DIM_3_KEY	CALLBACK_DIM_3	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CALLBACK_FACT	CALLBACK_DIM_4_KEY	CALLBACK_DIM_4	ID
CALLBACK_FACT	CALLBACK_DIAL_RESULTS_KEY	CALLBACK_DIAL_RESULTS	ID
CALLBACK_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CALLING_LIST_METRIC_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST_METRIC_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_METRIC_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_METRIC_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CALLING_LIST_METRIC_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CALL_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALL_RESULT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_SESSION_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CAMPAIGN_GROUP_STATE_FACT	GROUP_KEY	GROUP_	ID
CAMPAIGN_GROUP_STATE_FACT	CAMPAIGN_GROUP_STATE_KEY	CAMPAIGN_GROUP_STATE	CAMPAIGN_GROUP_STATE_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN_GROUP_STATE_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CDR_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_DIM	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_SESSION_FACT	CHAT_SESSION_DIM_KEY	CHAT_SESSION_DIM	ID
CHAT_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CHAT_THREAD_FACT	TENANT_KEY	TENANT	TENANT_KEY
CHAT_THREAD_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CHAT_THREAD_FACT	MEDIA_ORIGIN_KEY	MEDIA_ORIGIN	ID
COBROWSE_END_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_FACT	COBROWSE_END_REASON_KEY	COBROWSE_END_REASON	ID
COBROWSE_FACT	COBROWSE_MODE_KEY	COBROWSE_MODE	ID
COBROWSE_FACT	COBROWSE_PAGE_KEY	COBROWSE_PAGE	ID
COBROWSE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
COBROWSE_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_PAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
COBROWSE_USER_AGENT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	TENANT_KEY	TENANT	TENANT_KEY
CONTACT_ATTEMPT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_ATTEMPT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	DIALING_MODE_KEY	DIALING_MODE	DIALING_MODE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
CONTACT_ATTEMPT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_COMBINATION_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
CONTACT_ATTEMPT_FACT	PLACE_KEY	PLACE	PLACE_KEY
CONTACT_ATTEMPT_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CONTACT_ATTEMPT_FACT	GROUP_KEY	GROUP_	ID
CONTACT_ATTEMPT_FACT	CPD_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	CALL_RESULT_KEY	CALL_RESULT	CALL_RESULT_KEY
CONTACT_ATTEMPT_FACT	RECORD_TYPE_KEY	RECORD_TYPE	RECORD_TYPE_KEY
CONTACT_ATTEMPT_FACT	RECORD_STATUS_KEY	RECORD_STATUS	RECORD_STATUS_KEY
CONTACT_ATTEMPT_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CONTACT_ATTEMPT_FACT	CONTACT_INFO_TYPE_KEY	CONTACT_INFO_TYPE	CONTACT_INFO_TYPE_KEY
CONTACT_ATTEMPT_FACT	TIME_ZONE_KEY	TIME_ZONE	TIME_ZONE_KEY
CONTACT_ATTEMPT_FACT	ATTEMPT_DISPOSITION_KEY	ATTEMPT_DISPOSITION	ATTEMPT_DISPOSITION_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESSION_FACT_KEY	CAMPAIGN_GROUP_SESSION_FACT	CAMP_GROUP_SESSION_FACT_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_1_KEY	RECORD_FIELD_GROUP_1	RECORD_FIELD_GROUP_1_KEY
CONTACT_ATTEMPT_FACT	RECORD_FIELD_GROUP_2_KEY	RECORD_FIELD_GROUP_2	RECORD_FIELD_GROUP_2_KEY
CONTACT_ATTEMPT_FACT	CAMP_GROUP_SESS_FACT_START_KEY	CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CONTACT_INFO_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CONTACT_INFO_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_AUDIT_LOG	MIN_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_AUDIT_LOG	MAX_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CTL_EXTRACT_HISTORY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_GDPR_HISTORY	TENANT_KEY	TENANT	TENANT_KEY
CTL_GDPR_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CTL_TRANSFORM_HISTORY	AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DATE_TIME	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
DIALING_MODE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_DIM1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GPM_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
GPM_FACT	GPM_RESULT_KEY	GPM_RESULT	ID
GPM_FACT	GPM_PREDICTOR_KEY	GPM_PREDICTOR	ID
GPM_FACT	GPM_MODEL_KEY	GPM_MODEL	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
GPM_FACT	GPM_DIM1_KEY	GPM_DIM1	ID
GPM_FACT	VQ_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
GPM_MODEL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_PREDICTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GPM_RESULT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_ANNEX	GROUP_KEY	GROUP_	ID
GROUP_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
GROUP_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_DESCRIPTOR	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_FACT	ANCHOR_SDT_KEY	INTERACTION_RESOURCE_FACT/ MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	TENANT_KEY	TENANT	TENANT_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
INTERACTION_RESOURCE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
INTERACTION_RESOURCE_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
INTERACTION_RESOURCE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY
INTERACTION_RESOURCE_FACT	PLACE_KEY	PLACE	PLACE_KEY
INTERACTION_RESOURCE_FACT	STRATEGY_KEY	STRATEGY	STRATEGY_KEY
INTERACTION_RESOURCE_FACT	ROUTING_TARGET_KEY	ROUTING_TARGET	ROUTING_TARGET_KEY
INTERACTION_RESOURCE_FACT	REQUESTED_SKILL_KEY	REQUESTED_SKILL	ID
INTERACTION_RESOURCE_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
INTERACTION_RESOURCE_FACT	RES_PREVIOUS_SM_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
INTERACTION_RESOURCE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_RP_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
INTERACTION_RESOURCE_FACT	LAST_QUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_VQUEUE_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	LAST_IVR_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIATION_SEGMENT_ID	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
INTERACTION_RESOURCE_FACT	MEDIATION_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
INTERACTION_RESOURCE_FACT	MEDIATION_START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	ANCHOR_FLAGS_KEY	ANCHOR_FLAGS	ANCHOR_FLAGS_KEY
INTERACTION_RESOURCE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_RESOURCE_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
INTERACTION_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_CUST_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_CUST_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_CUST_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_CUST_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_GEN_1	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IRF_USER_DATA_GEN_1	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_GEN_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_GEN_1	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IRF_USER_DATA_KEYS	MEDIATION_SEGMENT_ID (referenced as INTERACTION_RESOURCE_ID)	MEDIATION_SEGMENT_FACT	MEDIATION_SEGMENT_ID
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
IRF_USER_DATA_KEYS	TENANT_KEY	TENANT	TENANT_KEY
IRF_USER_DATA_KEYS	INTERACTION_DESCRIPTOR_KEY	INTERACTION_DESCRIPTOR	INTERACTION_DESCRIPTOR_KEY
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_1	USER_DATA_GEN_DIM_1	ID
IRF_USER_DATA_KEYS	USER_DATA_GEN_DIM_KEY_2	USER_DATA_GEN_DIM_2	ID
IRF_USER_DATA_KEYS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IRF_USER_DATA_KEYS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
IXN_RESOURCE_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	MEDIA_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
IXN_RESOURCE_STATE_FACT	PLACE_KEY	PLACE	PLACE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_STATE_KEY	INTERACTION_RESOURCE_STATE	INTERACTION_RESOURCE_STATE_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
IXN_RESOURCE_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
IXN_RESOURCE_STATE_FACT	INTERACTION_RESOURCE_START_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
LDR_CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_DEVICE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	LDR_CAMPAIGN_KEY	LDR_CAMPAIGN	ID
LDR_FACT	LDR_GROUP_KEY	LDR_GROUP	ID
LDR_FACT	LDR_LIST_KEY	LDR_LIST	ID
LDR_FACT	LDR_RECORD_KEY	LDR_RECORD	ID
LDR_FACT	LDR_POSTAL_CODE_KEY	LDR_POSTAL_CODE	ID
LDR_FACT	LDR_DEVICE_KEY	LDR_DEVICE	ID
LDR_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
LDR_GROUP	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_POSTAL_CODE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
LDR_RECORD	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	TENANT_KEY	TENANT	TENANT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_TYPE_KEY	INTERACTION_TYPE	INTERACTION_TYPE_KEY
MEDIATION_SEGMENT_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
MEDIATION_SEGMENT_FACT	TECHNICAL_DESCRIPTOR_KEY	TECHNICAL_DESCRIPTOR	TECHNICAL_DESCRIPTOR_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
MEDIATION_SEGMENT_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	GROUP_COMBINATION_KEY
MEDIATION_SEGMENT_FACT	WORKBIN_KEY	WORKBIN	WORKBIN_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	IXN_RESOURCE_ID	INTERACTION_RESOURCE_FACT	INTERACTION_RESOURCE_ID
MEDIATION_SEGMENT_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIATION_SEGMENT_FACT	INTERACTION_SDT_KEY	INTERACTION_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	IXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	TARGET_IXN_RESOURCE_SDT_KEY	INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
MEDIA_ORIGIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
MEDIA_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_2	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_4	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_4	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_5	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_5	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
POST_CALL_SURVEY_DIM_6	TENANT_KEY	TENANT	TENANT_KEY
POST_CALL_SURVEY_DIM_6	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_1	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_FIELD_GROUP_2	TENANT_KEY	TENANT	TENANT_KEY
RECORD_FIELD_GROUP_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_STATUS	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
RECORD_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RECORD_TYPE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL	SKILL_KEY	SKILL	ID
REQUESTED_SKILL	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	SKILL_COMBINATION_KEY	REQUESTED_SKILL	ID
REQUESTED_SKILL_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
REQUESTED_SKILL_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
REQUESTED_SKILL_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_ANNEX	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_ANNEX	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_ANNEX	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_COMBINATION	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_COMBINATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_COMBINATION	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_STATE_REASON	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_STATE_REASON	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	TENANT_KEY	TENANT	TENANT_KEY
ROUTING_TARGET	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ROUTING_TARGET	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_ACTIVITY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_APPLICATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_BOTS_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_BOTS_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_BOTS_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_BOTS_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_BOTS_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_BOTS_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SDR_BOTS_FACT	BOT_INTENT_KEY	BOT_INTENT	ID
SDR_BOTS_FACT	BOT_ATTRIBUTES_KEY	BOT_ATTRIBUTES	ID
SDR_CALL_DISPOSITION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CALL_TYPE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_CUST_ATRIBUTES_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_ENTRY_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXIT_POINT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_HTTP_REST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_OUTCOME_KEY	SDR_EXT_REQUEST_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_SERVICE_OUTCOME_KEY	SDR_EXT_SERVICE_OUTCOME	ID
SDR_EXT_REQUEST_FACT	SDR_EXT_HTTP_REST_KEY	SDR_EXT_HTTP_REST	ID
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_REQUEST_FACT	SDR_EXT_REQUEST_KEY	SDR_EXT_REQUEST	SDR_EXT_REQUEST_KEY
SDR_EXT_REQUEST_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_EXT_SERVICE_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_GEO_LOCATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_INPUT_OUTCOME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_LANGUAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MESSAGE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_MILESTONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	FINAL_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	DEFLECTION_SDR_MESSAGE_KEY	SDR_MESSAGE	ID
SDR_SESSION_FACT	SDR_CALL_DISPOSITION_KEY	SDR_CALL_DISPOSITION	ID
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_SESSION_FACT	SDR_CALL_TYPE_KEY	SDR_CALL_TYPE	ID
SDR_SESSION_FACT	SDR_SURVEY_SCORES_KEY	SDR_SURVEY_SCORES	ID
SDR_SESSION_FACT	SDR_SURVEY_I1_KEY	SDR_SURVEY_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_I2_KEY	SDR_SURVEY_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_S1_KEY	SDR_SURVEY_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_S2_KEY	SDR_SURVEY_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I1_KEY	SDR_SURVEY_QUESTIONS_I1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_I2_KEY	SDR_SURVEY_QUESTIONS_I2	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S1_KEY	SDR_SURVEY_QUESTIONS_S1	ID
SDR_SESSION_FACT	SDR_SURVEY_QUESTIONS_S2_KEY	SDR_SURVEY_QUESTIONS_S2	ID
SDR_SESSION_FACT	SDR_SURVEY_STATUS_KEY	SDR_SURVEY_STATUS	ID
SDR_SESSION_FACT	SDR_ENTRY_POINT_KEY	SDR_ENTRY_POINT	ID
SDR_SESSION_FACT	SELF_HELPED_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SESSION_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SESSION_FACT	SDR_EXIT_POINT_KEY	SDR_EXIT_POINT	ID
SDR_SESSION_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_SESSION_FACT	SDR_GEO_LOCATION_KEY	SDR_GEO_LOCATION	ID
SDR_SESSION_FACT	SDR_LANGUAGE_KEY	SDR_LANGUAGE	ID
SDR_SESSION_FACT	STRIKEOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	BAILOUT_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SESSION_FACT	DEFLECTION_SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SDR_SURVEY_ANSWERS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
SDR_SURVEY_FACT	SDR_SURVEY_ANSWERS_KEY	SDR_SURVEY_ANSWERS	ID
SDR_SURVEY_FACT	SDR_SURVEY_QUESTIONS_KEY	SDR_SURVEY_QUESTIONS	ID
SDR_SURVEY_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_SURVEY_I1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_I2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SDR_SURVEY_QUESTIONS_IC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_IC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_SC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_QUESTIONS_SC	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_S2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_SCORES	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_STATUS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_CRE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_UPD	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_SURVEY_TRANSCRIPT_STAR	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_INPUTS_FACT	SDR_APPLICATION_KEY	SDR_APPLICATION	ID
SDR_USER_INPUTS_FACT	SDR_INPUT_OUTCOME_KEY	SDR_INPUT_OUTCOME	ID
SDR_USER_INPUTS_FACT	SDR_USER_INPUT_KEY	SDR_USER_INPUT	ID
SDR_USER_INPUTS_FACT	SDR_INPUT_KEY	SDR_INPUT	ID
SDR_USER_INPUTS_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_INPUTS_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	SDR_MILESTONE_KEY	SDR_MILESTONE	ID
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_SESSION_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_SESSION_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
SM_RES_SESSION_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_SESSION_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_SESSION_FACT	AGENT_LOCATION_KEY	AGENT_LOCATION	AGENT_LOCATION_KEY
SM_RES_SESSION_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_SESSION_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	TENANT_KEY	TENANT	TENANT_KEY
SM_RES_STATE_REASON_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_KEY	RESOURCE_STATE	RESOURCE_STATE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_STATE_REASON_KEY	RESOURCE_STATE_REASON	RESOURCE_STATE_REASON_KEY
SM_RES_STATE_REASON_FACT	MEDIA_TYPE_KEY	MEDIA_TYPE	MEDIA_TYPE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
SM_RES_STATE_REASON_FACT	RESOURCE_GROUP_COMBINATION_KEY	RESOURCE_GROUP_COMBINATION	RESOURCE_GROUP_COMBINATION_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_KEY	SM_RES_SESSION_FACT	SM_RES_SESSION_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_KEY	SM_RES_STATE_FACT	SM_RES_STATE_FACT_KEY
SM_RES_STATE_REASON_FACT	SM_RES_SESSION_FACT_SDT_KEY	SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	SM_RES_STATE_FACT_SDT_KEY	SM_RES_STATE_FACT	START_DATE_TIME_KEY
STG_IDB_FK_VIOLATION	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STG_TRANSFORM_DISCARDS	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
STG_TRANSFORM_DISCARDS	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	TENANT_KEY	TENANT	TENANT_KEY
STRATEGY	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
STRATEGY	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TECHNICAL_DESCRIPTOR	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TECHNICAL_DESCRIPTOR	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	TENANT_KEY	TENANT	TENANT_KEY
TIME_ZONE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TIME_ZONE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
USER_DATA_CUST_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_CUST_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
USER_DATA_GEN_DIM_1	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_GEN_DIM_1	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
USER_DATA_GEN_DIM_2	TENANT_KEY	TENANT	TENANT_KEY
USER_DATA_GEN_DIM_2	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	WORKBIN_RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
WORKBIN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
WORKBIN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	TENANT_KEY	TENANT	TENANT_KEY
CALLING_LIST_TO_CAMP_FACT	CALLING_LIST_KEY	CALLING_LIST	ID
CALLING_LIST_TO_CAMP_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
CALLING_LIST_TO_CAMP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
CALLING_LIST_TO_CAMP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CALLING_LIST_TO_CAMP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	TENANT_KEY	TENANT	TENANT_KEY
CAMPAIGN	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CAMPAIGN	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR	INTERACTION_ID	INTERACTION_FACT	INTERACTION_ID
CDR	TENANT_KEY	TENANT	TENANT_KEY
CDR_DATE_TIME	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
CDR_DATE_TIME	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_	TENANT_KEY	TENANT	TENANT_KEY
GROUP_	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	TENANT_KEY
GROUP_	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
GROUP_TO_CAMPAIGN_FACT	GROUP_KEY	GROUP_	ID
GROUP_TO_CAMPAIGN_FACT	CAMPAIGN_KEY	CAMPAIGN	ID
GROUP_TO_CAMPAIGN_FACT	TENANT_KEY	TENANT	TENANT_KEY
GROUP_TO_CAMPAIGN_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
GROUP_TO_CAMPAIGN_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

ChildTable/ChildView	ChildTable/ChildView Column	ParentTable/ ParentView	ParentTable/ ParentView Column
GROUP_TO_CAMPAIGN_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	TENANT_KEY	TENANT	TENANT_KEY
PLACE	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE_GROUP_FACT	PLACE_GROUP_FACT_KEY	PLACE_GROUP_FACT_	PLACE_GROUP_FACT_KEY
PLACE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
PLACE_GROUP_FACT	PLACE_KEY	PLACE	PLACE_KEY
PLACE_GROUP_FACT	GROUP_KEY	GROUP_	ID
PLACE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
PLACE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
PLACE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_GROUP_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_GROUP_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_GROUP_FACT	GROUP_KEY	GROUP_	ID
RESOURCE_GROUP_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_GROUP_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	START_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	END_DATE_TIME_KEY	DATE_TIME	DATE_TIME_KEY
RESOURCE_SKILL_FACT	TENANT_KEY	TENANT	TENANT_KEY
RESOURCE_SKILL_FACT	RESOURCE_KEY	RESOURCE_	RESOURCE_KEY
RESOURCE_SKILL_FACT	SKILL_KEY	SKILL	ID
RESOURCE_SKILL_FACT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
RESOURCE_SKILL_FACT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	TENANT_KEY	TENANT	TENANT_KEY
SKILL	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
SKILL	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TENANT	CREATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
TENANT	UPDATE_AUDIT_KEY	CTL_AUDIT_LOG	AUDIT_KEY
ChildTable/ChildView	**ChildTable/ChildView Column**	**ParentTable/ ParentView**	**ParentTable/ ParentView Column**

Info Mart Indexes

This page provides a comprehensive list of indexes created in a nonpartitioned database, for those tables described in this document. Certain indexes, such as those required for purging, are not created in the schema during database initialization because they are not applicable to a partitioned database. Thus, the number of indexes would be smaller in a partitioned database, where purging is based on partitions.

Legend: U = Unique

Table	Index	U	Description
AGENT_LOCATION	I_AGENTLOC_LOCATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_BOT_DIM	I_BGS_BOT_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_BOT_NAME_DIM	I_BGS_BOT_NAME_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_DIM	I_BGS_SESSION_DIM	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BGS_SESSION_FACT	I_BGS_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
BOT_ATTRIBUTES	I_BOT_ATTRIBUTES	X	Ensures that the combinations of values that are stored in the dimension table are unique.
BOT_INTENT	I_BOT_INTENT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIAL_RESULTS	I_CALLBACK_DIAL_RESULTS	X	Ensures that the combinations of values that are stored in the dimension table are
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			unique.
CALLBACK_DIM_1	I_CALLBACK_DIM_1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_2	I_CALLBACK_DIM_2	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_3	I_CALLBACK_DIM_3	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLBACK_DIM_4	I_CALLBACK_DIM_4	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CALLING_LIST_METRIC_FACT	I_CLMF_SDT		Improves access time, based on the Start Date Time key.
CALLING_LIST_METRIC_FACT	I_CLMF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_SID	X	Ensures that the facts that are stored in the table are for unique sessions.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_DT		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_SESSION_FACT	I_CGSF_TNT		Improves access time, based on the Tenant.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_STD		Improves access time, based on the Start Date Time key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CAMPAIGN_GROUP_STATE_FACT	I_CGSTF_TNT		Improves access time, based on the Tenant.
CDR_DIM1	I_CDR_DIM1	X	Reserved for future use.
CDR_FACT	I_CDR_FACT_SDT		Reserved for future use.
CHAT_SESSION_DIM	I_CHAT_SESSION_DIM	X	Ensures that the combinations of values
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			that are stored in the dimension table are unique.
CHAT_SESSION_FACT	I_CHAT_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
CHAT_THREAD_FACT	I_CHAT_THREAD_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_END_REASON	I_COBROWSE_END_REASON	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_FACT	I_COBROWSE_FACT_SDT		Improves access time, based on the Start Date Time key.
COBROWSE_MODE	I_COBROWSE_MODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_PAGE	I_COBROWSE_PAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
COBROWSE_USER_AGENT	I_COBROWSE_USER_AGENT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
CONTACT_ATTEMPT_FACT	I_CAF_SDT		Improves access time, based on the Start Date Time key.
CONTACT_ATTEMPT_FACT	I_CAF_TNT		Improves access time, based on the Tenant.
CONTACT_ATTEMPT_FACT	I_CAF_CGSF		Improves access time, based on the Campaign Group Session Fact key.
CONTACT_ATTEMPT_FACT	I_CAF_CID		Improves access time, based on the Call ID.
CTL_AUDIT_LOG	IDX_CTL_AL_CTS		Improves purge performance.
CTL_ETL_HISTORY	I_C_ETL_H_CTS		Improves purge performance.
CTL_EXTRACT_HISTORY	I_C_EXTRACT_H_CTS		Improves purge
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_C_ID		Improves search performance.
CTL_GDPR_HISTORY	I_CTL_GDPR_H_CTS		Improves purge performance.
CTL_PURGE_HISTORY	I_C_PURGE_H_CTS		Improves purge performance.
CTL_TRANSFORM_HISTORY	I_C_TRANSFORM_H_CTS		Improves purge performance.
CTL_UDE_KEYS_TO_DIM_MAPPING	I_UDE_KEYS_TO_D_M_KN	X	A constraint that enforces unique mapping for each user-data dimension table.
CTL_UD_TO_UDE_MAPPING	I_C_UD_TARGET	X	A constraint that enforces unique mapping for each column in each target user-data table.
CTL_UD_TO_UDE_MAPPING	I_C_UD_TO_UDE_KN		Improves access time, based on the user-data key name for mapping that is currently active.
DATE_TIME	IDX_DT_30		Improves access time, based on a 30-minute key.
DATE_TIME	IDX_DT_NEXT30		Improves access time, based on the next 30-minute key.
DATE_TIME	IDX_DT_NEXT		Improves access time, based on the key of the next record.
DATE_TIME	IDX_DT_30_INT		Improves access time, based on the 30-minute key, the next 30-minute key, and the primary key.
DATE_TIME	IDX_DT_HOUR_INT		Improves access time, based on the hour key, the next hour key, and the primary key.
DATE_TIME	IDX_DT_DAY_INT		Improves access time, based on the day key, the next day key, and the primary key.
DATE_TIME	IDX_DT_MONTH_INT		Improves access time, based on the month key, the next month
Table	Index	U	Description

Table	Index	U	Description
			key, and the primary key.
DATE_TIME	IDX_DT_CAL_DATE		Improves access time, based on the calendar date.
GPM_DIM1	I_GPM_DIM1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_FACT	I_GPM_FACT_SDT		Improves access time, based on the Start Date Time key.
GPM_MODEL	I_GPM_MODEL	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_PREDICTOR	I_GPM_PREDICTOR	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GPM_RESULT	I_GPM_RESULT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
GROUP_ANNEX	I_GROUP_ANNEX_END_TS		Improves access time, based on the End Timestamp.
GROUP_ANNEX	I_GROUP_ANNEX	X	Improves access time, based on dimension values.
INTERACTION_DESCRIPTOR	I_INTERACTION_DESCRIPTOR	X	Ensures that the combinations of values that are stored in the dimension table for each tenant are unique.
INTERACTION_FACT	I_IF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_FACT	I_IF_CID		Improves access time, based on the Call ID.
INTERACTION_RESOURCE_FACT	I_IRF_SDT		Improves access time, based on the Start Date Time key.
INTERACTION_RESOURCE_FACT	I_IRF_PT_GUID	X	Reserved.
Table	**Index**	**U**	**Description**

Table	Index	U	Description
INTERACTION_RESOURCE_FACT	I_IRF_IID		Improves access time, based on the INTERACTION ID.
IRF_USER_DATA_CUST_1	I_IRF_USER_DATA_CUST_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_GEN_1	I_IRF_USER_DATA_GEN_1_SDT		Improves access time, based on the Start Date Time key.
IRF_USER_DATA_KEYS	I_IRF_USER_DATA_KEYS_SDT		Improves access time, based on the Start Date Time key.
IXN_RESOURCE_STATE_FACT	I_IRSF_SDT		Improves access time, based on the Start Date Time key.
LDR_CAMPAIGN	I_LDR_CAMPAIGN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_DEVICE	I_LDR_DEVICE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_FACT	I_LDR_FACT_SDT		Improves access time, based on the Start Date Time key.
LDR_GROUP	I_LDR_GROUP	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_LIST	I_LDR_LIST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_POSTAL_CODE	I_LDR_POSTAL_CODE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
LDR_RECORD	I_LDR_RECORD	X	Ensures that the combinations of values that are stored in the dimension table are unique.
Table	**Index**	**U**	**Description**

Table	Index	U	Description
MEDIATION_SEGMENT_FACT	I_MSF_SDT		Improves access time, based on the Start Date Time key.
MEDIATION_SEGMENT_FACT	I_MSF_IID		Improves access time, based on the INTERACTION ID.
MEDIA_ORIGIN	I_MEDIA_ORIGIN	X	Ensures that the combinations of values that are stored in the dimension table are unique.
MEDIA_TYPE	I_MEDIA_TP_MCD	X	Ensures that the combinations of values that are stored in the dimension table are unique.
POST_CALL_SURVEY_DIM_1	I_POST_CALL_SURVEY_DIM_1		Improves access time.
POST_CALL_SURVEY_DIM_2	I_POST_CALL_SURVEY_DIM_2		Improves access time.
POST_CALL_SURVEY_DIM_4	I_POST_CALL_SURVEY_DIM_4		Improves access time.
POST_CALL_SURVEY_DIM_5	I_POST_CALL_SURVEY_DIM_5		Improves access time.
POST_CALL_SURVEY_DIM_6	I_POST_CALL_SURVEY_DIM_6		Improves access time.
RESOURCE_	IDX_RES_CFG_DBID	X	Reserved.
RESOURCE_	IDX_RES_TYPE_CODE		Improves access time, based on the code for the resource type.
RESOURCE_	I_RES_KEY_CFG_DBID	X	Reserved.
RESOURCE_ANNEX	I_RESOURCE_ANNEX	X	Improves access time, based on dimension values.
RESOURCE_ANNEX	I_RESOURCE_ANNEX_END_TS		Improves access time, based on the End Timestamp.
SDR_ACTIVITIES_FACT	I_SDR_ACTIVITIES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ACTIVITY	I_SDR_ACTIVITY	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_APPLICATION	I_SDR_APPLICATION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_BOTS_FACT	I_SDR_BOTS_FACT_SDT		Improves access time,
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			based on the Start Date Time key.
SDR_CALL_DISPOSITION	I_SDR_CALL_DISPOSITION	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CALL_TYPE	I_SDR_CALL_TYPE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CUST_ATRIBUTES	I_SDR_CUST_ATRIBUTES	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_CUST_ATRIBUTES_FACT	I_SDR_CUST_ATRIBUTES_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_ENTRY_POINT	I_SDR_ENTRY_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXIT_POINT	I_SDR_EXIT_POINT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_HTTP_REST	I_SDR_EXT_HTTP_REST	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_REQUEST_FACT	I_SDR_EXT_REQUEST_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_EXT_REQUEST_OUTCOME	I_SDR_EXT_REQUEST_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_EXT_SERVICE_OUTCOME	I_SDR_EXT_SERVICE_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_GEO_LOCATION	I_SDR_GEO_LOCATION	X	Ensures that the
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			combinations of values that are stored in the dimension table are unique.
SDR_INPUT	I_SDR_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_INPUT_OUTCOME	I_SDR_INPUT_OUTCOME	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_LANGUAGE	I_SDR_LANGUAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MESSAGE	I_SDR_MESSAGE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_MILESTONE	I_SDR_MILESTONE	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SESSION_FACT	I_SDR_SESSION_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_ANSWERS	I_SDR_SURVEY_ANSWERS	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_FACT	I_SDR_SURVEY_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_SURVEY_I1	I_SDR_SURVEY_I1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_I2	I_SDR_SURVEY_I2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS	I_SDR_SURVEY_QUESTIONS	X	Ensures that the
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			combinations of values that are stored in the dimension table are unique.
SDR_SURVEY_QUESTIONS_I1	I_SDR_SURVEY_QUESTIONSX1		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_I2	I_SDR_SURVEY_QUESTIONSX2		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_S1	I_SDR_SURVEY_QUESTIONSXS1		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_QUESTIONS_S2	I_SDR_SURVEY_QUESTIONSXS2		Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S1	I_SDR_SURVEY_S1	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_S2	I_SDR_SURVEY_S2	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_SCORES	I_SDR_SURVEY_SCORES	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_STATUS	I_SDR_SURVEY_STATUS	X	Improves access time, based on the CREATE_AUDIT_KEY value.
SDR_SURVEY_TRANSCRIPT_FACT	I_SDR_SRV_TRANSCRIPT_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_INPUT	I_SDR_USER_INPUT	X	Ensures that the combinations of values that are stored in the dimension table are unique.
SDR_USER_INPUTS_FACT	I_SDR_USER_INPUTS_FACT_SDT		Improves access time, based on the Start Date Time key.
SDR_USER_MILESTONE_FACT	I_SDR_USER_MILESTONE_FACT_SDT		Improves access time,
Table	**Index**	**U**	**Description**

Table	Index	U	Description
			based on the Start Date Time key.
SM_RES_SESSION_FACT	I_SM_RS_SSSN_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_SDT		Improves access time, based on the Start Date Time key.
SM_RES_STATE_FACT	I_RSSF_RMESSSR		Improves access time.
SM_RES_STATE_REASON_FACT	I_RSRF_SDT		Improves access time, based on the Start Date Time key.
STG_TRANSFORM_DISCARDS	S_TRNFRM_DISCARDS_IXNID		Improves access time, based on the `INTERACTION ID`.
STG_TRANSFORM_DISCARDS	S_TRNFRM_DISCARDS_SDT		Improves access time, based on the `ETL_DATE_TIME` key.
USER_DATA_CUST_DIM_1	I_USER_DATA_CUST_DIM_1	X	Ensures that the combinations of values that are stored in the dimension table are unique.
USER_DATA_GEN_DIM_1	I_USER_DATA_GEN_DIM_1	X	Reserved for internal use.
USER_DATA_GEN_DIM_2	I_USER_DATA_GEN_DIM_2	X	Reserved for internal use.
Table	**Index**	**U**	**Description**

Info Mart Partitioning

This page provides a comprehensive list of tables for which partitions are created in a partitioned Info Mart database, grouped as follows:

- Dimensional Model Fact Tables
- GIDB Fact Tables
- Control Tables

The name of the key by which a table is partitioned is included for each table.

Partitioned Dimensional Model Fact Tables

Dimensional Model fact tables are partitioned by the Start Date Time key. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
BGS_SESSION_FACT	START_DATE_TIME_KEY
CALLBACK_FACT	START_DATE_TIME_KEY
CALLING_LIST_METRIC_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_SESSION_FACT	START_DATE_TIME_KEY
CAMPAIGN_GROUP_STATE_FACT	START_DATE_TIME_KEY
CDR_FACT	START_DATE_TIME_KEY
CHAT_SESSION_FACT	START_DATE_TIME_KEY
CHAT_THREAD_FACT	START_DATE_TIME_KEY
COBROWSE_FACT	START_DATE_TIME_KEY
CONTACT_ATTEMPT_FACT	START_DATE_TIME_KEY
GPM_FACT	START_DATE_TIME_KEY
INTERACTION_FACT	START_DATE_TIME_KEY
INTERACTION_RESOURCE_FACT	START_DATE_TIME_KEY
IRF_USER_DATA_CUST_1	START_DATE_TIME_KEY
IRF_USER_DATA_GEN_1	START_DATE_TIME_KEY
IRF_USER_DATA_KEYS	START_DATE_TIME_KEY
IXN_RESOURCE_STATE_FACT	START_DATE_TIME_KEY

Table	Partitioned by Key
LDR_FACT	START_DATE_TIME_KEY
MEDIATION_SEGMENT_FACT	START_DATE_TIME_KEY
SDR_ACTIVITIES_FACT	START_DATE_TIME_KEY
SDR_BOTS_FACT	START_DATE_TIME_KEY
SDR_CUST_ATRIBUTES_FACT	START_DATE_TIME_KEY
SDR_EXT_REQUEST_FACT	START_DATE_TIME_KEY
SDR_SESSION_FACT	START_DATE_TIME_KEY
SDR_SURVEY_FACT	START_DATE_TIME_KEY
SDR_SURVEY_TRANSCRIPT_FACT	START_DATE_TIME_KEY
SDR_USER_INPUTS_FACT	START_DATE_TIME_KEY
SDR_USER_MILESTONE_FACT	START_DATE_TIME_KEY
SM_MEDIA_NEUTRAL_STATE_FACT	START_DATE_TIME_KEY
SM_RES_SESSION_FACT	START_DATE_TIME_KEY
SM_RES_STATE_FACT	START_DATE_TIME_KEY
SM_RES_STATE_REASON_FACT	START_DATE_TIME_KEY

Partitioned GIDB Fact Tables

Keys used for partitioning of GIDB fact tables vary from table to table. The size of the partitions is determined by the partitioning-interval-size-gidb configuration option, which you can override for Multimedia- and Outbound Contact–related data by specifying different values for the partitioning-interval-size-gidb-mm and partitioning-interval-size-gidb-ocs configuration options, respectively. In the following table:

- No asterisk means that partition size is always controlled by the **partitioning-interval-size-gidb** option (default is 24 hours).
- A single asterisk (*) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-mm** option.
- A double asterisk (**) indicates that partition size can be controlled by the **partitioning-interval-size-gidb-ocs** option.

Table	Partitioned by Key
GIDB_G_AGENT_STATE_HISTORY_MM*	ADDED_TS
GIDB_G_AGENT_STATE_HISTORY_V	ADDED_TS
GIDB_G_AGENT_STATE_RC_MM*	CREATED_TS
GIDB_G_AGENT_STATE_RC_V	CREATED_TS
GIDB_G_CALL_HISTORY_MM*	ADDED_TS

Table	Partitioned by Key
GIDB_G_CALL_HISTORY_V	ADDED_TS
GIDB_G_CALL_MM*	ADDED_TS
GIDB_G_CALL_STAT_V	GSYS_EXT_INT2
GIDB_G_CALL_V	CREATED_TS
GIDB_G_CUSTOM_DATA_S_MM*	ADDED_TS
GIDB_G_CUSTOM_DATA_S_V	ADDED_TS
GIDB_G_DND_HISTORY_MM*	ADDED_TS
GIDB_G_DND_HISTORY_V	ADDED_TS
GIDB_G_IR_HISTORY_MM*	ADDED_TS
GIDB_G_IR_HISTORY_V	ADDED_TS
GIDB_G_IR_MM*	ADDED_TS
GIDB_G_IR_V	CREATED_TS
GIDB_G_IS_LINK_HISTORY_V	ADDED_TS
GIDB_G_IS_LINK_V	INITIATED_TS
GIDB_G_LOGIN_SESSION_MM*	CREATED_TS
GIDB_G_LOGIN_SESSION_V	CREATED_TS
GIDB_G_PARTY_HISTORY_MM*	ADDED_TS
GIDB_G_PARTY_HISTORY_V	ADDED_TS
GIDB_G_PARTY_MM*	CREATED_TS
GIDB_G_PARTY_V	CREATED_TS
GIDB_G_ROUTE_RESULT_MM*	TERMINATED_TS
GIDB_G_ROUTE_RESULT_V	CREATED_TS
GIDB_G_ROUTE_RES_VQ_HIST_MM	ADDED_TS
GIDB_G_ROUTE_RES_VQ_HIST_V	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_MM*	ADDED_TS
GIDB_G_SECURE_UD_HISTORY_V	ADDED_TS
GIDB_G_USERDATA_HISTORY_MM*	ADDED_TS
GIDB_G_USERDATA_HISTORY_V	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_MM*	ADDED_TS
GIDB_G_VIRTUAL_QUEUE_V	CREATED_TS
GIDB_GM_F_USERDATA*	GSYS_EXT_INT1
GIDB_GM_L_USERDATA*	GSYS_EXT_INT2
GIDB_GO_CAMPAIGN**	CREATED_TS
GIDB_GO_CAMPAIGNHISTORY**	ADDED_TS
GIDB_GO_CHAIN**	CREATED_TS
GIDB_GO_CHAINREC_HIST**	ADDED_TS
GIDB_GO_FIELDHIST**	ADDED_TS

Table	Partitioned by Key
GIDB_GO_METRICS**	ADDED_TS
GIDB_GO_SEC_FIELDHIST**	ADDED_TS
GIDB_GOX_CHAIN_CALL**	ADDED_TS
GIDB_GX_SESSION_ENDPOINT_MM*	CREATED_TS
GIDB_GX_SESSION_ENDPOINT_V	CREATED_TS

Partitioned Control Tables

Control tables are partitioned by the created timestamp. The size of the partitions is determined by the partitioning-interval-size-gim configuration option.

Table	Partitioned by Key
CTL_AUDIT_LOG	CREATED_TS
CTL_ETL_HISTORY	CREATED_TS
CTL_EXTRACT_HISTORY	CREATED_TS
CTL_PURGE_HISTORY	CREATED_TS
CTL_TRANSFORM_HISTORY	CREATED_TS

Info Mart Service and Staging Tables and Administrative Views

Most service and staging tables are intended for internal purposes and are not described in detail in this guide. For general information about the service (CTL_*) and staging (STG_*) tables and administrative views (ADMIN_*) in the Info Mart database schema, see Genesys Info Mart Database Schema and Info Mart Service and Control Tables.

Service Tables and Administrative Views

The service (or control) tables and administrative views are the areas of the Genesys Info Mart database schema that relate to operational data, instead of to the reporting data. Use these tables and views to:

- Trace data processing immediately after the initial deployment or during administration of Genesys Info Mart.
- Configure mapping for user-data processing during the initial deployment or when user-data storage requirements change.

The following pages describe service tables and administrative views that provide operational data that is helpful for data validation and troubleshooting:

Tables

- CTL_AUDIT_LOG
- CTL_ETL_HISTORY
- CTL_EXTRACT_HISTORY
- CTL_GDPR_HISTORY
- CTL_PURGE_HISTORY
- CTL_TRANSFORM_HISTORY
- CTL_UDE_KEYS_TO_DIM_MAPPING
- CTL_UD_TO_UDE_MAPPING

Views

- ADMIN_AUDIT_LOG
- ADMIN_ETL_JOB_HISTORY
- ADMIN_ETL_JOB_STATUS
- ADMIN_ETL_STEP_HISTORY
- ADMIN_EXTRACT_HISTORY
- CTL_ETL_HWM

Staging Tables

The following pages describe the staging tables in which Genesys Info Mart jobs store data about errors in ETL processing. Use these tables to troubleshoot errors in source data that prevent data from being transformed.

- STG_IDB_FK_VIOLATION
- STG_TRANSFORM_DISCARDS

Table CTL_AUDIT_LOG

Description

Modified: 8.5.116.12 (PRODUCER_INFO_KEY added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
AUDIT_KEY	numeric(19)	X	X		
JOB_ID	varchar(64)		X		
CREATED	datetime		X		

Column	Data Type	P	M	F	DV
INSERTED	datetime				
PROCESSING_STATUS_KEY	int		X		
MIN_START_DATE_TIME_KEY	int			X	
MAX_START_DATE_TIME_KEY	int			X	
MAX_CHUNK_TS	int				
DATA_SOURCE_KEY	int				
ROW_COUNT	int				
CREATED_TS	int		X		
PRODUCER_INFO_KEY	numeric(19)				

AUDIT_KEY

The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.

JOB_ID

ID that uniquely identifies the execution instance of the job.

CREATED

The date and time of row creation.

INSERTED

The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.

PROCESSING_STATUS_KEY

Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.

MIN_START_DATE_TIME_KEY

The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

MAX_START_DATE_TIME_KEY

The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.

MAX_CHUNK_TS

The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.

DATA_SOURCE_KEY

The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server, Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.

ROW_COUNT

The number of records that are marked with this audit key.

CREATED_TS

The UTC-equivalent value of the date and time of row creation.

PRODUCER_INFO_KEY

Introduced: Release 8.5.116.12
Reference to the CTL_PRODUCER_INFO dimension, to identify the version of the upstream application or service that produced Kafka data.

Index List

CODE	U	C	Description
IDX_CTL_AL_CTS			Improves purge performance.

Index IDX_CTL_AL_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_ETL_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution of each Genesys Info Mart job. A row is added to this table after each job completes.

Tip

Genesys recommends that you use the ADMIN_ETL_JOB_HISTORY view to query the job execution data.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
JOB_ID	varchar(64)	X	X		
WORKFLOW_TYPE	varchar(32)	X	X		
JOB_NAME	varchar(32)				
JOB_VERSION	varchar(32)				
LOCAL_START_TIME	datetime				
LOCAL_END_TIME	datetime				
GMT_START_TIME	datetime				
GMT_END_TIME	datetime				
DURATION	int				
STATUS	varchar(32)				
CREATED_TS	int		X		

JOB_ID

ID that uniquely identifies the execution instance of the job.

WORKFLOW_TYPE

The name of the step of the job, such as Outbound.

JOB_NAME

The name of the job, such as Job_ExtractICON.

JOB_VERSION

The version of the job, such as 8.1.000.10.

LOCAL_START_TIME

The date and time the first step of the job started (in the time zone where Genesys Info Mart Server is running).

Note: Because the Genesys Info Mart Server always runs in the GMT time zone, the value of this field is always the same as GMT_START_TIME.

LOCAL_END_TIME

The date and time the last step of the job ended (in the time zone where Genesys Info Mart Server is

running).

Note: Because the Genesys Info Mart Server always runs in the GMT time zone, the value of this field is always the same as GMT_END_TIME.

GMT_START_TIME

The date and time the first step of the job started (in GMT time zone).

GMT_END_TIME

The date and time the last step of the job ended (in GMT time zone).

DURATION

The duration of the job, in seconds.

STATUS

The status of the job, such as COMPLETE or FAILED.

CREATED_TS

The UTC-equivalent value of the date and time at which the job started.

Index List

CODE	U	C	Description
I_C_ETL_H_CTS			Improves purge performance.

Index I_C_ETL_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_EXTRACT_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table contains information about the last attempted and last successful incremental extraction. The UTC-equivalent value of the date and time and/or a sequence number are provided for the data source table that was used in the last extract attempt. Data source information covers such details as the IDB from which the data was extracted, the ICON instance that populated the IDB, and the application that was the original source of data (T-Server, Outbound Contact Server, and so forth).

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
TABLE_NAME	varchar(255)		X		
DATA_SOURCE_KEY	int		X		
DATA_SOURCE_TYPE	int				

Column	Data Type	P	M	F	DV
ROW_COUNT	int				
MAX_TIME	datetime				
MAX_TS	int				
ICON_DBID	int		X		0
DSS_ID	int				
PROVIDERTAG	int				
EXTRACT_START_TIME	datetime				
EXTRACT_END_TIME	datetime				
JOB_ID	varchar(64)		X		
JOB_NAME	varchar(32)				
JOB_VERSION	varchar(64)				
DAP_NAME	varchar(255)/nvarchar(255)				
CREATE_AUDIT_KEY	numeric(19)		X	X	
CREATED_TS	int		X		

TABLE_NAME

The name of the IDB table from which data was extracted.

DATA_SOURCE_KEY

The surrogate key that is used to join this table to the CTL_DS table.

DATA_SOURCE_TYPE

The type of the data source server as reported by ICON. This field is set to one of the following values:

- 1 — T-Server
- 2 — Interaction Server
- 3 — OCS Server
- 4 — Configuration Server

ROW_COUNT

The number of records that are extracted in a given extraction cycle.

MAX_TIME

The date and time, in the Genesys Info Mart server time zone, that represent the highest timestamp value for the records that are extracted in a given extraction cycle.

MAX_TS

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are extracted in a given extraction cycle.

ICON_DBID

ID that uniquely identifies the ICON application instance. The value is the same as the one that ICON provided in the IDB.

DSS_ID

The data source session identifier that is used in a given extraction cycle.

PROVIDERTAG

The ID of the ICON provider class, such as 5 for the configuration information provider (cfg). This field is reserved.

EXTRACT_START_TIME

The date and time when the extraction job started.

EXTRACT_END_TIME

The date and time when the extraction job finished.

JOB_ID

ID that uniquely identifies the execution instance of the job.

JOB_NAME

The name of the job that extracted data--for example, Job_ExtractICON.

JOB_VERSION

The version of the job that extracted data--for example, 8.1.000.10.

DAP_NAME

The name of the Database Access Point (DAP) through which data was extracted.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools--that is, applications that need to identify newly added data.

CREATED_TS

The UTC-equivalent value of the date and time at which the extraction job started.

Index List

CODE	U	C	Description
I_C_EXTRACT_H_CTS			Improves purge performance.

Index I_C_EXTRACT_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_GDPR_HISTORY

Description

Introduced: 8.5.010
Modified: 8.5.015.19 (scope extended to include ROUTING_TARGET.TARGET_OBJECT_SELECTED); 8.5.010.16 (scope extended to cover employee GDPR requests)

In partitioned databases, this table is not partitioned.

This table provides details about General Data Protection Regulation (GDPR) "export" or "forget" requests that were processed successfully. A row is added to this table for each field that might have contained an instance of personally identifiable information (PII) specified in the customer-provided JSON file.

The following tables and columns potentially contain PII:

Table	Column
For Consumer GDPR Requests	
INTERACTION_FACT	SOURCE_ADDRESS TARGET_ADDRESS
INTERACTION_RESOURCE_FACT	TARGET_ADDRESS
IXN_RESOURCE_STATE_FACT	TARGET_ADDRESS
CONTACT_ATTEMPT_FACT	CONTACT_INFO RECORD_FIELD_*
CALLBACK_FACT	CUSTOMER_ANI CUSTOMER_PHONE_NUMBER
CDR_FACT	ANI DNIS
LDR_FACT	CLIENT_ID CONTACT_INFO

Table	Column
SDR_CUST_ATRIBUTES_FACT	ATRIBUTE_VALUE
SDR_SESSION_FACT	ANI
SDR_SURVEY_TRANSCRIPT_FACT	TRANSCRIPTION
Custom user data fact tables (e.g., IRF_USER_DATA_CUST_1)	CUSTOM_DATA_*
For Employee GDPR Requests	
GIDB_GC_AGENT	USERNAME EMPLOYEEID FIRSTNAME LASTNAME EMAIL
RESOURCE_	RESOURCE_NAME EMPLOYEE_ID AGENT_FIRST_NAME AGENT_LAST_NAME
ROUTING_TARGET (starting with release 8.5.015.19)	TARGET_OBJECT_SELECTED

For audit purposes, a value of "NULL" in a record indicates that the field was evaluated for a particular instance of PII and was found to be empty.

By default, data is retained in the CTL_GDPR_HISTORY table for 15 days. You can configure the days-to-keep-gdpr-history option to specify a different retention period, up to 30 days.

For more information about Genesys Info Mart support for GDPR compliance, see General Data Protection Regulation (GDPR) and Genesys Info Mart Support for GDPR in the *Genesys Security Deployment Guide.*

> ### Tip
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
CONSUMER_ID	varchar(255)/nvarchar(255)		X		
FACT_ID	varchar(255)/nvarchar(255)				
TABLE_NAME	nvarchar(64)		X		
COLUMN_NAME	nvarchar(64)		X		
KEY_NAME	nvarchar(255)				
KEY_VALUE	nvarchar(4000)				
AUDIT_KEY	numeric(19)			X	
TENANT_KEY	int		X	X	0
FORGET	numeric(1)		X		0
CREATED_TS	int		X		

CONSUMER_ID

The instance of PII that was searched for. The value is derived from one of the following consumer- or employee-identifying attributes in the customer-provided JSON input file:

- For consumers:
  - "phone"
  - "email"
- For employees:
  - "username"

FACT_ID

The ID of the table record in which the PII was found. A value of NULL indicates that a particular table was evaluated for that PII and no instance was found.

TABLE_NAME

The name of the table that was evaluated for PII. (See the table description above for possible values.)

COLUMN_NAME

The name of the column that was evaluated for PII. (See the table description above for possible values.)

KEY_NAME

The name of the custom user data KVP key or custom Outbound Contact Server (OCS) record field that the customer has identified might contain PII and, therefore, has specified in the "gim-attached-data" element in the JSON input file. For example, while consumers are identified in Genesys Info Mart only by phone number or email address, custom KVPs or record fields might contain PII such as a name, Social Security number, or mailing address. The custom key would already have been mapped to a custom user data table and column or a RECORD_FIELD_* column in the CONTACT_ATTEMPT_FACT table, when you configured your Genesys Info Mart deployment.

In Genesys Engage cloud deployments, this column might also specify a non-custom KEY_NAME, such as “TRANSCRIPTION.”

KEY_VALUE

The value of the custom user data KVP or custom OCS record field that contained the PII.

AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key is used for data lineage purposes.

TENANT_KEY

The surrogate key that is used to join the TENANT dimension to other tables in the Info Mart database.

FORGET

Indicates whether the PII was processed for a "forget" request: 0 = No, 1 = Yes

CREATED_TS

The UTC-equivalent value of the date and time of row creation.

Index List

CODE	U	C	Description
I_CTL_GDPR_H_C_ID			Improves search performance.
I_CTL_GDPR_H_CTS			Improves purge

CODE	U	C	Description
			performance.

Index I_CTL_GDPR_H_C_ID

Field	Sort	Comment
CONSUMER_ID	Ascending	

Index I_CTL_GDPR_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_PURGE_HISTORY

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job_MaintainGIM as it pertains to purge.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
JOB_ID	varchar(64)		X		
JOB_VERSION	varchar(64)				
TABLE_NAME	varchar(255)		X		
PURGE_MAX_TIME	datetime				
PURGE_MAX_TS	int		X		

Column	Data Type	P	M	F	DV
PURGE_START_TIME	datetime				
PURGE_END_TIME	datetime				
ROW_COUNT	int				
CREATED_TS	int		X		

JOB_ID

ID that uniquely identifies the execution instance of the maintenance job.

JOB_VERSION

The version of the job that purged data--for example, 8.1.000.10.

TABLE_NAME

The name of the table from which data was purged.

PURGE_MAX_TIME

The date and time, in the GMT time zone, that represent the highest timestamp value for the records that are deleted in a given purge cycle.

PURGE_MAX_TS

The UTC-equivalent value of the date and time that represents the highest timestamp value for the records that are deleted in a given purge cycle.

PURGE_START_TIME

The date and time when the maintenance job started the purge cycle.

PURGE_END_TIME

The date and time when the maintenance job finished the purge cycle.

ROW_COUNT

The number of rows that was deleted in a given purge cycle.

CREATED_TS

The UTC-equivalent value of the date and time at which the maintenance job started the purge cycle.

Index List

CODE	U	C	Description
I_C_PURGE_H_CTS			Improves purge performance.

Index I_C_PURGE_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_TRANSFORM_HISTORY

Description

Modified: 8.5.010 (HWM_VALUE2 column added); 8.5.009 (AUDIT_KEY column added); 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is partitioned.

This table provides information about the execution history of Job_TransformGIM.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
JOB_ID	varchar(64)		X		
JOB_VERSION	varchar(64)				
HWM_NAME	varchar(255)				
HWM_VALUE	numeric(19)		X		
HWM_VALUE2	varchar(255)/nvarchar(255)				
TRANSFORM_START_TIME	datetime				

Column	Data Type	P	M	F	DV
TRANSFORM_END_TIME	datetime				
ROW_COUNT	int				
CREATED_TS	int		X		
AUDIT_KEY	numeric(19)			X	

JOB_ID

ID that uniquely identifies the execution instance of the job.

JOB_VERSION

The version of Job_TransformGIM--for example, 8.1.000.10.

HWM_NAME

The name of the table from which data was taken for transformation.

HWM_VALUE

Provides the value of the numeric high-water mark (HWM) for the records that are processed in a given transformation cycle.

HWM_VALUE2

Introduced: Release 8.5.010
Provides supplemental information about the value of HWM_VALUE, when applicable.

The column was introduced to support future alternative data streams in which the HWMs might require nonnumeric values for context.

TRANSFORM_START_TIME

The date and time when the transformation job started.

TRANSFORM_END_TIME

The date and time when the transformation job finished.

ROW_COUNT

Provides the number of records that are processed in a given transformation cycle.

CREATED_TS

The UTC-equivalent value of the date and time at which the transformation job started.

AUDIT_KEY

Introduced: Release 8.5.009
The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key is used for data lineage purposes, in particular to identify the HWM_VALUE or HWM_VALUE2 related to a particular audit key.

Index List

CODE	U	C	Description
I_C_TRANSFORM_H_CTS			Improves purge performance.

Index I_C_TRANSFORM_H_CTS

Field	Sort	Comment
CREATED_TS	Ascending	

Subject Areas

No subject area information available.

Table CTL_UD_TO_UDE_MAPPING

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.1.201 (CONVERT_EXPRESSION column added)

In partitioned databases, this table is not partitioned.

This table captures storage configuration for user data KVPs. The table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping for a given user-data KVP to one table and a column within that table.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	int	X	X		
UD_KEY_NAME	varchar(255)/nvarchar(255)		X		
UDE_TABLE_NAME	varchar(30)		X		
UDE_COLUMN_NAME	varchar(30)		X		

Column	Data Type	P	M	F	DV
PROPAGATION_RULE	varchar(16)		X		
DEFAULT_VALUE	varchar(255)/nvarchar(255)				
ACTIVE_FLAG	numeric(1)		X		
CONVERT_EXPRESSION	varchar(255)/nvarchar(255)				

ID

The primary key of this table.

UD_KEY_NAME

The key name of the user data KVP that is to be stored in the Info Mart database.

UDE_TABLE_NAME

The name of the fact or dimension table that stores user data that is associated with this key.

UDE_COLUMN_NAME

The name of the column in the fact or dimension table that stores user data that is associated with this key.

PROPAGATION_RULE

Modified: 8.5.006 (IRF_ROUTE value is added); 8.5.001 (IRF_INITIAL value is added).
This field defines how data that uses the same key name is propagated. Possible values are:

- CALL — Store the latest KVP value that is associated with the call.
- PARTY — Store the latest KVP value that is changed (added/updated/deleted) by a party of the call.
- IRF — Store the latest KVP value that is associated with the call during the fact duration.
- IRF_FIRST_UPDATE — Store the first update to the KVP value that is performed during the fact duration. In a scenario with call redirection, the duration also includes all previous IRFs having the technical result of Redirected/RoutedOnNoAnswer and/or Redirected/Unspecified.
- IRF_INITIAL — Store the KVP value that is associated with the interaction when the interaction enters the resource that is the subject of the IRF or MSF record.
- IRF_ROUTE — Store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource, or whether the KVP value changes while the call is at a handling resource (that is, after mediation).

DEFAULT_VALUE

The default value that Genesys Info Mart must store when a KVP that uses this key name is missing.

ACTIVE_FLAG

Indicates whether this mapping is currently active: 0 = No, 1 = Yes.

CONVERT_EXPRESSION

Introduced: Release 8.1.201
Specifies the conversion expression for KVP values that are stored as date/time data in user data fact tables. Applies only to the date/time KVPs that you need to store in the format other than Genesys Info Mart default format for date/time (yyyy-mm-ddThh24:mi:ss.ff). The conversion expression is defined at the time when you map the KVP to the fact table column. If specified, Genesys Info Mart includes the conversion expression in SQL statements to convert the data.

Index List

CODE	U	C	Description
I_C_UD_TARGET	X		A constraint that enforces unique mapping for each column in each target user-data table.
I_C_UD_TO_UDE_KN			Improves access time, based on the user-data key name for mapping that is currently active.

Index I_C_UD_TARGET

Field	Sort	Comment
UDE_TABLE_NAME	Ascending	
UDE_COLUMN_NAME	Ascending	

Index I_C_UD_TO_UDE_KN

Field	Sort	Comment
UD_KEY_NAME	Ascending	
ACTIVE_FLAG	Ascending	

Subject Areas

No subject area information available.

Table-CTL_UDE_KEYS_TO_DIM_MAPPING

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table provides information for mapping user-data KVPs that are stored as dimensions to facts that are stored in the INTERACTION_RESOURCE_FACT table. The mapping table is populated with a special script during the Genesys Info Mart deployment and can be updated when user-data storage requirements change. Each row defines mapping between the primary key of a dimension table and a foreign key in the IRF_USER_DATA_KEYS table.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DIM_TABLE_NAME	varchar(30)	X	X		
DIM_TABLE_PK_NAME	varchar(30)		X		
UDE_KEY_NAME	varchar(30)		X		

DIM_TABLE_NAME

The name of the dimension table that stores user data.

DIM_TABLE_PK_NAME

The name of the primary key column in the dimension table that stores user data.

UDE_KEY_NAME

The name of the foreign key column in the IRF_USER_DATA_KEYS table.

Index List

CODE	U	C	Description
I_UDE_KEYS_TO_D_M_KN	X		A constraint that enforces unique mapping for each user-data dimension table.

Index I_UDE_KEYS_TO_D_M_KN

Field	Sort	Comment
UDE_KEY_NAME	Ascending	

Subject Areas

No subject area information available.

View ADMIN_AUDIT_LOG

Description

This administrative view provides access to the data stored in the CTL_AUDIT_LOG table, which allows facts and dimensions to be described by data lineage attributes. Each row represents a logical transaction that is committed by Genesys Info Mart, identifying the ETL job that is involved in the transaction, including the minimum and maximum DATE_TIME values (which give a date-time range for the data that is committed in the transaction), and providing the processing status (an internal indicator of the kind of data that is processed).

The columns in this view are identical to those in the underlying table.

Column List

Column	Description
AUDIT_KEY	The primary key of this table and the surrogate key that is used to join this table to GIDB, merge tables, and dimensional model tables.
JOB_ID	ID that uniquely identifies the execution instance of the job.
CREATED	The date and time of row creation.
INSERTED	The UTC-equivalent date and time when the processing of the logical transaction described by this row was completed and the record was inserted into the database.
PROCESSING_STATUS_KEY	Reference to the CTL_PROCESSING_STATUS dimension. This field is reserved.
MIN_START_DATE_TIME_KEY	The minimum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_START_DATE_TIME_KEY	The maximum value of START_DATE_TIME_KEY that is committed in a transaction. If partitioning is enabled, this value helps to identify fact-table partition(s) in which data was inserted or updated.
MAX_CHUNK_TS	The maximum value out of all timestamps that are stored for a particular chunk of data that is marked with the corresponding audit key.
DATA_SOURCE_KEY	The surrogate key that is used to join to the CTL_DS dimension. It specifies the data source server, such as T-Server, Interaction Server,

Column	Description
	Configuration Server, Outbound Contact Server (OCS), and Genesys Info Mart Server itself.
ROW_COUNT	The number of records that are marked with this audit key.
CREATED_TS	The UTC-equivalent value of the date and time of row creation.

View-ADMIN_ETL_JOB_HISTORY

Description

This view provides information about the execution of each ETL job. A row is added to this view after each ETL job completes. Currently running ETL jobs do not appear in this view. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View ADMIN_ETL_JOB_STATUS

Description

This view provides information about the most recent execution of each ETL job. A row is added to this view after each ETL job starts and is updated as the job status changes.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View ADMIN_ETL_STEP_HISTORY

Description

This view provides information about the execution of each ETL job step. Rows are added to this view for completed ETL job steps only. As each ETL job completes, it adds rows for the completed steps of all currently running ETL jobs, including itself, that have not already been added to the view.

Currently running ETL jobs may have steps that are in process or are waiting, and they do not yet appear in the view. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
WORKFLOW_TYPE	The name of the ETL job step, such as Outbound.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
STATUS	The status of the step, such as COMPLETE or FAILED.

View-ADMIN_EXTRACT_HISTORY

Description

This view provides information about the data that is extracted from each source database table. A row is added to this view after Job_ExtractICON successfully completes extracting a source data table. Rows in this view are written once and are not updated.

Column List

Column	Description
JOB_ID	ID that uniquely identifies the execution instance of the job.
JOB_NAME	The name of the job, such as Job_ExtractICON.
JOB_VERSION	The version of the job, such as 8.1.000.10.
START_TIME	The date and time at which the first step started (UTC time zone).
END_TIME	The date and time at which the last step ended (UTC time zone).
DURATION	The duration of the job, in seconds.
DBCONNECTION	The name of the Database Access Point (DAP) through which data was extracted.
ICON_DBID	ID that uniquely identifies the ICON application instance. Applies only to tables extracted by Job_ExtractICON.
TABLE_NAME	The name of the table from which data is extracted.
LATEST_DATA_TIME	Provides the highest timestamp value for the records that are extracted in a given extraction cycle.
ROW_COUNT	Provides the number of records that are extracted in a given extraction cycle.

View CTL_ETL_HWM

Description

This view reflects processing progress for the data that is being transferred to the dimensional model tables, but for which certain interaction states are still in progress for the current time interval.

In this release, the view is limited to the extracted configuration data and transformed multimedia data only.

Column List

Column	Description
NAME	A combination of the job name and an abbreviated data type for the processed data. Either of the following values: • EXTRACT_CFG • TRANSFORM_MM
LAST_TS	Provides a UTC equivalent of the date and time up to which the data has been processed.

Table STG_IDB_FK_VIOLATION

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics)

In partitioned databases, this table is not partitioned.

This table stores information about errors that Genesys Info Mart encounters during transformation of configuration data. Errors are detected through verification of relationships between primary and foreign keys in tables that store related data.

For example, a record in a table that stores configuration object relationship data (such as GIDB_GCX_CAMPLIST_INFO) would refer to a record in a table that stores configuration object data (such as GIDB_GC_CAMPAIGN). The transformation logic interprets the absence of the record that has the primary key as an error (in the GIDB_GC_CAMPAIGN table, in the example); the error indicates the absence of the related data (such as the Campaign configuration object). As a result, the transformation job encounters a foreign key constraint violation and stores a record in the STG_IDB_FK_VIOLATION table that identifies the two involved tables and the key that caused the violation.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
ID	numeric(19)	X	X		
CREATE_AUDIT_KEY	numeric(19)		X	X	
FK_TABLE_NAME	varchar(30)		X		
PK_TABLE_NAME	varchar(30)		X		
PK_ID	numeric(19)		X		
FK_ID	numeric(19)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

ID

The primary key for this table.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG dimension.

FK_TABLE_NAME

The name of the table whose record includes a foreign key that violates the foreign key constraint. (Continuing with the example that is used in the table description, the value of this field would be GIDB_GCX_CAMPLIST_INFO.)

PK_TABLE_NAME

The name of the table in which a record appears to be missing, based on the foreign key constraint violation in another table. (In the preceding example, the value of this field would be GIDB_GC_CAMPAIGN.)

PK_ID

The primary key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the problematic record. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.ID field, which is the primary key of the GIDB_GCX_CAMPLIST_INFO table.)

FK_ID

The foreign key of the record that exists in the table that is specified by FK_TABLE_NAME and that violates the foreign key constraint. Use this value to identify the missing record in the table that is

specified by PK_TABLE_NAME. (In the preceding example, the value would come from the GIDB_GCX_CAMPLIST_INFO.CAMPAIGNID field, which is the foreign key of the GIDB_GCX_CAMPLIST_INFO table and which points to the primary key in the GIDB_GC_CAMPAIGN table. Thus, a Campaign object data is detected to be missing.)

ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Index List

No indexes are defined.

Subject Areas

No subject area information available.

Table STG_TRANSFORM_DISCARDS

Description

Modified: 8.5.003 (in Oracle, fields with VARCHAR data types use explicit CHAR character-length semantics); 8.5.011.14 (data type for TABLE_NAME increased from 30 to 255 characters)

In partitioned databases, this table is partitioned.

This table stores information about errors that Genesys Info Mart encounters during data transformation for a certain interaction. Except for the INTERACTION_FACT table storing an interaction ID, no data is populated in the dimensional model tables for a discarded interaction. Instead, Genesys Info Mart writes a record in the STG_TRANSFORM_DISCARDS table, given that a certain combination of error-policy options is configured.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
TABLE_NAME	varchar(255)		X		
INTERACTION_ID	numeric(19)		X	X	-2
GUID	varchar(50)				

Column	Data Type	P	M	F	DV
CREATE_AUDIT_KEY	numeric(19)		X	X	
CODE	int		X		
REASON	varchar(255)/nvarchar(255)		X		
ETL_TS	int		X		
ETL_DATE_TIME_KEY	int		X		

TABLE_NAME

Modified: 8.5.011.14 (data type increased from 30 to 255 characters)
The name of the primary GIDB table for the transformation step during which an error was encountered. Out of the tables that the transformation logic treats as primary (main) and secondary (details) tables, any table may contain erroneous or missing data that prevents further transformation of the interaction; however, only the name of the primary table is stored.

INTERACTION_ID

The identifier of the interaction that is being discarded. This value corresponds to the `INTERACTION_ID` value that is stored for this interaction in the `INTERACTION_FACT` table. The value of "-2" is reserved for future use.

GUID

The global unique identifier that is associated with discarded data. This value is reserved for future use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the `CTL_AUDIT_LOG` dimension.

CODE

Modified: 8.5.001 (error code 26 added)
The code of the data error that was encountered. This field is set to one of the following values:

- 1 — An unspecified error.
- 2 — An unexpected error occurred during data transformation for the `INTERACTION_RESOURCE_FACT` table.
- 3 — The `G_IS_LINK` table is missing data about either an outgoing (source) or an incoming (target) multi-site call.
- 4 — The `G_IS_LINK` includes data about multiple incoming (target) multi-site calls that have the same `IS-Link` value.

- 5 — The G_IS_LINK includes data about multiple outgoing (source) multi-site calls that have the same IS-Link value.
- 6 — The G_IS_LINK includes data about multiple (more than two) bidirectional multi-site calls (most likely, because the data source for the call data was a T-Server of a release prior to 8.0).
- 7 — The CALLID value that is specified in IS_LINK does not match the CALLID in IS_LINK_HISTORY.
- 8 — The value of the IPurpose key is not a number.
- 9 — The G_PARTY_HISTORY table contains no record with ChangeType = 1 ("party_created") for a certain party.
- 10 — The G_PARTY_HISTORY table contains multiple records with ChangeType = 1 ("party_created") for the same party.
- 11 — The record in the G_PARTY table refers to a nonexistent parent record.
- 12 — The call sequence cannot be established, because a party that is a source of the multi-site call cannot be found. (In other words, a party cannot be identified for this multi-site call that represents a called party in a source call, either redirected or routed the call to an external site, or initiated a single-step transfer to an external site.)
- 13 — The record in the GO_CAMPAIGN table refers to a nonexistent group ID.
- 14 — The cycle was found in the results of the IRF transformation.
- 15 — Merge processing discarded a stuck G_CALL record.
- 16 — Merge processing discarded a stuck G_IR record.
- 17 — A negative duration was detected during IRF, MSF, or IRSF transformation.
- 18 — The value of the ServiceObjective KVP is not a number.
- 19 — The record in the G_CALL table refers to a nonexistent call.
- 20 — A history record with the change type of terminated is followed by another history record for the same party.
- 21 — The value of the VQID in the G_ROUTE_RESULT table is not unique.
- 22 — The value of the VQID in the G_VIRTUAL_QUEUE table is not unique.
- 23 — The value of the MEDIATION_SEGMENT_ID in transformation results is not unique.
- 24 — The value of the PARTYGUID in transformation results is not unique.
- 25 — No parties are detected as being associated with this call.
- 26 — Value validation failed during UserEvent transformation or ElasticSearch transformation.

REASON

The text description of the data error that was encountered. Use this value in combination with the CODE value to troubleshoot the reason for the failure of the interaction transformation.

ETL_TS

The UTC-equivalent date and time at which the ETL job created a record in this table.

ETL_DATE_TIME_KEY

Identifies the 15-minute interval in which the ETL job created a record in this table.

Index List

CODE	U	C	Description
I_S_TRNFRM_DISCARDS_IXNID			Improves access time, based on the INTERACTION ID.
I_S_TRNFRM_DISCARDS_SDT			Improves access time, based on the ETL_DATE_TIME key.

Index I_S_TRNFRM_DISCARDS_IXNID

Field	Sort	Comment
INTERACTION_ID	Ascending	

Index I_S_TRNFRM_DISCARDS_SDT

Field	Sort	Comment
ETL_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.

Info Mart GIDB Tables

The immediate source of data for Genesys Info Mart is Interaction Concentrator, which consists of a server application (ICON) and a database, Interaction Database (IDB). There are multiple Interaction Concentrator instances (ICON-IDB pairs) in your Genesys Engage cloud deployment. Each ICON uses its IDB to store detailed reporting data from various sources in your Genesys Engage cloud contact center. As the first stage of the ETL process, Genesys Info Mart extracts the low-level data from any number of IDB(s) in the cloud environment and stores the consolidated data in Global Interaction Database (GIDB) tables in the Info Mart schema. The low-level GIDB data is subsequently transformed and loaded into the fact and dimension tables in the Info Mart dimensional model.

As described on the About Data Export page, in general Genesys Info Mart does not include the internal GIDB tables in the data export. However, Genesys Info Mart does export certain GIDB tables that contain configuration details, because the data is needed to support data in other exported tables.

The GIDB tables in the Info Mart schema are based on equivalent tables in IDB. The GIDB table descriptions in this document are reproduced for your convenience from the Interaction Concentrator documentation.

The following GIDB tables are available for export:

- Table GIDB_GCX_LOGIN_INFO
- Table GIDB_GC_ANNEX
- Table GIDB_GC_CALLING_LIST
- Table GIDB_GC_CAMPAIGN
- Table GIDB_GC_FOLDER
- Table GIDB_GC_GROUP
- Table GIDB_GC_LOGIN
- Table GIDB_GC_PLACE
- Table GIDB_GC_SKILL
- Table GIDB_GC_TENANT

System Fields

Certain fields appear in multiple tables. These fields, whose field names all begin with GSYS_, are reserved for use by internal Genesys system functions.

The following fields can have special and unique meanings in various tables:

- GSYS_EXT_VCH1
- GSYS_EXT_VCH2
- GSYS_EXT_INT1
- GSYS_EXT_INT2

The following fields have identical meanings regardless of where they appear:

- GSYS_DOMAIN—In all operational tables, contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. The DSS_ID identifies the session in the data source session control tables (the G_DSS_*_PROVIDER tables, where the asterisk represents the particular provider, as specified by the ICON role—cfg, gcc, gls, gos, or gud). The value points to (a) a data source session ID that uniquely identifies the connection between the ICON application, the data source application (for example, T Server), and the switch; and (b) the timeframe during which the connection was active.
  In other tables, GSYS_DOMAIN is reserved for internal use.
- GSYS_SYS_ID—Reserved for internal use.

Dictionary Types

Some field descriptions refer to dictionary types, which are defined by ICON. The G_DICTIONARY Values page lists the dictionary types that are relevant for the GIDB configuration tables documented in this guide.

Table GIDB_GCX_LOGIN_INFO

Description

This table stores information about the associations of agent to agent logins, including terminated associations.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

Column List

Column	Data Type	P	M	F
ID	numeric(16)		X	
LOGINID	int	X	X	X
AGENTID	int	X	X	X
WRAPUPTIME	int			
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
CREATED_TS	int	X	X	
DELETED_TS	int			
GSYS_DOMAIN	int			

Column	Data Type	P	M	F
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The unique, autonumbered ID of this record.

LOGINID

The DBID of the Agent Login object that is associated with AgentID (the Person object).

AGENTID

The DBID of the Person object (the agent) that is associated with LoginID.

WRAPUPTIME

The wrap-up time, in seconds, that is associated with this login identifier.

STATUS

The status of the object described by the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.

DELETED

The GMT-equivalent date and time when the association was deleted.

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration

Server; either during the initial ICON startup or during synchronization.

- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_ANNEX

Description

This table stores information about changes to certain configuration options configured on the Annex tabs of the following object types:

- Person
- Agent Group
- DN
- DN Group
- Switch
- Agent Login

This information enables Genesys Interactive Insights to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This table is populated only when ICON has the cfg role and the **cfg-annex** option configured.

Column List

Column	Data Type	P	M	F
ID	int	X		
CFGOBJECTID	int			
CFGOBJECTTYPE	tinyint			
SECTIONNAME	varchar(255)			
KEYNAME	varchar(255)			
TENANTID	int			
VALUE	varchar(255)			

Column	Data Type	P	M	F
STATUS	tinyint			
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The unique, autonumbered ID of this record. This is the primary key.

CFGOBJECTID

The DBID of the configuration object.

CFGOBJECTTYPE

The configuration object type: Person, Agent Group, DN, DN Group, or Switch.

SECTIONNAME

The name of the section on the object's Annex tab in which the specified option is located.

KEYNAME

The option name as defined on the Annex tab of the configuration object.

TENANTID

The DBID of the Tenant to which this object belongs.

VALUE

The value set for the option on the Annex tab of the configuration object.

STATUS

- 0—Unknown
- 1—Enabled
- 2—Disabled/terminated
- 10—System use

CREATED

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was written to IDB. This is not necessarily the actual creation time of the option.

DELETED

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was deleted.

LASTCHANGE

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was last changed (including option creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Reserved

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

The reason for the update to the configuration object. This field can contain one of the following values:

- 0—Active option, for which ICON received created or updated information from a real-time or history log notification from Configuration Server.
- 1—Active option, for which ICON received created or updated information from synchronization.
- 2—Deleted or terminated option, for which ICON received information either from a real-time or history log notification or during synchronization.
- 3—Deleted or terminated option, for which ICON received created or updated information from synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_CALLING_LIST

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table stores information about the configuration of Calling List objects.

The CALLING_LIST view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
FOLDERID	int			
DESCRIPTION	nvarchar(255)			
TIMEFROM	int			
TIMEUNTIL	int			
MAXATTEMPTS	int			
FILTERID	int			
TABLEID	int			X

Column	Data Type	P	M	F
LOGTABLEID	int			X
STATE	int		X	
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Calling List. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the calling list object.

TENANTID

The DBID of the Tenant to which this object belongs.

FOLDERID

The DBID of the Folder for the object.

DESCRIPTION

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

Free format description.

TIMEFROM

The earliest time when a dial can be performed.

TIMEUNTIL

The latest time when a dial can be performed.

MAXATTEMPTS

The maximum number of attempts that a single record can be dialed for one campaign.

FILTERID

The DBID of the Filter for this Calling List.

TABLEID

The DBID of the Table Access to which the Calling List refers.

LOGTABLEID

The DBID of the Table Access (LogTable type) to which the Calling List refers.

STATE

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the object described by the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when this object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source.

Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_CAMPAIGN

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table stores information about the configuration of Campaign objects.

The CAMPAIGN view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
FOLDERID	int			
DESCRIPTION	nvarchar(255)			
STATE	int		X	
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			

Column	Data Type	P	M	F
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Campaign object. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the object.

TENANTID

The DBID of the Tenant to which this object belongs.

FOLDERID

The DBID of the Folder for the object.

DESCRIPTION

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

Free format description.

STATE

The object's state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the object described by the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time of the actual removal of the object.

LASTCHANGE

The GMT-equivalent date and time of last change in the object (including creation and removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_FOLDER

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table stores information about the configuration of Folder objects.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
TYPE	int		X	
OWNERID	int			
OWNERTYPE	int			
FOLDERID	int			
STATE	int		X	
STATUS	int		X	
CREATED	datetime			

Column	Data Type	P	M	F
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Folder object. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the object.

TENANTID

The DBID of the Tenant to which this object belongs.

TYPE

The type of the Folder. This corresponds to the CfgObjectType enumeration (Configuration Server). Refer to G_Dictionary Values for a complete listing of permissible values.

#DICTIONARY TYPE 528

OWNERID

The DBID of the owner object (Tenant, Switch, IVR, Business Attribute) of the folder.

OWNERTYPE

Type of the owner of the Folder. This corresponds to the CfgObjectType enumeration in Configuration Server. Refer to G_Dictionary Values for a complete listing of permissible values.

#DICTIONARY TYPE 528

FOLDERID

The DBID of the folder for the object.

STATE

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the record. One of the following:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when the object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LAST_CHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_GROUP

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.015.07 (data type for SCRIPT column increased); 8.5.014.34 (data type for various columns modified)

This table stores information about agent group, place group, and DN group configuration objects.

The GROUP view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
FOLDERID	int			
TYPE	int		X	
DNGROUPTYPE	int			
STATE	int		X	
SCRIPT	nvarchar(1024)			
STATUS	int		X	
CREATED	datetime			

Column	Data Type	P	M	F
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Group object. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the object.

TENANTID

The DBID of the Tenant to which this object belongs.

FOLDERID

The DBID of the Folder for the object.

TYPE

The type of the Group corresponding to the CfgGroupType enumeration in Configuration Server. One of the following values:

- 0—Unknown Group Type
- 1—Agent Group
- 2—Place Group
- 3—DN Group
- 4—Access Group

#DICTIONARY TYPE 540

DNGROUPTYPE

The type of DN Group corresponding to the CfgDNGroupType enumeration in Configuration Server. This is applicable only to DN group records. For a listing of permissible values, refer to G_Dictionary Values.

#DICTIONARY TYPE 508

STATE

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

SCRIPT

Modified: 8.5.015.07 (data type increased from 255 to 1024 characters); 8.5.014.34 (data type changed from varchar to nvarchar)

The Virtual Agent Group skills expression. Starting with release 8.1.514.47 in Microsoft SQL Server,

Oracle, and PostgreSQL deployments, the **cfg-long-vag-script** configuration option enables you to specify whether to store values up to 1024 characters or whether to limit the value to 255 characters.

This is applicable only to Agent Group objects.

STATUS

The status of the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when this object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_LOGIN

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table contains information about configuration of Agent Login objects.

Important

In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
LOGINCODE	nvarchar(255)		X	
TENANTID	int		X	X
SWITCHID	int		X	X
FOLDERID	int			
STATE	int		X	

Column	Data Type	P	M	F
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Agent Login object. This is the primary key.

LOGINCODE

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The Agent Login code.

TENANTID

The DBID of the Tenant to which this object belongs.

SWITCHID

The DBID of the Switch to which this agent login belongs.

FOLDERID

The DBID of the Folder for the object.

STATE

The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE: 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when this object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value for the CREATED field.

DELETED_TS

The UTC-equivalent value for the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value for the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was

requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_PLACE

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table stores information about the configuration of Place objects.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

The PLACE view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
FOLDERID	int			
STATE	int		X	
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			

Column	Data Type	P	M	F
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Place object. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the object.

TENANTID

The DBID of the Tenant to which this object belongs.

FOLDERID

The DBID of the Folder for the object.

STATE

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the object described by the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when the object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source.

Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_SKILL

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

This table stores information about the configuration of Skill objects.

The SKILL view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
NAME	nvarchar(255)		X	
TENANTID	int		X	X
FOLDERID	int			
STATE	int		X	
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			

Column	Data Type	P	M	F
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Skill object. This is the primary key.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the Skill object.

TENANTID

The DBID of the Tenant to which this object belongs.

FOLDERID

The DBID of the Folder for the object.

STATE

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.
- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the object described by the record. One of the following values:

- 0—The status is unknown. Reserved for when ICON is unable to determine record status.
- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when this object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source.

Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

Table GIDB_GC_TENANT

Description

Modified: 8.5.015.19 (PRODUCER_BATCH_ID column added); 8.5.014.34 (data type for various columns modified)

The table stores information about Tenant configuration objects.

The TENANT view is based on this table.

Column List

Column	Data Type	P	M	F
ID	int	X	X	
FOLDERID	int			
NAME	nvarchar(255)		X	
STATE	int		X	
STATUS	int		X	
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			

Column	Data Type	P	M	F
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The DBID of the Tenant object. This is the primary key.

FOLDERID

The DBID of the folder for the object.

NAME

Modified: 8.5.014.34 (data type changed from varchar to nvarchar)

The name of the object.

STATE

The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

- 0—Unknown. Reserved for when ICON is unable to determine object state.
- 1—Enabled.

- 2—Disabled.

#DICTIONARY TYPE 500

STATUS

The status of the tenant. One of the following:

unable to determine record status.

- 1—Record is active.
- 2—Record is inactive (object is deleted).
- 10—Synchronization is in progress for an active record.

#DICTIONARY TYPE 24

CREATED

The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.

DELETED

The GMT-equivalent date and time when the object was removed.

LASTCHANGE

The GMT-equivalent date and time when the object was last changed (including object creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields.

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:

- 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
- 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
- 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
- 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.

G_DICTIONARY Values

This page lists the possible values for dictionary types referenced in GIDB configuration table descriptions.

Configuration History Tables Status (DTYPE=24)

- 0 unknown
- 1 active
- 2 inactive
- 10 syncinprogress

Object State (DTYPE=500)

- 0 Unknown Object State
- 1 Enabled
- 2 Disabled

DN Group Type (DTYPE=508)

- 0 Unknown Group Type
- 1 Single Ports
- 2 ACD Queues
- 3 Routing Points
- 4 Network Ports
- 5 Service Numbers

Object Type (DTYPE=528)

- 0 Unknown Object
- 1 Switch
- 2 DN
- 3 Person

- 4 Place
- 5 Agent Group
- 6 Place Group
- 7 Tenant
- 8 Solution
- 9 Application
- 10 Host
- 11 Switching Office
- 12 Script
- 13 Skill
- 14 Action Code
- 15 Agent Login
- 16 Transaction
- 17 DN Group
- 18 Statistical Day
- 19 Statistical Table
- 20 Application Template
- 21 Access Group
- 22 Folder
- 23 Field
- 24 Format
- 25 Table Access
- 26 Calling List
- 27 Campaign
- 28 Treatment
- 29 Filter
- 30 Time Zone
- 31 Voice Prompt
- 32 IVR Port
- 33 IVR
- 34 Alarm Condition
- 35 Business Attribute
- 36 Business Attribute Value
- 37 Objective Table
- 38 Campaign Group
- 39 GVP Reseller
- 40 GVP Customer
- 41 GVP IVR Profile
- 42 Scheduled Task
- 43 Role
- 44 Agent Login Info
- 45 DN Info
- 46 Service Info
- 47 Skill Level
- 48 Switch Access Code
- 49 DN Access Number
- 1017 Switch Access Code
- 1019 DN Access Number
- 1020 Application Rank
- 1021 Skill Level
- 1022 Agent Login Info
- 1023 DN Info
- 1024 Service Info
- 1025 Application Service Permission
- 1027 Sub code
- 1028 Interval Count
- 1029 Calling List Info
- 1030 Campaign Group Info
- 1031 Log Event
- 1032 Solution Component
- 1033 Cfg ID
- 1034 Cfg ACE
- 1035 Cfg ACL
- 1036 Server Host ID
- 1037 Server Version
- 1038 Connection Info
- 1040 Solution Component Definition
- 1041 Objective Table Record
- 1042 Update Package Record
- 1043 Library Link

- 1044 Object Resource
- 1045 Port Info
- 1046 Role Member

Group Type (DTYPE=540)

- 0 Unknown Group Type
- 1 Agent Group
- 2 Place Group
- 3 DN Group
- 4 Access Group

Explaining Genesys Info Mart Data

The following pages explain how contact center interactions are represented in the Genesys Info Mart database tables and how to use the data that is stored by Genesys Info Mart for contact center historical reporting. The information includes:

- Descriptions of how data that is related to interaction-handling attempts, interaction resources, interactions, mediation segments, contact attempts for Outbound Contact campaigns, and agent activity is populated (see Populating Genesys Info Mart Data and related links on that page)
- Explanations of the meaning of the descriptors Genesys Info Mart uses to identify how interactions arrive at and depart from contact center resources (see Technical Descriptors)
- How dates and times of day are represented (see Representing Dates and Times of Day)

> **Important**
>
> As noted in the information about the Genesys Info Mart Historical Database Reference, the pages in this document are reproduced from the enterprise-level documentation for Genesys Info Mart, and some of the documented customizations, features, and functionality might not be available in your cloud deployment or in your Data Export.

Populating Genesys Info Mart Data

Bringing Data into Info Mart

Extract, transform, and load (ETL) is performed by two main jobs: **Job_ExtractICON** and **Job_TransformGIM**. Deployments in which the Genesys historical reporting presentation layer (Genesys CX Insights [GCXI] or Reporting and Analytics Aggregates (RAA) is installed also use **Job_AggregateGIM**.

- **Job_ExtractICON** extracts new and changed data from IDBs and stores the data in the GIDB tables, as discussed in Populating Low-Level Details.
- **Job_TransformGIM** transforms the data from GIDB into the dimensional-model (fact and dimension) tables. Depending on configuration, **Job_TransformGIM** also extracts and transforms reporting data from other data streams (for example, Apache Kafka) and stores the processed data in the dimensional model.
- **Job_AggregateGIM** calculates or recalculates metrics and stores them in the aggregate tables in the Info Mart database, based on the data that was added or changed during the last transformation run.

Important

Genesys Info Mart extracts multimedia interaction data while the interactions are still active, and multimedia interaction records might be updated frequently and over large time intervals. Similarly, although Genesys Info Mart extracts voice interactions only after they have completed, After Call Work (ACW) might cause end timestamps in Info Mart records for call-related activity to be updated in a subsequent ETL cycle. Therefore, the timing of your reporting queries can affect reporting results.

When generating and interpreting reports, remember to allow for data updates that might occur over multiple ETL cycles because of continuing activity during long-lived multimedia interactions or because of ACW after voice or multimedia interactions end. For example, for voice interactions, allow for the maximum amount of time that can be spent on wrap-up activities, as well as for the ETL schedule and ETL execution time. You might need to regenerate reports to guarantee final results.

Populating Low-Level Details

The Global Interaction Database (GIDB) is an area within the Genesys Info Mart database schema in which the low-level interaction data from any number of IDBs is consolidated for further processing.

Genesys Info Mart Server uses the low-level details data from GIDB tables to produce data that is suitable for end-user reports and to populate the fact and dimension tables that compose the Info

Mart dimensional model.

Some configuration-related GIDB tables (see Info Mart GIDB Tables) are included in your data export to support data in the exported fact tables.

The DATE_TIME Dimension

The DATE_TIME dimension enables facts to be described by attributes of calendar date and 15-minute time interval. All interaction-related fact tables use only the DATE_TIME time dimension. No other time-dimension fields are used.

> **Important**
> Only UTC timestamps are used in the interaction-related fact tables.

For more detailed discussion of the DATE_TIME dimension, see Representing Dates and Times of Day.

Populating Specific Types of Data

See the following pages for detailed discussion about:

- Populating Interaction Resource Data
- Populating Interaction Data
- Populating Mediation Segments
- Populating Outbound Contact Campaign Activity
- Populating Agent Activity Data

Populating Interaction Resource Data

Genesys Info Mart stores interaction resource facts in the INTERACTION_RESOURCE_FACT (IRF) table, one of the core tables that is supplied in Genesys Info Mart. This table facilitates the creation of reports and serves as one of the primary tables from which aggregation tables are populated.

What do IRFs represent?

Genesys Info Mart creates IRFs to represent the involvement of a contact center resource of interest in an interaction. *Resources of interest* in the IRF context are:

- Handling resources — Agents, self-service IVRs, DNs without an agent, and multimedia strategies that handle an interaction (for example, a strategy that sends an AutoResponse). Genesys Info Mart creates a row in the IRF table whenever a new interaction or a new attempt to handle an existing interaction has been started, or when an interaction arrives at a handling resource.
- Mediation resources in which the interaction ends. Genesys Info Mart creates a row in the IRF table whenever an existing interaction terminates while in a mediation resource, such as a queue, routing point, or nonself-service IVR.

The IRF table supplies a single row within the Genesys Info Mart schema, which simplifies the SQL needed to generate reports on the resources that handle interactions within the contact center.

Each IRF represents:

- The contiguous time span of the association between the resource and the interaction
- The particular role played by the resource (the *resource role*)
- The result of the association from the perspective of the resource (the *technical result*)

IRFs are created for completed voice interactions and for both completed and active multimedia interactions. For more information, see How are IRFs populated?

IRF features

The IRF table:

- For interactions of any media type, provides counts and durations that categorize the time spent on the interaction in various activities, such as time spent in a queue, time spent handling the interaction, and time spent wrapping up the interaction. Because not all IRF activity involves a customer directly, separate counts and durations are included to reflect the time that the customer spent waiting versus being helped.
- Simplifies report queries by integrating conference and consultation durations into the original handling-resource row.

- Summarizes the total queue, routing point, and IVR wait times prior to the handling resource and stores the summary data with the handling-resource row in separate columns.
- Stores response duration per routing attempt, in addition to the initial routing sequence.
- Records the state of the resource immediately prior to involvement in the interaction, thus enabling reporting of interactions received or initiated during an AfterCallwork or NotReady agent state.
- Links the IRF to associated MEDIATION_SEGMENT_FACT records (MSFs), to provide information about:
  - The last mediation segment that was involved in the interaction, regardless of whether the interaction was distributed to a handling resource (LAST_MEDIATION_SEGMENT_ID)
  - The interaction resource that originated a transfer, conference, or voice consultation (RECEIVED_FROM_IXN_RESOURCE_ID)

  Together with fields in the MSF table that link associated MSFs to the IRF, these fields enable downstream reporting applications to report on transfer details and queue activity, including interactions that were abandoned or cleared in virtual queues.
- For voice calls, indicates whether a given resource initiated release of the call.

For detailed information about the columns in the IRF table, see Table INTERACTION_RESOURCE_FACT.

How are IRFs populated?

IRFs represent either the processing of interactions by handling resources (such as agents, self-service IVRs, and extensions/positions without associated agents) or unsuccessful attempts to reach such a handling resource (resulting in the interaction being abandoned in queue or abandoned in routing).

Each IRF row includes all prior queue, routing point, and IVR (nonself-service) counts and durations that were part of the distribution of the interaction to the resource.

The grain of the fact is an accumulating snapshot of the contiguous participation of a contact center handling resource in interaction processing, including time spent wrapping up the interaction. Movement of a resource from one call to another does not cause creation of a new IRF, but is accumulated in a single fact. For example, when the transferredTo resource in a transfer scenario is moved from a consult call to the original call, this movement is represented in a single fact.

However, if a handling resource is participating in parallel calls, the resource is represented by two separate facts. For example, in a consultation call scenario there are two IRFs for the consulting resource, one for the existing call and one for the consultation call.

Special handling for Genesys Callback

Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated CALLBACK_* tables. The CALLBACK_FACT (CBF) table stores callback-specific facts, based on information GMS sends in UserEvents. There is one CBF record for each UserEvent that has callback

information.

Genesys Info Mart creates the following IRFs for Callback interactions:

- One IRF for the original customer interaction. The technical result is `Deferred/CallbackAccepted`, `MET_SERVICE_OBJECTIVE=0`, and `IRF_ANCHOR=1`.
- One IRF for each callback media attempt, identified by the new interaction subtype, `OutboundCallback`. There might be many callback media attempts before the callback completes. Genesys Info Mart treats the media attempts as predictive outbound calls. The technical result of `Completed` indicates a successful callback; a new technical result, `Incomplete`, is used in all other cases (for example, the wrong person was contacted or the callback was canceled).

IRFs relate to their associated CBF records via the `SERVICE_ID`. There are no MSFs associated with either the original call or the callback media attempts.

Without the special handling, Genesys Info Mart:

- Treats the original interaction as being abandoned by the customer. Depending on how long the callback spent in the virtual queue and on the chunk size, Genesys Info Mart might populate an MSF for the virtual queue with a technical result of `Diverted`.
- Treats failed media attempts as being abandoned by the customer.

Special handling for Designer applications

Starting with release 8.1.402.07, in preparation for supporting interaction flows that involve applications developed with Genesys Designer, Genesys Info Mart provides alternative reporting for voice call flows that use Designer applications; these applications are loaded on a routing point and consist of self-service and assisted-service phases. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises implementations.)

- If the call ends during the self-service phase of the Designer application, instead of creating an IRF for the routing point with a technical result of `CustomerAbandoned/AbandonedWhileQueued`, Genesys Info Mart creates an IRF for the Designer application, just as it would for any other self-service IVR application. The entire time that was spent in the application is represented as handling or talk time, and the technical result is `Completed/Unspecified`.
- If the call leaves the self-service phase and then is either routed to an agent from the assisted-service phase or abandoned from the assisted-service phase, Genesys Info Mart reports the time spent in the self-service phase as `IVR_PORT_DURATION` in the resulting IRF for the agent or routing point. `ROUTING_POINT_DURATION` encompasses the total time spent in the application and overlaps with `IVR_PORT_DURATION`.

The following table summarizes the reporting results for interaction flows that involve Designer applications.

IRF Resource	Technical Descriptor	Customer Handle Count	Talk Count/ Duration	Mediation Count	Routing Point Duration	IVR Port Duration
Scenario 1: Call ended or abandoned in the self-service phase An inbound call arrives at a routing point, RP 123, where the Designer application named `TestApplication` is running. The self-service phase is entered and 10 seconds is spent playing messages, presenting menu options, and so on. After 10 seconds, either `TestApplication` ends the call or the customer hangs up.						
TestApplication	Received/ Completed/ Unspecified	1	1/10	0	0	0
Scenario 2: Call abandoned in the assisted-service phase An inbound call arrives at a routing point, RP 123, where the Designer application named `TestApplication` is running. The self-service phase is entered and 10 seconds is spent playing messages, presenting menu options, and so on. After 10 seconds, the assisted-service phase is entered, and the call spends 2 seconds in assisted service before the customer hangs up, before being routed to an agent.						
RP 123	Received/ CustomerAbandoned/ AbandonedWhileQueued	0	0/0	2	12	10
Scenario 3: Call routed to agent An inbound call arrives at a routing point, RP 123, where the Designer application named `TestApplication` is running. The self-service phase is entered and 10 seconds is spent playing messages, presenting menu options, and so on. After 10 seconds, the assisted-service phase is entered, and the call spends 2 seconds in assisted service before being routed to Agent1 and then handled by the agent for 60 seconds.						
Agent1	RoutedTo/ Completed/ Unspecified	1	1/60	2	12	10

Special handling for “runaway strategies”

Special logic protects Genesys Info Mart from being overwhelmed by strategies that cause very large quantities of Party, Virtual Queue, and Party History records in IDB. In most cases, having very large numbers of parties and virtual queues involved in a single interaction results from inappropriate strategies, which generate excessive numbers of unsuccessful attempts to route interactions to a handling resource. For example, a strategy might be configured to pull a batch of multimedia interactions from an Interaction Queue, attempt to route the interactions, place the interactions that it was not able to route back into the Interaction Queue, and retry at 1-second intervals.

In these “runaway strategy” scenarios, the transformation job abbreviates the representation of unsuccessful routing attempts.

For information about the way that queue and routing point metrics for “runaway strategy” interactions are populated in IRF records, see the IRF column descriptions in Table INTERACTION_RESOURCE_FACT.

Genesys recommends that users in large-scale, production-level environments evaluate their strategy configurations, to minimize the risks to data quality by ensuring that their environments are not susceptible to these types of scenarios.

Dimensions associated with the IRF table

- IRF start and end dates and times are stored as UTC timestamps (START_TS and END_TS) and as references to the DATE_TIME dimension (START_DATE_TIME_KEY and END_DATE_TIME_KEY). For more information, see Representing Dates and Times of Day.
- The RESOURCE_ dimension indicates the routing point, queue, IVR, or agent that either initiated or handled this resource fact. The RESOURCE_ dimension actually has two references, RESOURCE_KEY and MEDIA_RESOURCE_KEY, which typically refer to the same resource. The following are exceptions:
  - For IVRs, RESOURCE_KEY is for the IVR Application Name and MEDIA_RESOURCE_KEY for the associated DN.
  - For Agents, RESOURCE_KEY is for the Agent, and MEDIA_RESOURCE_KEY for the associated DN.
- The PLACE dimension indicates the place at which the IRF was processed.
- The TENANT dimension identifies the tenant of the resource.
- The TECHNICAL_DESCRIPTOR dimension identifies the resource role and technical result of the IRF. For information about the resource roles and technical results for interaction resources, see Technical Descriptors.
- The INTERACTION_DESCRIPTOR dimension identifies the customer segment (indicating the value of the customer), the type of service being requested, and the business result of the IRF.
- The STRATEGY dimension identifies the Genesys routing strategy or IVR application that processed the IRF.
- The ROUTING_TARGET, REQUESTED_SKILL, and REQUESTED_SKILL_COMBINATION dimensions indicate Genesys Universal Routing Server (URS) activities by identifying the target that was selected and the list of skills that were required to process the IRF.
- The CUSTOMER dimension represents the ID of the customer that is involved in the interaction.

Supporting tables

Genesys Info Mart uses the following additional tables to support the IRF table:

- The IXN_RESOURCE_STATE_FACT table contains all the individual states, durations, and interval clips for each state the interaction-fact resource was in during the interaction.
- The INTERACTION_RESOURCE_STATE dimension table contains the states defined for the resource that is handling the interaction.

User data

Many interaction attributes are formally modeled. However, deployment-specific attributes, in the form of user-defined attached data, are also represented in the model.

Genesys Info Mart provides unified user-data processing from both call-related EventUserEvents and call-based TEvents, with flexible data storage that you can configure according to the number and types of user data captured in your contact center environment. A customizable database schema enables you to treat each key-value pair (KVP) field as a fact, a dimension, or both, and to store user data KVPs in a configurable number of user data dimensions and facts that are associated with core fact tables. Genesys Info Mart also processes the user data that arrives after call completion and updates call records accordingly.

There are two kinds of user data:

- High-cardinality user data — Data for which there can be a very large number of possible values. A Customer ID number is an example of high-cardinality user data. KVP values are stored as character data types.
- Low-cardinality user data — Data for which there is a limited range of possible values. Customer Segment, Service Type, and Service Subtype are good examples of low-cardinality user data. For example, in a CUSTOMER table with a column named NEW_CUSTOMER, this column would contain only two distinct values, Y or N, which respectively denote whether the customer was new or not. Because only two possible values are held in this column, its cardinality type is low cardinality.

High-cardinality user data is stored as facts. Low-cardinality user data is most efficiently stored as dimensions. You can create up to 800 custom low-cardinality user data dimensions.

High-cardinality user data requires only a single join from the IRF table. Low-cardinality user data that is stored as dimensions requires two joins, one to the CTL_UDE_KEYS_TO_DIM_MAPPING table and another to the dimension table.

You can use the same KVP as both fact and dimension.

Customer and noncustomer metrics

Each IRF record includes numerous *_COUNT and *_DURATION metrics. There are two categories of metrics:

- Customer metrics (prefixed by CUSTOMER_), which reflect the “customer experience” — that is, how the customer was treated during an interaction
- Noncustomer metrics (not prefixed by CUSTOMER_), which reflect the “handling resource experience” — that is, how the contact center’s handling resources spent time in an interaction

For detailed descriptions of the metrics, see the IRF column descriptions in Table INTERACTION_RESOURCE_FACT.

The table below summarizes which party is considered to be the customer and which is the handling resource for various types of interactions.

“Customer” and Handling Resource, by Type of Interaction

Type of Interaction	“Customer”	Handling Resource
Inbound	The external party that initiated the interaction to the contact center	The contact center party that receives the interaction
Internal	The internal party that initiated the interaction within the contact center	The contact center party that receives the interaction
Outbound	The external party that is contacted by the contact center	The contact center party that initiated the interaction or, in the case of Outbound Contact, that was offered the interaction for handling
Consultation	None	Both contact center parties that are involved in the consultation: • The party that initiates the consultation • The party that receives the consultation

Customer metrics

IRFs are created only for contact center resources. As shown in the table above, the customer is generally an external party, for whom no IRF is created. Customer metrics accrue on the IRF for the handling resource, to show the customer experience alongside the noncustomer (handling resource) experience in the same IRF.

In this document, the time that the customer is considered to be present in the interaction is referred to as *customer time*.

Voice

For voice calls, customer time accrues on the IRF for the party that is considered to be the handling resource (as indicated in the table above), as long as the party that is considered to be the customer is present in the context of the IRF. (For the IRF that represents an outbound or initiated Outbound Contact call, customer dial time accrues even though the customer is not yet present on the call.) Customer time stops accruing at the moment the party that is considered to be the customer

releases or is released from the call.

For consultations, as shown in the table above, both the initiator and the receiver of the consultation are handling resources. There is no customer present on the consultation, and no customer time accrues on the IRFs related to the consultation.

Multimedia

For multimedia interactions, as for voice calls, customer time accrues on the IRF for the party that is considered to be the handling resource (as indicated in the table above), However, for multimedia interactions, unlike for voice calls, the notion of the customer being present often does not apply. In order for Genesys Info Mart to represent the customer experience for multimedia interactions, all time that the handling resource spends handling a multimedia interaction is considered to be customer time, except for initiated and received consultations (or e-mail collaborations).

Noncustomer metrics

Noncustomer metrics accrue on all types of IRFs. Noncustomer metrics are divided into separate "buckets" that represent the possible different phases of an interaction — interaction initiated or offered, initiated consult, received consult, post-consult transfer, conference initiated, conference joined.

Reporting implications

There are two important considerations for your reports:

- **Customer and noncustomer metrics are not necessarily equal** — The counterpart customer and noncustomer metrics (for example, `CUSTOMER_TALK_DURATION` and `TALK_DURATION`) accrue in parallel within a given IRF, but you cannot assume that they will be equal. The respective values of the metrics depend on:
  - The behavior of the parties in the specific interaction. For example, in a voice call topology that includes a conference between the customer and two agents, the customer and noncustomer representations of talk duration will not be the same if the handling resource continues on the conference after the customer hangs up.
  - The type of interaction. For example, in the IRFs for the initiator and the receiver of a consultation, `CUSTOMER_TALK_DURATION` will be `0` (zero), while `CONS_INIT_TALK_DURATION` and `CONS_RCV_TALK_DURATION`, respectively, will be nonzero.
- **Overlapping IRFs** — For noncustomer metrics, the "buckets" that represent the separate phases of an interaction do not overlap within a single IRF, but they can overlap for parallel IRFs. For example, when the handling resource on an inbound interaction initiates a consultation, there will be two parallel IRFs with overlapping `HOLD_DURATION` and `CONS_INIT_TALK_DURATION` metrics.

Recommendations and tips

Observe the following guidelines:

- Do not try to combine customer and noncustomer metrics.
- Do not expect that the sum of noncustomer metrics will equal the sum of customer metrics.
- To avoid double-counting time from overlapping IRFs for a given agent, do not combine IRFs that

represent initiated consultations with other IRFs for the same agent. Instead, use initiated-consultation IRFs to calculate consultation metrics separately.

- For voice calls, use customer metrics when the reporting focus is on the customer experience. Use noncustomer metrics when the focus is on the activities of the handling resource(s), regardless of whether the customer party is present on the call.
- For multimedia interactions, use customer metrics when you do not want to consider e-mail collaboration or chat consultation time. Use noncustomer metrics when you want to include collaboration/consultation time.
- The `HANDLE_COUNT` and `CUSTOMER_HANDLE_COUNT` fields are useful to identify various interaction scenarios. For example, the following table summarizes the different results in these fields for the resource that is the subject of the IRF (IRF resource), for a number of common scenarios.

`HANDLE_COUNT` and `CUSTOMER_HANDLE_COUNT` Values

Scenario	Type of Interaction	`HANDLE_COUNT`	`CUSTOMER_HANDLE_COUNT`
Any outbound interaction initiated by an IRF resource	Outbound	1	1
Any interaction offered to an IRF resource that is accepted (answered) by that IRF resource	Inbound, internal, or outbound	1	1
Any interaction offered to an IRF resource that is not accepted by that IRF resource (for example, redirected or abandoned)	Inbound, internal, or outbound	0	0
Any consultation initiated by an IRF resource where there is an `InitiatedConsult` IRF (in other words, not including chat consultations, for which there is no `InitiatedConsult` IRF)	Consultation[a]	1	0
Any consultation offered to an IRF resource that is accepted (answered) by that IRF resource	Consultation[a]	1	0
Any consultation offered to an IRF resource that is not accepted by that IRF resource (for example, redirected or abandoned)	Consultation[a]	0	0

a. Strictly speaking, a consultation (collaboration) is not itself a type of interaction; it occurs within the context of an interaction.

Limitation for customer-related voice activity

In general, the IRF table is populated in a way that enables downstream reporting applications to distinguish customer-related activity, including transfers and conferences, from internal agent–related activity — for example, in data and metrics such as the Technical Descriptor, `CONFERENCE_INITIATED_COUNT`, and `CUSTOMER_HANDLE_COUNT`.

However, the population of the dimensional model breaks down for consult/transfers and consult/conferences that occur within an existing conference: When a voice interaction contains a conference that involves a customer and more than one agent, and one of those agents initiates a subsequent transfer or conference out of the first conference, there is no clear way to reliably determine whether the customer is still present when the subsequent transfer or conference occurs. Therefore, metrics such as count of customer-related transfers or count of customer-related conferences cannot be calculated reliably, although the equivalent metrics for internal agent–related transfers or conferences can.

Abandoned and terminated interactions

To represent every interaction in the IRF table, rows are created to represent attempts to reach a resource of interest. These rows contain data about queues, routing points, and routing queues in which the interaction has been abandoned in the distribution device by the customer, during a consultation, or during an internal call that was initiated by a resource of interest.

Abandoned interactions

Abandoned interactions are identified as interactions in which the last resource that was involved was not a handling resource. In such cases a row is created to represent an attempt to reach another handling resource. This IRF row contains data from all prior related mediation device segments that were involved with the attempt to reach another handling resource.

Interactions terminated in a mediation IVR or DN (no IVR or agent resource association)

A *mediation IVR* in the context of the IRF table is an IVR resource that is not considered to be self-service because the IVR application (or a URS strategy on its behalf) did not set attached data to indicate self-service. An interaction that terminates in a mediation IVR is considered to be abandoned.

Populating Interaction Data

Genesys Info Mart stores both voice and non-voice interaction facts (IFs) in the INTERACTION_FACT table. This page describes how IFs are populated.

What do IFs represent?

Genesys Info Mart creates IFs to link together all facts related to a given interaction. IFs represent interactions from the perspective of the customer experience. For example, Genesys Info Mart represents every new inbound or outbound interaction as a new IF row; however, for multimedia interactions, an inbound interaction and an associated outbound reply are represented in the same IF.

Each interaction fact represents:

- The time span of the overall interaction
- Information that identifies the interaction parties
- Service indicators

Interaction facts can also be linked to the user data extension tables through keys.

For detailed information about the columns in the INTERACTION_FACT table, see Table INTERACTION_FACT.

How are IFs populated?

The grain of the fact is an accumulating snapshot that summarizes facts that are related to a given interaction.

- The INTERACTION_TYPE and MEDIA_TYPE dimensions are inherited from the underlying IRF that has the lowest ordinal. This is the first resource fact that was created for the interaction, and it generally has the earliest start time. In a network routing solution, all underlying network and premise facts are considered.

  > **Important**
  >
  > Any multimedia interaction subtype that you have configured in your environment but that is new to Genesys Info Mart is automatically added to the INTERACTION_TYPE table. By default, Genesys Info Mart transforms all interactions that have the newly added subtype.
  >
  > New media types are also automatically added as Genesys Info Mart encounters them. By default, interactions that are associated with new media types are transformed as offline interactions.

-

As noted above, for multimedia interactions, an inbound interaction and an associated outbound reply are usually represented in the same IF. Starting with release 8.5.003, when a multimedia interaction that represents a reply is created after the parent interaction has already been terminated, the transformation job creates a new IF record with a new `INTERACTION_ID` value. In earlier releases, the transformation job might discard the child interactions during processing, resulting in the loss of metrics related to a late reply.

Populating Mediation Segments

Genesys Info Mart stores mediation segment facts in the MEDIATION_SEGMENT_FACT (MSF) table. For detailed information about the columns in the MEDIATION_SEGMENT_FACT table, see Table MEDIATION_SEGMENT_FACT. This page describes how Genesys Info Mart arrives at the data that goes into MSF records.

> **Important**
>
> Virtual queues are the only type of mediation DN used in your cloud deployment. References on this page to ACD queues do not apply. References to multimedia interaction queues and workbins do apply.

What do MSFs represent?

Genesys Info Mart creates MSFs to describe interaction activity that involves mediation DNs, such as virtual and ACD queues, or multimedia interaction queues and workbins.

The grain spans the time from when the interaction entered the mediation DN to the time that the interaction was abandoned in the mediation DN, cleared from the mediation DN (virtual queue only), or distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource.

For voice, only completed ACD and virtual queue activity is populated; for multimedia interactions, both active and completed interaction queue, workbin, and virtual queue activity is populated.

Each MSF represents:

- The particular role played by the queue resource. For information about the resource roles that apply to queues, see Resource Roles.
- The result of the association from the perspective of the queue resource to the target resource, as chosen during routing. For information about the technical results and technical result reasons that apply to MSFs for voice (ACD and virtual queues) and multimedia (interaction queue, workbin, or virtual queue), see Technical Results.

An MSF also includes links to the associated IRF, which is the IRF during which time the mediation that is represented by the MSF occurred.

How are MSFs populated?

An MSF record (or MSF) is created each time that an ACD or a virtual queue is used during interaction

processing. An MSF is also created each time that a multimedia interaction queue or a workbin is used during interaction processing. For voice, mediation segments are populated in Genesys Info Mart only when the mediation segment is completed. For multimedia, both active and completed mediation segments are populated.

Genesys Info Mart populates mediation segments in the following ways:

- The start time facts represent the start time of the mediation segment (when the interaction enters the queue).
- End time facts represent the end time of the mediation segment, which is one of the following:
  - The moment at which the interaction is abandoned while in the queue.
  - The moment at which the interaction is distributed from the queue to some target resource.
  - The moment at which the interaction is cleared from the queue, such as when a routing strategy routes the interaction from a parallel queue, or when it removes the interaction from the queue as it clears the routing targets for which it was waiting.

    For more information about how start and end times are represented, see Representing Dates and Times of Day.
- The TENANT dimension identifies the tenant to which the queue resource belongs.
- The RESOURCE_ dimension identifies the mediation DN resource that is associated with the mediation segment.
- The TECHNICAL_DESCRIPTOR dimension identifies the resource role and technical result of the mediation segment. For information about the resource roles and technical results that apply to mediation segments, see Technical Descriptors.
- The SHORT_ABANDONED_FLAG indicates that, while waiting to be routed from the queue, the customer abandoned the interaction before the configured threshold expired. This flag enables these types of interactions to be filtered from the reports.
- The MET_THRESHOLD_FLAG indicates that the amount of time an interaction waited to be handled by a contact center resource was within a configurable threshold from the perspective of the queue. Waiting time is measured from the time that the interaction entered the queue to the time that it was answered by a contact center resource.
- The ANSWER_THRESHOLD contains the configured value used to calculate the MET_THRESHOLD_FLAG indicator.
- The PLACE dimension identifies the place that is associated with the target of the routing process.
- In addition to the mediation DN resource that is associated with the mediation segment, the RESOURCE_ dimension identifies the contact center resource that was the routing target from the mediation DN.
- MEDIATION_DURATION is the length of time that the interaction was in the ACD queue, virtual queue, or interaction queue or workbin, based on timestamps from T-Server or Interaction Server.
  - In scenarios in which an interaction is bounced between a mediation resource and a strategy as the strategy repeatedly retries busy agents, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration includes all the interim strategy time — in other words, all strategy time except the time of the last strategy before the IRF.
  - In the case of an MSF for a virtual queue, the mediation duration excludes time that the interaction spent in the strategy but outside the virtual queue.
- ONLINE_DURATION is the period of time that the interaction was in the ACD, virtual queue, interaction

queue, or workbin before the interaction went offline.

- The INTERACTION_TYPE and MEDIA_TYPE dimensions are inherited from the underlying IRF that has the lowest ordinal. This is the first resource fact that was created for the interaction and it generally has the earliest start time.
- The RESOURCE_GROUP_COMBINATION dimension records the virtual queue or queue membership in one or more groups.
- The WORKBIN dimension, if populated, indicates the workbin instance that is associated with the workbin mediation. This dimension enables downstream reporting applications to identify the type of resource and the specific resource that is associated with the workbin mediation.
- IXN_RESOURCE_ID links the MSF to an IRF that is considered to be the primary record. In addition, ENTRY_ORDINAL indicates the order of entrance of this mediation segment relative to other mediation segments of the same IRF. These fields enable downstream reporting applications to provide detailed reports on mediation activity that was associated with a particular interaction or resource, even for interactions that were abandoned or cleared in virtual queues.
  These fields are populated for all MSF records, unlike TARGET_IXN_RESOURCE_ID (see below), which is populated in MSF records only for the devices that eventually distribute the interaction to a handling resource.
- TARGET_IXN_RESOURCE_ID provides a link between the MSF and the IRF that was the target of the routing process that is associated with the queue. This provides the means to associate the queue with the target of the routing strategy for virtual queue reporting.

User data

In Genesys Engage cloud deployments, Genesys Info Mart has been configured to store associated user data in MSFs for interactions that are in mediation in virtual queues. Setup, processing, and storage of user data associated with MSFs closely parallels user data in IRFs. The information about user data on the Populating Interaction Resource Data page applies to MSF user data as well.

Populating Outbound Contact Campaign Activity

The Genesys Info Mart schema contains a number of subject areas related to Outbound Contact campaign activity. This page provides detailed information about the Contact_Attempt subject area, which is the area that is focused on actual Outbound Contact campaign interactions.

Genesys Info Mart creates contact attempt facts in order to represent the attempts to reach the customer records of a calling list during the course of an Outbound Contact campaign. Record-based columns are populated with data from the first record associated with a particular contact attempt.

Prior to release 8.5.015.07, Genesys Info Mart always created a separate CONTACT_ATTEMPT_FACT (CAF) record for each call dialed as part of a contact attempt. Starting with release 8.5.015.07, the ocs-caf-aggregates-calls configuration option enables you to choose whether Genesys Info Mart will create a single, aggregated CAF record for calls dialed in the context of the same call attempt ID, which is assigned by Outbound Contact Server (OCS), or whether Genesys Info Mart will create separate records for each dialed attempt. The default is a single, aggregated CAF record.

Starting with release 8.5.012, Genesys Info Mart reporting on Outbound Contact campaigns can include suppressed records, as described in Reporting on unattempted records, below.

Populating contact attempt facts and dimensions

Genesys Info Mart populates contact attempt facts as follows:

- The two references to the DATE_TIME dimension, in addition to the start and end timestamps, represent the start and end time, respectively, of the Outbound Contact attempt. For more information about how Genesys Info Mart represents dates and times of day, see Representing Dates and Times of Day.
- The CAMPAIGN dimension identifies the Outbound Contact campaign that launched the attempt.
- The TENANT dimension identifies the tenant of the campaign.
- The GROUP_ dimension identifies the campaign group (agent group or place group) that is assigned to this campaign.
- The CALLING_LIST dimension identifies the calling list that contains the target record of the attempt.
- The RECORD_TYPE dimension identifies the type of the target record — for example, General or CampaignRescheduled.
- The RECORD_STATUS dimension identifies the status of the target record at the end of the contact attempt — for example, Updated or Cancelled.
- The CONTACT_INFO_TYPE dimension identifies the type of contact information that is provided in the target calling list record — for example, HomePhone or Mobile.
- The CALL_RESULT dimension is used to identify the final call result of the contact attempt (for example, Answer, Busy, or Wrong Party) as well as the dialer result (for example, Answer or Busy) if a dialer was used.

- The RESOURCE_ dimension identifies the resource that is associated with the first agent that corresponds to the Outbound Contact attempt, or an agent who is previewing this record.
- The RESOURCE_GROUP_COMBINATION_KEY dimension identifies the groups of which the Agent resource was a member when the contact attempt was started. This field references the default No Group value if the agent does not belong to a group.
- The PLACE dimension identifies the place that is associated with the first IVR DN or agent that corresponds to the Outbound Contact attempt.
- The DIALING_MODE dimension identifies the dialing mode that was used for the contact attempt — for example, Predictive, Progressive, or Preview. For GVP, these dialing modes are PROGRESSIVE_GVP, PREDICTIVE_GVP, and POWER_GVP, respectively.
- The MEDIA_TYPE dimension identifies the media type of the interaction that is associated with the Outbound Contact attempt — for example, Voice.
- The RECORD_FIELD_GROUP_1 and RECORD_FIELD_GROUP_2 dimensions contain custom fields from the calling list record. The values represent a snapshot that was taken at the end of the contact attempt.
- Record field facts in the CONTACT_ATTEMPT_FACT table hold custom field values from the target calling list record. The values represent the snapshot that was taken at the end of the contact attempt.
- State counts and durations summarize the amount of time that is spent on various activities.

Important

The following columns in the CONTACT_ATTEMPT_FACT table are no longer populated, although they remain in the schema:

- IXN_START_TIME
- IXN_START_TIME_KEY
- CONTACT_IXN_START_TIME
- CONTACT_WITHIN_DAILY_RANGE

To obtain the same data, use the following calculations:

- For IXN_START_TIME and CONTACT_IXN_START_TIME, make a join between CONTACT_ATTEMPT_FACT and INTERACTION_FACT on CONTACT_ATTEMPT_FACT.CALLID=INTERACTION_FACT. MEDIA_SERVER_IXN_GUID.
- For IXN_START_TIME_KEY, use INTERACTION_FACT.START_DATE_TIME_KEY.
- For CONTACT_WITHIN_DAILY_RANGE, you must also take into account the contact TIME_ZONE, which is identified by the TIME_ZONE_KEY. For assistance with this calculation, which is situation- and RDBMS-dependent, contact Genesys Customer Care.

Outbound Contact campaign activity fact tables

Genesys Info Mart stores facts about Outbound Contact campaigns and activity in the following tables:

- **Contact attempts:**
  - CONTACT_ATTEMPT_FACT
- **Calling lists:**
  - CALLING_LIST_METRIC_FACT
  - CALLING_LIST_TO_CAMP_FACT
- **Campaigns and campaign groups:**
  - CALLING_LIST_TO_CAMP_FACT
  - GROUP_TO_CAMPAIGN_FACT
  - CAMPAIGN_GROUP_SESSION_FACT
  - CAMPAIGN_GROUP_STATE_FACT

Reporting on unattempted records

Starting with release 8.5.012, Genesys Info Mart supports reporting on contact list records that were suppressed from an outbound campaign, for campaigns managed by CX Contact release 9.0.000.09 or higher. Previously, unattempted records were excluded from reporting because OCS does not report on records belonging to suppression lists for campaign groups.

Genesys Info Mart stores CX Contact data in the following tables, which you can use to supplement existing reporting about contact attempts, campaign activity, and calling list usage sourced from OCS:

- LDR_FACT — Describes contact list records that CX Contact reported as unattempted.
- LDR_CAMPAIGN — Allows CX Contact record facts to be described based on characteristics of the outbound campaign.
- LDR_DEVICE — Allows CX Contact record facts to be described based on device characteristics of the contact list records.
- LDR_GROUP — Allows CX Contact record facts to be described based on the name of the agent group or place group associated with the outbound campaign.
- LDR_LIST — Allows CX Contact record facts to be described based on characteristics of contact lists.
- LDR_POSTAL_CODE — Allows CX Contact record facts to be described based on postal code values of contact list records.
- LDR_RECORD — Allows CX Contact record facts to be described based on contact information type, record type, record status, and disposition.

Populating Agent Activity Data

Genesys Agent activity data for both active and completed agent states is stored in summary tables for resource sessions, states, and reasons relative to a given media type, for all media types. The summarized data, which is drawn from ICON, is stored in the following tables:

- SM_RES_SESSION_FACT
- SM_RES_STATE_FACT
- SM_RES_STATE_REASON_FACT

Features of agent activity data

The following are important features of agent activity data in Genesys Info Mart:

- **Do-Not-Disturb** — For multimedia interactions, Do-Not-Disturb (DND) status for each place and media type is factored into the SM_RES_STATE_FACT and SM_RES_STATE_REASON_FACT tables.

  DND is treated as a NOT_READY state, with the predefined software reason key DND_On and no reason value. The termination of the DND state is treated as a READY state. For more information, see Including Do-Not-Disturb data in summary tables.

  Limitation: DND will be reported only if it occurs within an agent's session relative to a given media type. DND that is set in a Multimedia login session prior to the addition of any media will not be reported.

- **Agent state hierarchy** — Agent states are organized in a hierarchy, so that a higher-priority state takes precedence if multiple states happen simultaneously. The default priority list (in descending order) is ACW, NOT_READY, BUSY, READY.

  However, be aware that, for parallel states, the state that is reported in the SM_RES_STATE_FACT, SM_RES_STATE_REASON_FACT, and SM_MEDIA_NEUTRAL_STATE_FACT tables also depends on whether ICON has been set to interrupt After Call Work (ACW) and NotReady states when an agent places or receives another interaction (see Obtaining uninterrupted voice AfterCallWork and NotReady data).

- **Uninterrupted voice** ACW **and NotReady data** — Genesys Info Mart represents voice ACW and NOT_READY states and reasons that are sourced from ICON, and these states are not interrupted by incoming or outgoing calls that an agent makes while in these states. For more information, see Obtaining uninterrupted voice AfterCallWork and NotReady data.

How are summarized resource sessions, states, and reasons populated?

The SM_RES_SESSION_FACT, SM_RES_STATE_FACT, and SM_RES_STATE_REASON_FACT tables incorporate all data during the period in which an agent is logged on to a particular media type, regardless of the number of DNs or queues to which the agent logs on. By default, agent activity for all media types is included in the tables.

The media-specific summarized tables are populated based on the start and end time taken from

corresponding IDB fields of the date format, in order to achieve precision in scenarios with very short agent states.

- For voice, the start and end times are taken in milliseconds, and this precision is used in internal calculations for summary voice agent states, reasons, and sessions. This ensures, for example, the proper alignment of multiple agent states that occur within the same second. The time values that result from calculations, including durations, are converted to a second format when stored in the Info Mart database.
- For multimedia, the start and end times are taken in seconds, which is the precision currently available from the data source. Although agent states, reasons, and sessions for agents handling multimedia interactions are calculated in milliseconds, the initial input has a one-second precision. The time values that result from calculations, including durations, are stored in the Info Mart database in seconds.

The SM_RES_SESSION_FACT table

This table provides a summary of resource sessions by agent and media type. Genesys Info Mart always populates this table.

Each row of this table summarizes the login session(s) of all DNs and places that are associated with an agent relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summary session.

A summary session represents the contiguous duration that an agent resource is logged on for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs on.

- For voice, a summary session starts when an agent resource first logs on to any voice DN-queue combination. The session continues, irrespective of how many other voice DNs and/or queues the agent logs on to. The session ends when the agent resource logs off all voice DNs and queues.
- For multimedia, a session is first created when the agent resource adds a media type to their login session or logs onto a DN that supports this media. The login session continues until the agent resource removes the media type from the last login session that includes this media type, or logs out of the last DN that includes this media type.

Start and end dates and times are stored as facts in UTC time. Start and end date and times are also stored as a dimension reference for DATE_TIME. Both active and completed sessions are populated.

> **Important**
>
> In some multimedia scenarios, an agent can process interactions for a particular media type without logging into the media (that is, without adding the media type to a place). In this scenario, Genesys Reporting does not see agent states related to the processing of interactions for the media type that is not added to the agent's place. Therefore, to ensure correct reporting, Genesys recommends that agents take care to add a media to a place before handling interactions of this media type.

The SM_RES_STATE_FACT table

Each row of this table describes a summarized agent resource state relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state. Genesys Info Mart always populates this table.

A summary state represents the contiguous duration that an agent resource is logged on with a particular state for a given media type, irrespective of the number of DNs, places, and/or queues to which the agent resource logs on. The summary state is chosen from among the concurrent states of all DNs to which the agent is logged on, based on the configured state priority list. For multimedia, there are no DNs, so that the summarized state represents the state of the agent relative to the media type.

This table is sourced from IDB. The following states are recorded:

- `Unknown` (the agent is logged on, but the agent state is unknown)
- `Busy`
- `Ready`
- `NotReady`
- `AfterCallWork` (voice media only)

The start and end dates and times are stored as facts in UTC time. The start date and time are also stored as dimension references for the `DATE_TIME` dimension.

`NotReady` or `AfterCallWork` (voice media only) states can be interrupted by interactions that the agent initiates or receives while in these states.

Do-Not-Disturb is factored into resource states in this table for multimedia interactions (see Including Do-Not-Disturb data in summary tables).

The SM_RES_STATE_REASON_FACT table

Each row of this table describes a summarized agent resource state reason and workmode relative to a given media type. The grain of the fact is an accumulating snapshot that represents the duration of the summarized state reason. Genesys Info Mart always populates this table.

A summary state reason represents the contiguous duration for which an agent resource is in some state with a particular state reason for a given media type, irrespective of the number of DNs and/or queues to which the agent resource logs on. A reason code state that is written into this table should have a highest priority among all concurrent agent states. This means the same state (without reason) will occur in the `SM_RES_STATE_FACT` table.

The `SM_RES_STATE_REASON_FACT` table is sourced from IDB. Reasons are recorded for the following states:

- `Ready`
- `NotReady`
- `AfterCallWork` (voice media only)

The start and end dates and times are stored as facts in UTC time. The start date and time are also stored as dimension references for the DATE_TIME dimension.

Genesys Info Mart does not provide a default reason for the NotReady state. The NotReady or AfterCallWork (voice media only) states can be interrupted by interactions that the agent initiates or receives while in these states.

For multimedia interactions, Do-Not-Disturb is factored into summary state reasons with the predefined reason code key DND On and no reason value (see Including Do-Not-Disturb data in summary tables). All reasons that are associated with the current highest priority state of the agent are recorded.

When multiple reason codes occur simultaneously for one agent, Genesys Info Mart chooses one of them to record in the SM_RES_STATE_REASON_FACT table based on the following considerations:

- A software reason code takes priority over hardware.
- If the keys are different, the higher-value string takes priority.
- If the keys are the same, the key with the higher string value (not the higher numeric value) takes priority (using case-insensitive alphabetical comparison).
- The DND on reason takes the lowest priority with respect to other reason keys.
- Among two identical software reason codes with identical keys the priority is given to the state with the larger case-insensitive alphabetical reason code value.

> **Important**
>
> Reason code values are ranked alphabetically because ICON provides no data-type information to Genesys Info Mart that would identify whether the values are alphabetic, numerical, or mixed. As a result, some codes that occur in parallel may be ranked counterintuitively (5 > 45, for example)

.

When a reason-code state has a lower priority than some other concurrent agent state without a reason, this reason code state is not recorded in the SM_RES_STATE_REASON_FACT table.

How is summarized data processed?

Genesys Info Mart combines information from ICON for the same agent and media type from the ICON GX_SESSION_ENDPOINT table to form summarized media type sessions.

For both voice and multimedia, Genesys Info Mart combines information for the same agent and

media type from the GX_SESSION_ENDPOINT, G_LOGIN_SESSION, G_AGENT_STATE_HISTORY, G_AGENT_STATE_RC, G_AGENT_STATE_RC_A, and G_DND_HISTORY tables in IDB to form summarized states and reasons, which have Do-Not-Disturb status factored into them.

In addition, for voice, a state priority list is used to determine which DN's state is considered to be the winning state if the agent is logged on to more than one voice DN at a time.

Special considerations for long-duration sessions or states

Given usual contact-center organization and policies, Genesys reporting does not expect agent login sessions or states to be very long-lasting. However, in practice, agent sessions and states might last indefinitely — for example, if agents never log out.

From the point of view of Genesys Info Mart operations, long-lasting agent sessions and states negatively affect transformation performance. From the point of view of data quality, very long-lasting agent sessions or states can yield misleading reporting results — for example, if shift reporting (perhaps used for agent compensation) is based on unrealistic agent-activity data.

For these reasons, Genesys Info Mart provides functionality to apply timeouts to agent login sessions and states that exceed configurable maximum durations. By default, Genesys Info Mart allows a maximum duration of 24 hours for login sessions and 4 hours for each instance of an agent state within a login session.

Detecting session inactivity

The timeout implementation enables Genesys Info Mart to detect when a session has gone inactive.

Genesys Info Mart will end the session when all states have ended, even if the end of the session has not been extracted and the session has not yet timed out. For example, if a state is timed out by max-state-duration and there are no other active states, then Genesys Info Mart deems the session to be inactive and terminates it.

Recognition of sessions that have gone inactive can provide more useful reporting on situations in which agents forget to log out. The smaller the value of **max-state-duration**, the sooner Genesys Info Mart will detect the session inactivity.

Handling resumed session activity

If a state transition occurs in a session that Genesys Info Mart previously timed out or ended because of inactivity, Genesys Info Mart creates a new session beginning with the new state. The new session continues until the first of the following occurs:

- All states in the new session have ended or have timed out.
- The new session times out after **max-session-duration-in-hours**.

> **Important**
>
> After a state has been timed out by **max-state-duration**, if there is a new resource

state reason for that state, the reason will not be associated with any state or session:

- SM_RES_STATE_REASON_FACT.SM_RES_SESSION_FACT_KEY = -1
- SM_RES_STATE_REASON_FACT.SM_RES_STATE_FACT_KEY = -1

Special case with no contact center activity

In the rare event that there is no call or interaction activity in the contact center, agent states are updated only after some delay.

Obtaining uninterrupted voice AfterCallWork and NotReady data

Regardless of the configured priority list for parallel agent states in Genesys Info Mart, if an agent goes into the ACW or NOT_READY state and then makes some calls on the same switch during ACW or NOT_READY, ICON considers such calls to be a part of the ACW or NOT_READY state.

This means that the BUSY state is not recorded when it happens during uninterrupted ACW and NOT_READY states.

Including Do-Not-Disturb data in summary tables

Do-Not-Disturb data is factored into states and reasons in the summarized SM_RES_STATE_FACT and SM_RES_STATE_REASON_FACT tables for eServices/Multimedia.

For eServices/Multimedia, Do-Not-Disturb is treated as a global NotReady for all media types to which an agent is logged on at a given place.

DND states are treated as NotReady with a reason that indicates DND on. The following table describes how DND state is calculated for the default state priority list (AfterCallWork, NOT_READY, BUSY, READY, UNKNOWN).

Calculating DND Status

Conditions	Resulting DND Status
DND is turned *on* and the declared state is currently Ready.	The resource is considered to be in a NotReady state with a reason that indicates DND On.
DND is turned *off* and the declared state was previously Ready.	The resource returns to Ready with whatever reasons were originally attached to the Ready request.
DND is turned *on* and the declared state is currently AfterCallWork.	The resource stays in the AfterCallWork state.

Conditions	Resulting DND Status
	If AfterCallWork ends before DND is turned back off, the resource becomes NotReady, and the reason is DND On. If DND is turned on and off during AfterCallWork, the resource state is never shown as NotReady. **Note:** AfterCallWork applies only to non-multimedia media types.
The resource is in NotReady state and DND is turned *on* or *off*.	Any NotReady reasons that are currently in effect are not interrupted. If an existing NotReady state had no reasons, a new NotReady reason state with the key DND On is added.
The resource is in Busy state and DND is turned *on*.	The resource immediately enters the NotReady state with DND On as the reason, and the Busy state is closed.

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.

> **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

Resource Role	Description	Comments
		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) • 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 in the IRF context indicates the initiator of a conference call.

Resource Role	Description	Comments
		• 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	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.	Applies to: IRF A resource role of `ReceivedTransfer` paired with a technical result of `Conferenced` indicates the initiator of a conference call. 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.
RedirectedTo	An interaction has been returned to the queue from which it was pulled. **Note:** An IRF is created for a queue only if the interaction ended in the queue — for example, if the technical result was `CustomerAbandoned`.	Applies to: IRF (multimedia) An interaction is redirected back to a queue if: • 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	Denotes an interaction that was delivered to the resource via a routing point.	Applies to: IRF For voice interactions, a resource role of `RoutedTo` paired with a technical result of `Conferenced` indicates the initiator of a conference call.
Unknown	Genesys Info Mart does not have sufficient information to	Applies to: IRF and MSF

Resource Role	Description	Comments
	determine the resource role.	

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. 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.

Technical Result	Result Reason	Comment
	Revoked	Applies to: IRF (multimedia) and MSF (multimedia). 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. 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.
	Unspecified	Applies to: IRF and MSF In MSF records with a resource role of `ReceivedConsult`: • 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	(Multimedia only) 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`.	
	AbnormalStopWhileQueued	Applies to: IRF and MSF The interaction was stopped while in the virtual queue, interaction queue, or workbin.
	AbnormalStopWhileRinging	Applies to: IRF
	Unspecified	Applies to: IRF and MSF
Cleared	Denotes that the interaction was cleared from a queue. Applies to: MSF	
	DefaultRoutedByStrategy	(Virtual queues only)

Technical Result	Result Reason	Comment
		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 virtual queue by the URS strategy `Clear Target` function.
	Unspecified	For virtual queues, usually indicates that the interaction was cleared from the virtual queue

Technical Result	Result Reason	Comment
		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. **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)

Technical Result	Result Reason	Comment
		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: • 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. Applies to: MSF	
	AbandonedWhileRinging	The interaction was abandoned before the target resource could answer it.

Technical Result	Result Reason	Comment
		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.
	AbnormalStopWhileRinging	(Multimedia only) 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).
	AnsweredByAgent	The target resource was an agent, and the agent answered the interaction. For voice interactions, the target resource was an agent who had a talk count > 0.
	AnsweredByOther	The target resource was not an agent, and it answered the interaction. For multimedia interactions, the target resource was a place, but no agent was logged in to that place. 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).
	Redirected	The target resource did not answer the interaction; as a result, the interaction was routed to another resource. For voice interactions, the target was a resource that was re-routed on no answer (RONA'd) or that forwarded the interaction elsewhere.
	Rejected	(Multimedia only) 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.
	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

Technical Result	Result Reason	Comment
		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 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.

Technical Result	Result Reason	Comment
	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.
	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 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	

Technical Descriptor Combinations

The TECHNICAL_DESCRIPTOR dimension is a composite of the resource role, role reason, technical result, and technical result reason attributes of a particular INTERACTION_RESOURCE_FACT (IRF) or MEDIATION_SEGMENT_FACT (MSF) record.

The table below summarizes the combinations of attributes that constitute the available technical descriptor dimensions, arranged initially in order of the TECHNICAL_DESCRIPTOR_KEY. Click a column name to sort the table by that column; reload the page to re-sort by TECHNICAL_DESCRIPTOR_KEY. New technical descriptors are added as required to support Genesys Info Mart features, and the table does not indicate in which release a technical descriptor combination was added.

For more information about the individual technical descriptor attributes, see Resource Roles and Technical Results.

> **Important**
>
> The TECHNICAL_DESCRIPTOR dimension table includes some combinations of attributes that Genesys Info Mart does not use.

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
0	RECEIVED	UNSPECIFIED	COMPLETED	UNSPECIFIED
1	RECEIVED	UNSPECIFIED	ABANDONED	UNSPECIFIED
2	RECEIVED	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
3	RECEIVED	UNSPECIFIED	ROUTED	UNSPECIFIED
4	RECEIVED	UNSPECIFIED	DIVERTED	UNSPECIFIED
5	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	UNSPECIFIED
6	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	UNSPECIFIED
7	RECEIVEDTRANSFER	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
8	RECEIVEDTRANSFER	UNSPECIFIED	ROUTED	UNSPECIFIED
9	RECEIVEDTRANSFER	UNSPECIFIED	DIVERTED	UNSPECIFIED
10	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	UNSPECIFIED
11	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	UNSPECIFIED
12	RECEIVEDCONSULT	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
13	RECEIVEDCONSULT	UNSPECIFIED	ROUTED	UNSPECIFIED
14	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	UNSPECIFIED
15	ROUTEDTO	UNSPECIFIED	COMPLETED	UNSPECIFIED
16	ROUTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
17	ROUTEDTO	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
18	ROUTEDTO	UNSPECIFIED	ROUTED	UNSPECIFIED
19	ROUTEDTO	UNSPECIFIED	DIVERTED	UNSPECIFIED
20	DIVERTEDTO	UNSPECIFIED	COMPLETED	UNSPECIFIED
21	DIVERTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
22	DIVERTEDTO	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
23	DIVERTEDTO	UNSPECIFIED	ROUTED	UNSPECIFIED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
24	DIVERTEDTO	UNSPECIFIED	DIVERTED	UNSPECIFIED
25	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	UNSPECIFIED
26	INITIATEDCONSULT	UNSPECIFIED	ABANDONED	UNSPECIFIED
27	INITIATEDCONSULT	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
28	INITIATEDCONSULT	UNSPECIFIED	CONFERENCED	UNSPECIFIED
29	INCONFERENCE	UNSPECIFIED	COMPLETED	UNSPECIFIED
30	INCONFERENCE	UNSPECIFIED	ABANDONED	UNSPECIFIED
31	INCONFERENCE	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
32	INITIATED	UNSPECIFIED	COMPLETED	UNSPECIFIED
33	INITIATED	UNSPECIFIED	ABANDONED	UNSPECIFIED
34	INITIATED	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
35	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	UNSPECIFIED
36	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
37	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
38	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
39	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
40	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
41	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
42	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
43	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
44	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
45	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
46	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
47	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
48	INITIATED	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
49	RECEIVED	UNSPECIFIED	PULLED	UNSPECIFIED
50	RECEIVEDTRANSFER	UNSPECIFIED	PULLED	UNSPECIFIED
51	ROUTEDTO	UNSPECIFIED	PULLED	UNSPECIFIED
52	PULLER	UNSPECIFIED	COMPLETED	UNSPECIFIED
53	PULLER	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
54	PULLER	UNSPECIFIED	ROUTED	UNSPECIFIED
55	PULLER	UNSPECIFIED	ABANDONED	UNSPECIFIED
56	PULLER	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
57	PULLER	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
58	PULLER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
59	PULLER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
60	REDIRECTEDTO	UNSPECIFIED	PULLED	UNSPECIFIED
61	REDIRECTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
62	REDIRECTEDTO	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
63	REDIRECTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
64	RECEIVED	UNSPECIFIED	CLEARED	UNSPECIFIED
65	RECEIVED	UNSPECIFIED	CLEARED	STUCKCALL
66	UNKNOWN	UNSPECIFIED	NONE	UNSPECIFIED
67	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	UNSPECIFIED
68	INCONFERENCE	CONFERENCEJOINED	COMPLETED	UNSPECIFIED
69	INITIATED	UNSPECIFIED	ROUTED	UNSPECIFIED
70	RECEIVED	UNSPECIFIED	NONE	UNSPECIFIED
71	RECEIVEDTRANSFER	UNSPECIFIED	NONE	UNSPECIFIED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
72	RECEIVEDCONSULT	UNSPECIFIED	NONE	UNSPECIFIED
73	ROUTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
74	DIVERTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
75	INITIATEDCONSULT	UNSPECIFIED	NONE	UNSPECIFIED
76	INCONFERENCE	UNSPECIFIED	NONE	UNSPECIFIED
77	INITIATED	UNSPECIFIED	NONE	UNSPECIFIED
78	RECEIVEDREQUEST	UNSPECIFIED	NONE	UNSPECIFIED
79	PULLER	UNSPECIFIED	NONE	UNSPECIFIED
80	REDIRECTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
82	INCONFERENCE	CONFERENCEJOINED	ABANDONED	UNSPECIFIED
83	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
84	INCONFERENCE	CONFERENCEJOINED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
85	INITIATEDCONSULT	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
86	RECEIVED	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
87	RECEIVED	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
88	RECEIVED	UNSPECIFIED	DIVERTED	REDIRECTED
89	RECEIVED	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
90	RECEIVED	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
91	ROUTEDTO	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
92	DIVERTEDTO	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
93	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
94	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
95	INCONFERENCE	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
96	RECEIVED	UNSPECIFIED	REDIRECTED	UNSPECIFIED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
97	ROUTEDTO	UNSPECIFIED	REDIRECTED	UNSPECIFIED
98	DIVERTEDTO	UNSPECIFIED	REDIRECTED	UNSPECIFIED
99	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	UNSPECIFIED
100	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	UNSPECIFIED
101	INCONFERENCE	UNSPECIFIED	REDIRECTED	UNSPECIFIED
102	RECEIVED	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
103	RECEIVED	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
104	RECEIVED	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
105	RECEIVED	UNSPECIFIED	CLEARED	TARGETSCLEARED
106	RECEIVED	UNSPECIFIED	CONFERENCED	UNSPECIFIED
107	RECEIVEDTRANSFER	UNSPECIFIED	CONFERENCED	UNSPECIFIED
108	ROUTEDTO	UNSPECIFIED	CONFERENCED	UNSPECIFIED
109	DIVERTEDTO	UNSPECIFIED	CONFERENCED	UNSPECIFIED
110	INCONFERENCE	UNSPECIFIED	CONFERENCED	UNSPECIFIED
111	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
112	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
113	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
114	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	REDIRECTED
115	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ROUTEONNOANSWER
116	ROUTEDTO	UNSPECIFIED	REDIRECTED	REJECTED
117	ROUTEDTO	UNSPECIFIED	REDIRECTED	REVOKED
118	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	REJECTED
119	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	REJECTED
120	INCONFERENCE	UNSPECIFIED	ABANDONED	REJECTED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
121	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	REVOKED
122	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	REVOKED
123	INCONFERENCE	UNSPECIFIED	ABANDONED	REVOKED
124	INITIATED	UNSPECIFIED	REDIRECTED	PULLEDBACK
125	PULLER	UNSPECIFIED	REDIRECTED	PULLEDBACK
126	REDIRECTEDTO	PULLEDBACK	NONE	UNSPECIFIED
127	REDIRECTEDTO	PULLEDBACK	ABANDONED	UNSPECIFIED
128	REDIRECTEDTO	PULLEDBACK	CUSTOMERABANDONED	UNSPECIFIED
129	REDIRECTEDTO	PULLEDBACK	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
130	REDIRECTEDTO	PULLEDBACK	PULLED	UNSPECIFIED
131	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
132	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
133	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
134	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
135	RECEIVED	UNSPECIFIED	CLEARED	PULLEDBACK
136	RECEIVED	UNSPECIFIED	CLEARED	STOPPED
137	RECEIVED	UNSPECIFIED	DIVERTED	REVOKED
138	RECEIVED	UNSPECIFIED	DIVERTED	REJECTED
139	RECEIVED	UNSPECIFIED	DIVERTED	ROUTEDTOOTHER
140	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	ROUTEONNOANSWER
141	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	UNSPECIFIED
142	INITIATED	UNSPECIFIED	CONFERENCED	UNSPECIFIED
143	PULLER	UNSPECIFIED	PULLED	UNSPECIFIED
144	INCONFERENCE	CONFERENCEINITIATOR	TRANSFERRED	UNSPECIFIED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
145	INCONFERENCE	CONFERENCEJOINED	TRANSFERRED	UNSPECIFIED
146	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	REJECTED
147	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	REVOKED
200	RECEIVEDCONSULT	UNSPECIFIED	CONFERENCED	UNSPECIFIED
201	INITIATED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
202	UNKNOWN	UNSPECIFIED	ABANDONED	REVOKED
203	RECEIVEDTRANSFER	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
204	ROUTEDTO	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
205	INITIATED	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
206	PULLER	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
207	UNKNOWN	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
208	UNKNOWN	UNSPECIFIED	ABANDONED	REDIRECTED
209	UNKNOWN	UNSPECIFIED	ABANDONED	UNSPECIFIED
210	UNKNOWN	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
211	UNKNOWN	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
212	UNKNOWN	UNSPECIFIED	CLEARED	PULLEDBACK
213	UNKNOWN	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
214	UNKNOWN	UNSPECIFIED	CLEARED	STOPPED
215	UNKNOWN	UNSPECIFIED	CLEARED	STUCKCALL
216	UNKNOWN	UNSPECIFIED	CLEARED	TARGETSCLEARED
217	UNKNOWN	UNSPECIFIED	CLEARED	UNSPECIFIED
218	UNKNOWN	UNSPECIFIED	COMPLETED	UNSPECIFIED
219	UNKNOWN	UNSPECIFIED	CONFERENCED	UNSPECIFIED
220	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
221	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
222	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
223	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
224	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
225	UNKNOWN	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
226	UNKNOWN	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
227	UNKNOWN	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
228	UNKNOWN	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
229	UNKNOWN	UNSPECIFIED	DIVERTED	REDIRECTED
230	UNKNOWN	UNSPECIFIED	DIVERTED	REJECTED
231	UNKNOWN	UNSPECIFIED	DIVERTED	REVOKED
232	UNKNOWN	UNSPECIFIED	DIVERTED	ROUTEDTOOTHER
233	UNKNOWN	UNSPECIFIED	DIVERTED	ROUTEONNOANSWER
234	UNKNOWN	UNSPECIFIED	DIVERTED	UNSPECIFIED
235	UNKNOWN	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
236	UNKNOWN	UNSPECIFIED	PULLED	UNSPECIFIED
237	UNKNOWN	UNSPECIFIED	REDIRECTED	PULLEDBACK
238	UNKNOWN	UNSPECIFIED	REDIRECTED	REJECTED
239	UNKNOWN	UNSPECIFIED	REDIRECTED	REVOKED
240	UNKNOWN	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
241	UNKNOWN	UNSPECIFIED	REDIRECTED	UNSPECIFIED
242	UNKNOWN	UNSPECIFIED	ROUTED	UNSPECIFIED
243	UNKNOWN	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
244	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
245	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	UNSPECIFIED
246	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	STUCKCALL
247	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
248	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
249	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
250	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	TARGETSCLEARED
251	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	PULLEDBACK
252	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	STOPPED
253	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
254	RECEIVED	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
255	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
256	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
257	INCONFERENCE	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
258	INITIATED	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
259	PULLER	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
260	REDIRECTEDTO	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
261	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
262	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
263	RECEIVED	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
264	RECEIVED	UNSPECIFIED	DIVERTED	ABNORMALSTOPWHILERINGING
265	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
266	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
267	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
268	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
269	INCONFERENCE	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
270	PULLER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
271	REDIRECTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
272	UNKNOWN	UNSPECIFIED	COMPLETED	ARCHIVED
273	RECEIVED	UNSPECIFIED	COMPLETED	ARCHIVED
274	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	ARCHIVED
275	ROUTEDTO	UNSPECIFIED	COMPLETED	ARCHIVED
276	INITIATED	UNSPECIFIED	COMPLETED	ARCHIVED
277	PULLER	UNSPECIFIED	COMPLETED	ARCHIVED
278	REDIRECTEDTO	UNSPECIFIED	COMPLETED	ARCHIVED
279	UNKNOWN	UNSPECIFIED	COMPLETED	CANCELED
280	RECEIVED	UNSPECIFIED	COMPLETED	CANCELED
281	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	CANCELED
282	ROUTEDTO	UNSPECIFIED	COMPLETED	CANCELED
283	INITIATED	UNSPECIFIED	COMPLETED	CANCELED
284	PULLER	UNSPECIFIED	COMPLETED	CANCELED
285	REDIRECTEDTO	UNSPECIFIED	COMPLETED	CANCELED
286	INCONFERENCE	UNSPECIFIED	REDIRECTED	PULLEDBACK
287	ROUTEDTO	UNSPECIFIED	REDIRECTED	PULLEDBACK
288	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	PULLEDBACK
289	RECEIVED	UNSPECIFIED	REDIRECTED	PULLEDBACK
290	REDIRECTEDTO	UNSPECIFIED	REDIRECTED	PULLEDBACK
291	RECEIVED	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
292	ROUTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
293	DIVERTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
294	RECEIVEDTRANSFER	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
295	REDIRECTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
296	RECEIVED	UNSPECIFIED	INCOMPLETE	UNSPECIFIED
297	INITIATED	UNSPECIFIED	INCOMPLETE	UNSPECIFIED
298	RECEIVED	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
299	INCONFERENCE	UNSPECIFIED	REDIRECTED	REVOKED
300	INCONFERENCE	UNSPECIFIED	REDIRECTED	REJECTED
301	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	REVOKED
302	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	REJECTED
303	RECEIVED	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
304	RECEIVEDTRANSFER	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
305	RECEIVEDCONSULT	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
306	ROUTEDTO	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
307	DIVERTEDTO	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
308	INITIATEDCONSULT	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
309	INCONFERENCE	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
310	INITIATED	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
311	UNKNOWN	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
312	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	COMPLETED	UNSPECIFIED
313	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ABANDONED	UNSPECIFIED
314	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ROUTED	UNSPECIFIED
315	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	DIVERTED	UNSPECIFIED
316	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
317	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDFROMHOLD
318	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDWHILERINGING
319	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	NONE	UNSPECIFIED
320	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	REDIRECTED	ROUTEONNOANSWER
321	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	REDIRECTED	UNSPECIFIED
322	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CONFERENCED	UNSPECIFIED
323	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ABANDONED	REJECTED
324	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ANSWEREDBYOTHER
325	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	DEFERRED	CALLBACKACCEPTED
326	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	TRANSFERRED	INTRODUCEDTRANSFER
327	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	TRANSFERRED	UNSPECIFIED
328	INCONFERENCE	UNSPECIFIED	COMPLETED	ARCHIVED
329	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	ARCHIVED
330	INCONFERENCE	CONFERENCEJOINED	COMPLETED	ARCHIVED
331	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	ARCHIVED
332	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	ARCHIVED
333	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	ARCHIVED
334	INCONFERENCE	UNSPECIFIED	COMPLETED	CANCELED
335	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	CANCELED
336	INCONFERENCE	CONFERENCEJOINED	COMPLETED	CANCELED
337	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	CANCELED
338	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	CANCELED
339	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	CANCELED
340	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
341	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
342	INCONFERENCE	UNSPECIFIED	DIVERTED	UNSPECIFIED

Representing Dates and Times of Day

Because of the large volume of data handled by Genesys Info Mart, most SQL queries of a fact table are constrained by date and time. This page describes how Genesys Info Mart represents dates and times of day.

About dates and times of day

Dates and times of day are stored in the START_TS and END_TS fields, which mark the start and end of each handling stage. The START_DATE_TIME_KEY and END_DATE_TIME_KEY reference the DATE_TIME dimension, which exists in all fact tables. Dates and times are stored in Coordinated Universal Time (UTC) format. There is one DATE_TIME dimension in your deployment, populated in the time zone of your choosing. The DATE_TIME dimension offsets the UTC time by a specified amount of time.

How dates and times can be constrained

Each fact table row has a surrogate key, START_DATE_TIME_KEY, which references the DATE_TIME dimension that represents its start date and time. This surrogate key can constrain the fact table rows by start date and time of day. Similarly, the END_DATE_TIME_KEY can be used to constrain the fact table rows by end date and time of day.

Each fact table row contains measurements that represent the start date and time of day, and the end date and time of day. These measurements can constrain fact table rows by any arbitrary time span, based on whether the fact table row:

- Starts and ends within the time span.
- Starts before, and ends within, the time span.
- Starts within, and ends after, the time span.
- Starts before, and ends after, the time span.

In any case, you must create the appropriate database indexes in order to efficiently retrieve the data you want.

All fact tables have surrogate key references to the DATE_TIME dimension that represent the 15-minute date and time interval in which a fact started and ended.

The DATE_TIME dimension is useful for constraining based on an arbitrary range of 15-minute time intervals, because this single dimension includes both date and time of day. The dimension keys increase regularly each 15 minutes.

Example: Working with timestamps and the DATE_TIME dimension

The following example illustrates how Genesys Info Mart represents the date and time of an inbound call in local time.

An inbound call arrives at a contact center in San Francisco on October 21, 2009 at 5:05 PM local time (PDT). This time corresponds to 1:05 AM on October 22, 2009 in the UTC GMT time zone, or 1256173500 seconds, expressed in UTC integer format. This integer is stored in the START_TS field in the table containing data about the call.

The start time of the call falls into a 15-minute time interval that begins on October 22, 2009 at 1:00 AM in the UTC GMT time zone, or 1256173200 seconds in UTC integer format. This integer is stored in the START_DATE_TIME_KEY field in the tables containing data related to the call. The value is a surrogate key that can be used to link to the corresponding DATE_TIME_KEY field in the DATE_TIME dimension, which contains text labels for the day of the week, month, year, and so on, in whichever local time zone formats your business requires.

In this example, a DATE_TIME table has been created for the Pacific time zone containing labels in local PDT format. The START_DATE_TIME_KEY field in the fact table containing the UTC integer 1256173200 (corresponding to 5:00 pm PDT), can be used to link to this DATE_TIME dimension. The correct text labels for the Pacific time zone can then be retrieved for your reports.

Calculating timestamps

To show timestamps in reports converted to a particular time zone, use a simple calculation combining the START_TS (or END_TS) field of a fact table with the DATE_TIME_KEY and CAL_DATE fields of the DATE_TIME table (referred to here as DATE_TIME_CUSTOM) created for the time zone of your choosing.

For example, to convert the timestamp value, 1256173500, from the example above, where the time of call arrival is stored in UTC seconds format in the START_TS field of the corresponding INTERACTION_RESOURCE_FACT (IRF) row in a Microsoft SQL Server RDBMS, execute the following query on the DATE_TIME_CUSTOM dimension and IRF table:

```
select DTC.CAL_DATE + CAST ((IRF.START_TS - DTC.DATE_TIME_KEY) as float) / CAST (86400 as
float)
from DATE_TIME_CUSTOM DTC, INTERACTION_RESOURCE_FACT IRF
where DTC.DATE_TIME_KEY = IRF.START_DATE_TIME_KEY
```

The resulting value is October 21, 2009 at 5:05 pm in PDT time zone.

To make the same conversion in an Oracle RDBMS, execute the following query:

```
select DTC.CAL_DATE + (IRF.START_TS - DTC.DATE_TIME_KEY) / 86400
from DATE_TIME_CUSTOM DTC, INTERACTION_RESOURCE_FACT IRF
where DTC.DATE_TIME_KEY = IRF.START_DATE_TIME_KEY
```

Calendar years and week-numbering years

There are two available ways to number the weeks in a year:

- Full-week numbering — In this system, weeks always contain seven days and always start on the day of the week specified as Day 1 in the first-day-of-week configuration option. This system supports the ISO-8601 week configuration used in the European Union and Russia.
- Simple-week numbering — In this system, the weeks calendar matches the calendar year. Week 1 begins on January 1. As a result, the first day of the week differs each year. Most of the time, Weeks 1 or 52 will have fewer than seven days. This is the functionality used in previous releases of Genesys Info Mart.

Table fields for full-week numbering

The DATE_TIME table contains several fields that are used to support the full-week numbering system.

- WEEK_YEAR — This field stores a Week Numbering year. This year may be different from Calendar year. For example, in ISO-8601, 31 December of 2007 is Week 1 Day 1 of 2008. So in this case we have 2007 as the Calendar year and 2008 as the Week Numbering year.
- LABEL_YYYY_WE_D — The label for the day of the week.
- LABEL_TZ — This field stores the time zone offset.