Genesys Customer Experience Insights Project Guide

Queue Attributes

5/8/2025

Queue Attributes

The Queue folder contains numerous attributes that you can use to build queue-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

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.

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

Queue

- Business Result
- Customer Segment
- Interaction Subtype
- Interaction Type
- Media Type
- Queue
- Queue Group
- Queue Group Combination Key
- Queue Group Key
- Queue Key
- Service Subtype
- Service Type
- Workbin Owner
- Workbin Type

Queue > Q Consults

- There are no attributes in this folder

Queue > Q Customer

- There are no attributes in this folder

Queue > Q Customer & Consults

- There are no attributes in this folder

Queue > Q Customer & Consults > Abandoned Waiting ST1

- There are no attributes in this folder

Queue > Q Customer & Consults > Accepted Agent ST1

- There are no attributes in this folder

Queue > Queue Predictive Routing

- Model
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- Category
- Category Key
- Classify Actionability Category
- Classify Sentiment Category
- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10
- Influence Category
- Screen Actionability Category
- Screen Sentiment Category

Folder: Queue

Attribute name: Business Result	**Folder:** Queue
Description: Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
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Attribute name: Customer Segment	**Folder:** Queue
Description: Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
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Attribute name: Interaction Subtype	**Folder:** Queue
Description: This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
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Attribute name: Interaction Type	**Folder:** Queue
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYPE	
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Attribute name: Media Type	**Folder:** Queue
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Database table: MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE. MEDIA_NAME, MEDIA_TYPE, MEDIA_NAME_CODE	**Form(s):** Media Type, Media Name Code

Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
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Attribute name: Queue	**Folder:** Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	**Form(s):** Queue Type
Forms in this attribute:	
Form: Queue Type **Table.Column:** Queue Type **Data type:** RESOURCE_Q.RESOURCE_TYPE	**Description:** Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
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Attribute name: Queue Group	**Folder:** Queue
Description: 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.	
Database table: GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	
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Attribute name: Queue Group Combination Key	**Folder:** Queue
Description: Enables data to be organized by the queue-group related primary key of the RESOURCE_GROUP_COMBINATION dimension. This dimension is reserved for internal computations.	
Database table: RESOURCE_GROUP_COMBINATION_Q.GROUP_COMBINATION_KEY	
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Attribute name: Queue Group Key	**Folder:** Queue
Description: Reserved for internal use.	
Database table:	

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Attribute name: Queue Key	**Folder:** Queue
Description: Reserved for internal use.	
Database table:	

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Attribute name: Service Subtype	**Folder:** Queue
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	

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Attribute name: Service Type	**Folder:** Queue
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	

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Attribute name: Workbin Owner	**Folder:** Queue
Description: Enables data within the reporting interval to be organized by Workbin Owner.	
Database table: WORKBIN.WORKBIN_OWNER_NAME	

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Attribute name: Workbin Type	**Folder:** Queue
Description: Enables data within the reporting interval to be organized by Workbin Type.	
Database table: WORKBIN.WORKBIN_TYPE_CODE	**Form(s):** Workbin Name
Forms in this attribute:	
Form: Workbin Name **Table.Column:** WORKBIN.WORKBIN_RESOURCE_NAME **Data type:** Character	**Description:** Enables data within the reporting interval to be organized by Workbin Name.

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Folder: Queue > Q Consults

There are no attributes in this folder

Folder: Queue > Q Customer

There are no attributes in this folder

Folder: Queue > Q Customer & Consults

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Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

There are no attributes in this folder

Folder: Queue > Q Customer & Consults > Accepted Agent ST1

There are no attributes in this folder

Folder: Queue > Queue Predictive Routing

Attribute name: Model	**Folder:** Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
Database table: GPM_MODEL.MODEL	
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Attribute name: Predictor	**Folder:** Queue > Queue Predictive Routing
Description: Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
Database table: GPM_PREDICTOR.PREDICTOR	
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Attribute name: Predictor Switch	Folder: Queue > Queue Predictive Routing
Description: Enables the organization of data based on whether predictive routing is ON or OFF.	
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
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Folder: Queue > Queue User Data Example

Attribute name: Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CTGNAME	
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Attribute name: Category Key	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
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Attribute name: Classify Actionability Category	Folder: Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME	
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Attribute name: Classify Sentiment Category	Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

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Attribute name: Dimension 1 - Dimension 5

Folder: Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5

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Attribute name: Dimension 6 - Dimension 10

Folder: Queue > Queue User Data Example

Description: These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

Database table:
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4,
USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5

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Attribute name: Influence Category

Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Database table:
USER_DATA_GEN_ES.CTGNAME

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Attribute name: Screen Actionability Category

Folder: Queue > Queue User Data Example

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is

applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME	
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Attribute name: Screen Sentiment Category	**Folder:** Queue > Queue User Data Example
Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
Database table: USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME	
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