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Genesys Customer Experience Insights Project Guide

[Detail folder](#)

Detail folder

The Detail folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Detail folder and subfolders

This folder contains the following root folder and subfolders.

- Detail
- Detail > Handling Attempt
- Detail > Handling Attempt > Handling Predictive Routing
- Detail > Handling Attempt > Handling User Data Example
- Detail > Transfer
- Detail > Transfer > Source User Data Example
- Detail > Transfer > Target User Data Example

Folder: Detail

Introduced: 9.0.007.03

Description: The root folder for low-level interaction and agent details. Refer to the descriptions of the subfolders for more information.

Metrics:

- There are no metrics in this folder

Attributes:

- There are no attributes in this folder

Folder: Detail > Handling Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of interactions that are stored mostly in the INTERACTION_RESOURCE_FACT Info Mart table.

Metrics:

- Abandoned Waiting
- Abandoned Waiting Time
- Conference Initiated Time
- Conference Received Time
- Consult Initiated Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Interaction Duration
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Total Duration
- Transfer Initiated Agent

Attributes:

- Active
- Case ID
- Connection ID
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID
- Interaction ID
- Interaction ID SSF
- Interaction Resource ID
- Irf Anchor
- IRF Start Date Time Key
- Last Interaction Resource
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Resource State
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type
- Source Name
- Source Resource Key
- Source Type
- Start Timestamp
- Stop Action
- Strategy Name
- Technical Descriptor Key
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Custom Key
- UD Interaction Resource ID

Folder: Detail > Handling Attempt > Handling Predictive Routing**Introduced:** 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the details of Predictive Routing interactions.

Metrics:

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank
- Agent Score
- Conference Initiated Time
- Conference Received Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • Median Score • Message • Min Score • Queue Time | <ul style="list-style-type: none"> • Response Time • Revenue • Routing Point Time • Satisfaction | <ul style="list-style-type: none"> • Target Size • Total Duration • Transfer Initiated Agent • Turnaround Time |
| Attributes: <ul style="list-style-type: none"> • Active • Case ID • Connection ID • Customer Data Found • Customer ID • End Timestamp • From • GUID • Handling Attempt End • Handling Attempt Start • Handling Resource • Interaction Duration • Interaction Handling Attempt ID • Interaction ID | | |
| <ul style="list-style-type: none"> • Interaction Resource ID • Interaction Type • IRF Start Date Time Key • Last IVR • Last Queue • Last Queue Key • Last VQueue • Last VQueue Key • Mode • Model • Predictor • Predictor Switch • Resource State • Result • Root ID | <ul style="list-style-type: none"> • Routing Target • Routing Target Selected • Routing Target Type • Skill Combination Requested • Source • Start Timestamp • Status • Stop Action • Technical Result • Technical Result Reason • Technical Result Resource Role • Technical Result Role Reason • To • UD Interaction Resource ID | |

Folder: Detail > Handling Attempt > Handling User Data Example

Introduced: 9.0.011

| | | |
|---|--|--|
| Description: Objects in this folder enable the measurement of Info Mart data based on custom userdata attributes. | | |
| Metrics: <ul style="list-style-type: none"> • There are no metrics in this folder | | |
| Attributes: <ul style="list-style-type: none"> • Detail 1-16 • Dimension 1 - Dimension 5 • Dimension 6 - Dimension 10 | | |

Folder: Detail > Transfer

Introduced: 9.0.007.03

| |
|---|
| Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions. |
| Metrics: |

| | | |
|---|---|--|
| <ul style="list-style-type: none"> Interaction Duration Source Customer Engage Time Source Customer Hold Time | <ul style="list-style-type: none"> Source Customer Wrap Time Source Queue Time Target Customer Engage Time | <ul style="list-style-type: none"> Target Customer Hold Time Target Customer Wrap Time Target Queue Time |
| Attributes: | | |
| <ul style="list-style-type: none"> End Timestamp From GUID Handling Attempt End Handling Attempt Start Handling Attempt Target Start Interaction Handling Attempt ID Interaction ID Interaction Subtype Interaction Type Service Subtype Service Type Source Business Result Source Customer Segment Source Last Queue Source Last VQueue | <ul style="list-style-type: none"> Source Name Source Service Subtype Source Service Type Source Technical Result Source Technical Result Reason Source Technical Result Resource Role Source Technical Result Role Reason Source Type Start Timestamp Target Business Result Target Customer Segment Target Interaction Descriptor Key Target Last Queue Target Last Queue Key | <ul style="list-style-type: none"> Target Last VQueue Target Last VQueue Key Target Name Target Resource Key Target Service Subtype Target Service Type Target Technical Descriptor Key Target Technical Result Target Technical Result Reason Target Technical Result Resource Role Target Technical Result Role Reason Target Type To |

Folder: Detail > Transfer > Source User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the source of the transfer.

Metrics:

- There are no metrics in this folder

Attributes:

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Detail > Transfer > Target User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization, measurement, and filtering of transferred interactions based on the target of the transfer.

Metrics:

- There are no metrics in this folder

Attributes:

- Dimension 1-10 ID Rcv
- Interaction Handling Attempt • Start Date Time Key Rcv

Reports built primarily from the objects in the Detail folder and subfolders

- Interaction Handling Attempt Report
- Predictive Routing Detail Report
- Transfer Detail Report

For more information about Detail reports, see the *Genesys CX Insights 9.0 User's Guide*.