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Genesys Customer Experience Insights Project Guide

iWD Attributes

5/8/2025

iWD Attributes

The iWD root folder contains numerous attributes that you can use to build intelligent Workload Distribution (iWD)-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.
- 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.

iWD

- Category Level 10
- Category Level 3
- Category Level 4
- Category Level 5
- Category Level 6
- Category Level 7
- Category Level 8
- Category Level 9
- Custom Dim
- Department
- Department Custom Dim Attribute 1
- Department Custom Dim Attribute 2
- Department Custom Dim Attribute 3
- Department Custom Dim Attribute 4
- Department Custom Dim Attribute 5
- Media Type

- Process
- Process Custom Dim Attribute
 2
- Process Custom Dim Attribute
 3
- Process Custom Dim Attribute
 4
- Process Custom Dim Attribute
 5
- Process Custom Dim Attribute1
- Solution
- Tenant
- Tenant Custom Dim Attribute
 1
- Tenant Custom Dim Attribute
 2
- Tenant Custom Dim Attribute
 3
- Tenant Custom Dim Attribute
 4
- Tenant Custom Dim Attribute 5

iWD > Age

- Age Range
- Department
- Process
- Solution

iWD > Agent

- Custom Dim
- Department
- Employee ID
- Interaction Subtype
- Interaction Type
- Process
- Queue
- Result Code
- Solution

iWD > Capture

- Business Value Range
- Business Value Range 10
- Business Value Range 100
- Business Value Range 1000

- Business Value Range 5
- Business Value Range 50
- Business Value Range 500
- Capture Point
- Custom Dim
- Department
- Process
- Solution

iWD > Classification

- Category
- Custom Dim
- Customer Segment
- Department
- Media Channel
- Process
- Product
- Product Subtype
- Solution
- Source Process
- Source Process Subtype
- Source Tenant

iWD > Email

• QA Review Disposition Code

iWD > Queue

- Custom Dim
- Department
- Priority Range
- Process
- Queue
- Solution

iWD > Service Objects

- Batch ID
- Batch Last Event ID
- Capture ID
- Component
- Customer ID
- Data Source Name
- Data Source Type
- Employee ID
- ETL Audit Key
- Finish Time
- First Extracted Event ID
- Interaction ID
- Job Type
- Last Employee ID
- Last Extracted Event ID

- Last Interval Date Key
- Last Interval Time Key
- Process Name
- Source Tenant
- Start Time
- Status
- Subversion
- Tenant
- Version

iWD > Time

- 15 Minutes
- Date
- Date Range
- Date Time Key DAY
- Day
- Hour
- Month
- Month Year Ago
- Month Year Next
- Quarter
- Service Date Time Key
- Start Date Time Key
- Week
- Year

Folder: iWD

Attribute name: Category Level 10	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 10th category level.
Database table:	

PROCESS.CATEGORY_LEVEL10	
>> Back to list	
Attribute name: Category Level 3	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organize	d by the 3rd category level.
Database table: PROCESS.CATEGORY_LEVEL3	
>> Back to list	
Attribute name: Category Level 4	Folder: iWD
Description: Enables data to be organize	d by the 4th category level.
Database table: PROCESS.CATEGORY_LEVEL4	
>> Back to list	
Attribute name: Category Level 5	Folder: iWD
Description: Enables data to be organize	d by the 5th category level.
Database table: PROCESS.CATEGORY_LEVEL5	
>> Back to list	
Attribute name: Category Level 6	Folder: iWD
Description: Enables data to be organize	d by the 6th category level.
Database table: PROCESS.CATEGORY_LEVEL6	
>> Back to list	
Attribute name: Category Level 7	Folder: iWD

Introduced: 100.0.024.0000	
Description: Enables data to be organiz	ed by the 7th category level.
Database table: PROCESS.CATEGORY_LEVEL7	
>> Back to list	
Attribute name: Category Level 8	Folder: iWD
Description: Enables data to be organiz	ed by the 8th category level.
Database table: PROCESS.CATEGORY_LEVEL8	
>> Back to list	
Attribute name: Category Level 9	Folder: iWD
Description: Enables data to be organiz	ed by the 9th category level.
Database table: PROCESS.CATEGORY_LEVEL9	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD
Description: Enables data to be organiz	ed by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department	Folder: iWD
Description: Enables data to be organiz	ed by the department in which the interaction was handled.
Database table:	
>> Back to list	
Attribute name: Department Custom Dim Attribute 1	Folder: iWD
Description: Enables data to be organiz	ed by the type of custom dimension.
Database table:	

>> Back to list	
Attribute name: Department Custom Dim Attribute 2	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department Custom Dim Attribute 3	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department Custom Dim Attribute 4	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department Custom Dim Attribute 5	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Media Type Introduced: 9.0.016.03	Folder: iWD
Description: Enables data to be organize email, Unknown.	d by media type. It is one of the following values: workitem,
Database table: MEDIA_TYPE.[MEDIA_TYPE_NAME]	
>> Back to list	
Attribute name: Process	Folder: iWD
Description: Enables data to be organize	d by the type of process or application.
Database table: process.process_name	

Attribute name: Process Custom Dim Attribute 2 Folder: WD Description: Enables data to be organized by the type of custom dimension. Database table: >> Back to list Attribute name: Process Custom Dim Attribute 3 Folder: iWD Description: Enables data to be organized by the type of custom dimension. Database table: >> Back to list Attribute name: Process Custom Dim Attribute 4 Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD Description: Enables data to be organized by the type of custom dimension. Postapase table: >> Back to list Folder: iWD		
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Attribute name: Tenant Folder: iWD Description: Enables data to be organized by tenant. Database table: tenant.tenant_name		
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Database table: tenant.tenant_name	Attribute name: Tenant	Folder: iWD
-	Description: Enables data to be organize	d by tenant.
>> Back to list	Database table: tenant.tenant_name	
	>> Back to list	

Attribute name: Tenant Custom Dim Attribute 1	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Tenant Custom Dim Attribute 2	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Tenant Custom Dim Attribute 3	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Tenant Custom Dim Attribute 4	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Tenant Custom Dim Attribute 5	Folder: iWD
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	

Folder: iWD > Age

Attribute name: Age Range		
Introduced: 9.0.013	Folder: iWD > Age	
Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes, hours, days, or weeks.		
Database table: AGE.AGE_*	Form(s): Age Range Minutes, Age Range 15 min, Age Range 1 hour, Age Range 4 hour, Age Range 8 hour, Age Range 1	

	day Aga Danga 1 waak
Forms in this attribute:	day, Age Range 1 week
Form:	
Table.Column: Data type:	Description:
Form: Age Range 1 day Table.Column: AGE.AGE_RANGE_1DAY Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1 day ranges.
Form: Age Range 1 hour Table.Column: AGE.AGE_RANGE_1HOUR Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 1-hour ranges.
Form: Age Range 15 min Table.Column: AGE.AGE_RANGE_15min Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, wwhere age has a granularity of 15-minutes ranges.
Form: Age Range 4 hour Table.Column: AGE.AGE_RANGE_4HOUR Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 4-hours ranges.
Form: Age Range 8 hour Table.Column: AGE.AGE_RANGE_8HOUR Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 8-hours ranges.
Form: Age Range Minutes Table.Column: AGE.AGE_MINUTES Data type:	Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes.
>> Back to list	
Attribute name: Department	Folder: iWD > Age
Description: Enables data to be organized Database table:	d by the department in which the interaction was handled.
>> Back to list	
Attribute name: Process	Folder: iWD > Age
Description: Enables data to be organized by the type of process or application.	
Database table: process.process_name	
>> Back to list	
Attribute name: Solution	Folder: iWD > Age
Description: Enables data to be organized	d by solution.
Database table:	

solution.solution_name

>> Back to list

Folder: iWD > Agent

Attribute name: Custom Dim Folder: iWD > Agent Description: Enables data to be organized by the type of custom dimension. Description: Enables data to be organized by the type of custom dimension. Attribute name: >> Back to list Attribute name: Folder: iWD > Agent Description: Enables data to be organized by the department in which the interaction was handled. Description: Enables data to be organized by the department in which the interaction was handled. Database table: >> Back to list Attribute name: Employee Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. Database table: AGENT_AGENT_ID Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. Database table: AGENT_AGENT_ID Subtype Folder: iWD > Agent Introduced: 9.0.016.03 Folder: iWD > Agent Description: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, InboundCustomerReply, For OutboundAutoResponse. OutboundCubaborationNite, OutboundAcknowledgement, OutboundAutoResponse. OutboundCubaborationNite, OutboundAcknowledgement, OutboundAutoResponse. OutboundNew, OutboundReply, OutboundAcknowledgement, Outbou			
Database table: >> Back to list Attribute name: Folder: iWD > Agent Description: Enables data to be organized by the department in which the interaction was handled. Database table: >> Back to list Attribute name: Employee Folder: iWD > Agent Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. Database table: >> Back to list Attribute name: Interaction Subtype Folder: iWD > Agent Attribute name: Interaction Subtype Folder: iWD > Agent Pescription: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type, the following values are typical: InboundNew. InboundCustomerReply. For Outbound interaction type. WoutboundNew. For OutboundAutoResponse, OutboundNew. OutboundNew. Threaterteret. Database table: >> Back to list Attribute name: Interaction TYPE_SUBTYPE SoutboundCustomerReply. For Outbound interaction type. WoutboundNew. NotboundNew. For OutboundAutoResponse, OutboundNew. NotboundNew. Threaterteret. Database table: >> Back to list Attribute name: Interaction TYPE_SUBTYPE >> Back to list Sout		Folder: iWD > Agent	
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Department Folder: IWD > Agent Description: Enables data to be organized by the department in which the interaction was handled. Database table: >> Back to list Attribute name: Employee D Folder: IWD > Agent Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. Database table: AGENT_AGENT_ID >> Back to list Attribute name: Interaction subtype Folder: IWD > Agent Introduced: 9.0.016.03 Description: Enables data to be organized by the interaction subtype. For Inbound interaction type; the following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundNew, OutboundReply, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundNew, Inserter Subtype >> Back to list Attribute name: Interaction Type >> Back to list	>> Back to list		
Database table: >> Back to list Attribute name: Employee Folder: iWD > Agent Description: Enables data to be organized based on the employee identifier of the agent who assigned the task or work item, as reported by the source system. Database table: AGENT_AGENT_ID >> Back to list Attribute name: Interaction Subtype Folder: iWD > Agent Introduced: 9.0.016.03 Description: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: inboundNew, InboundCustomerReply. For Outbound interaction type: OutboundAcknowledgement, OutboundAutoResponse, OutboundAcknowledgement, OutboundActReply. For Outbound interaction type: OutboundAcknowledgement, OutboundAutoResponse, OutboundCollaborationInvite, OutboundAcknowledgement, OutboundActense, Outbouther of the actense, Outbouthetense, Outbou		Folder: iWD > Agent	
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>> Back to listAttribute name: Interaction SubtypeFolder: iWD > AgentIntroduced: 9.0.016.03Folder: iWD > AgentDescription: Enables data to be organized by the interaction subtype. For Inbound interaction type, the following values are typical: InboundNew, HooundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse, OutboundCollaborationInvite, OutboundReply.Database table: INTERACTION_TYPE.[INTERACTION_TYPE_SUTYPE]>> Back to listAttribute name: Interaction TypeFolder: iWD > Agent			
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INTERACTION_TYPE.[INTERACTION_TYPE_SUBTYPE] >> Back to list Attribute name: Interaction Type Folder: iWD > Agent	following values are typical: InboundNew, InboundCustomerReply. For Outbound interaction type: OutboundNew, OutboundReply, OutboundAcknowledgement, OutboundAutoResponse,		
Attribute name: Interaction Type Folder: iWD > Agent		SUBTYPE]	
Type Folder: iWD > Agent	>> Back to list		
Introduced: 9.0.016.03		Folder: iWD > Agent	
	Introduced: 9.0.016.03		

Description: Enables data to be organize values: Unknown, Inbound, Outbound.	zed by the interaction type. This field is set to one of the following
Database table: INTERACTION_TYPE.[INTERACTION_TYPE]	_NAME]
>> Back to lis	t
Attribute name: Process	Folder: iWD > Agent
Description: Enables data to be organized	zed by the type of process or application.
Database table: process.process_name	
>> Back to lis	t
Attribute name: Queue	Folder: iWD > Agent
Description: Enables data to be organized	zed by the type of queue.
Database table: queue.queue_name	
>> Back to lis	t
Attribute name: Result Code	Folder: iWD > Agent
Description: Enables data to be organized	zed by the type of result code.
Database table: RESULT_CODE.RESULT_CODE_NAME	
>> Back to lis	t
Attribute name: Solution	Folder: iWD > Agent
Description: Enables data to be organiz	zed by solution.
Database table: solution.solution_name	
>> Back to lis	t

Folder: iWD > Capture

Attribute name: Business Value Range	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_5_sta
>> Back to list	
Attribute name: Business Value Range 10	Folder: iWD > Capture

Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_10
>> Back to list	
Attribute name: Business Value Range 100	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_100
>> Back to list	
Attribute name: Business Value Range 1000	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_1000
>> Back to list	
Attribute name: Business Value Range 5	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_5
>> Back to list	
Attribute name: Business Value Range 50	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANG	E_50
>> Back to list	
Attribute name: Business Value Range 500	Folder: iWD > Capture
Description: This attribute enables data	to be organized by the type of business value.
Database table: BUSINESS_VALUE.BUSINESS_VALUE_RANGE_500	
>> Back to list	
Attribute name: Capture Point	Folder: iWD > Capture
Description: Enables data to be organize	d by the type of capture point.
Database table:	

CAPTURE_POINT.CAPTU	RE_POINT_NAME	
	>> Back to list	
Attribute name: Dim	Custom	Folder: iWD > Capture
Description: Enables d	lata to be organize	d by the type of custom dimension.
Database table:		
	>> Back to list	
Attribute name: Department		Folder: iWD > Capture
Description: Enables data to be organized by the department in which the interaction was hand		
Database table:		
	>> Back to list	
Attribute name:	Process	Folder: iWD > Capture
Description: Enables data to be organized		d by the type of process or application.
Database table: process.process_name		
	>> Back to list	
Attribute name:	Solution	Folder: iWD > Capture
Description: Enables data to be organized by solution.		
Database table: solution.solution_name		
	>> Back to list	

Folder: iWD > Classification

Attribute name: Category	Folder: iWD > Classification
Description: Enables data to be organized by the type of category.	
Database table: category.category_name	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD > Classification
Dim	

Attribute name: Customer Folder: IWD > Classification Description: Enables data to be organized by the type of customer segment. Description: Enables data to be organized by the department in which the interaction was handled. Description: Enables data to be organized by the department in which the interaction was handled. Description: Enables data to be organized by the department in which the interaction was handled. Detabase table: Comparison: Patabase table: Description: Enables data to be organized by the department in which the interaction was handled. Database table: Comparison: Patabase table: Secription: Enables data to be organized by the type of media channel. Description: Enables data to be organized by the type of process or application. Database table: media_channel.media_channel_name Process.process_name process.process_name Process.process_name Product product.product type Product product.product type Polder: IWD > Classification Description: Enables data to be organized by the type of product. Database table: product.product.product type Polder: IWD > Classification Description: Ena		
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customer_segment_customer_segment_name >> Back to list Attribute name: patabase table: >> Back to list Attribute name: Media Polder: iWD > Classification Attribute name: Media Polder: iWD > Classification Attribute name: Media Attribute name: Media Polder: iWD > Classification Patabase table: >> Back to list Attribute name: Process Polder: iWD > Classification Patabase table: Process_name >> Back to list Attribute name: Process Polder: iWD > Classification Patabase table: process_name >> Back to list Attribute name: Process Patabase table: process_name >> Back to list Attribute name: Product Patabase table: process_name >> Back to list Attribute name: Product Patabase table: product.product.product_type Patabase table: Product.product.subtpe of product. Patabase table: product.product_type Patabase table: product.product_subtype Patabase table: product.pr	Description: Enables data to be o	organized by the type of customer segment.
Attribute name: Folder: iWD > Classification Description: Enables data to be organized by the department in which the interaction was handled. Database table: >> Back to list Attribute name: Media Patabase table: >> Back to list Attribute name: Media Patabase table: Folder: iWD > Classification Description: Enables data to be organized by the type of media channel. Database table: >> Back to list Attribute name: Process Polder: iWD > Classification Description: Enables data to be organized by the type of media channel. Patabase table: >> Back to list Attribute name: Process Polder: iWD > Classification Description: Enables data to be organized by the type of process or application. Patabase table: >> Back to list Attribute name: Product Folder: iWD > Classification Description: Enables data to be organized by the type of product. Patabase table: >> Back to list Attribute name: Product Product_soltpye >> Back to list		nent_name
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Database table: media_channel_media_channel_name >> Back to list Attribute name: Process Folder: iWD > Classification Description: Enables data to be organized by the type of process or application. Database table: >> Back to list Attribute name: Product Folder: iWD > Classification Description: Enables data to be organized by the type of product. Patabase table: Description: Enables data to be organized by the type of product. Database table: Description: Enables data to be organized by the type of product. Database table: Database table: product_type >> Back to list Folder: iWD > Classification Attribute name: Product Folder: iWD > Classification Description: Enables data to be organized by the subtype of product. Database table: Description: Enables data to be organized by the subtype of product. Database table: Description: Enables data to be organized by the subtype of product. Database table: product_subtype >> Back to list Attribute name: Solution Folder: iWD > Classification Description: Enables data to be organized by solution. Database table: product_subtype >> Back to list Attribute nam		Folder: iWD > Classification
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>> Back to list Attribute name: Product Folder: iWD > Classification Description: Enables data to be organized by the subtype of product. Database table: by the subtype of product. product.product_subtype > Back to list Attribute name: Solution Folder: iWD > Classification Attribute name: Solution Folder: iWD > Classification Description: Enables data to be organized by solution. Database table: Solution.solution_name Image: Solution	Description: Enables data to be o	organized by the type of product.
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Description: Enables data to be organized by the subtype of product. Database table: product.product_subtype >> Back to list Attribute name: Solution Folder: iWD > Classification Description: Enables data to be organized by solution. Database table: solution.solution_name		t Folder: iWD > Classification
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Description: Enables data to be organized by solution. Database table: solution.solution_name	>> Back	c to list
Database table: solution.solution_name	Attribute name: Solutio	Folder: iWD > Classification
solution.solution_name	Description: Enables data to be o	organized by solution.
>> Back to list		
	>> Bacl	< to list

Attribute name: Source Process	Folder: iWD > Classification	
Description: Enables data to be organize	d by the type of source process.	
Database table: source_process.source_process_type		
>> Back to list		
Attribute name: Source Process Subtype	Folder: iWD > Classification	
Description: Enables data to be organized by the subtype of source process.		
Database table: source_process.source_process_subtype		
>> Back to list		
Attribute name: Source Tenant	Folder: iWD > Classification	
Description: Enables data to be organized by the type of source tenant.		
Database table: source_tenant.source_tenant_name		
>> Back to list		

Folder: iWD > Email

Attribute name: QA Review Disposition Code Introduced: 9.0.019	Folder: iWD > Email	
Description: Enables data to be organized by the disposition code type.		
Database table: QA_REVIEW_DISP_CODE.QA_REVIEW_DISP	Form(s): OA Review Disposition Code	
Forms in this attribute:		
Form: Table.Column: Data type:	Description:	
>> Back to list		

>> Back to list

Folder: iWD > Queue

Attribute name: Custom	Folder: iWD > Queue
Dim	
Description: Enables data to be organize	d by the type of custom dimension.
Database table:	
>> Back to list	
Attribute name: Department	Folder: iWD > Queue
Description: Enables data to be organize	d by the department in which the interaction was handled.
Database table:	
>> Back to list	
Attribute name: Priority Range	Folder: iWD > Queue
Description: Enables data to be organize	d by the type of priority.
Database table: priority.priority_range_*_start	Form(s): Priority Range 5, Priority Range 10, Priority Range 50, Priority Range 100, Priority Range 500, Priority Range 1000
Forms in this attribute:	
Form: Priority Range 10 Table.Column: priority.priority_range_10_start Data type:	Description: Enables data to be organized by the type of priority.
Form: Priority Range 100 Table.Column: priority.priority_range_100_start Data type:	Description: Enables data to be organized by the type of priority.
Form: Priority Range 1000 Table.Column: priority.priority_range_1000_start Data type:	Description: Enables data to be organized by the type of priority.
Form: Priority Range 5 Table.Column: priority.priority_range_5_start Data type:	Description: Enables data to be organized by the type of priority.
Form: Priority Range 50 Table.Column: priority.priority_range_50_start Data type:	Description: Enables data to be organized by the type of priority.
Form: Priority Range 500 Table.Column: priority.priority_range_500_start Data type:	Description: Enables data to be organized by the type of priority.
>> Back to list	

Attribute name: Process	Folder: iWD > Queue
Description: Enables data to be organize	ed by the type of process or application.
Database table: process.process_name	
>> Back to list	
Attribute name: Queue	Folder: iWD > Queue
Description: Enables data to be organize	ed by the type of queue.
Database table: queue.queue_name	
>> Back to list	
Attribute name: Solution	Folder: iWD > Queue
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	

Folder: iWD > Service Objects

Attribute name: Batch ID	Folder: iWD > Service Objects
Description: Enables data to be organized batches.	d based on the batch number, for jobs that are processed in
Database table: ETL_AUDIT.BATCH_ID	
>> Back to list	
Attribute name: Batch Last Event ID	Folder: iWD > Service Objects
Description: Enables data to be organized by the ID of the last event.	
Database table: ETL_AUDIT.BATCH_LAST_EVENT_ID	
>> Back to list	
Attribute name: Capture ID	Folder: iWD > Service Objects
Description: Enables data to be organized by the ID of the task capture as issued by the originatin source system.	
Database table: TASK_FACT.CAPTURE_ID, TASK_WORK_FACT.CAPTURE_ID	
>> Back to list	
	Folder: iWD > Service Objects

Attribute name: Component			
Description: Enables data to be organize	Description: Enables data to be organized by the name of the CX Insights schema.		
Database table: DB_VERSION.COMPONENT			
>> Back to list			
Attribute name: Customer ID	Folder: iWD > Service Objects		
Description: Enables data to be organize work item that the source system assigns.	d by customer ID, which is an extended attribute of a task or		
Database table: CUSTOMER.CUSTOMER_ID			
>> Back to list			
Attribute name: Data Source Name	Folder: iWD > Service Objects		
Description: Enables data to be organize	d based on the database ID.		
Database table: ETL_AUDIT.DATA_SOURCE_NAME			
>> Back to list			
Attribute name: Data Source Type	Folder: iWD > Service Objects		
Description: Enables data to be organize CONFIG, TASK, or DATAMART.	d based on the type of the primary data source, which is one of		
Database table: ETL_AUDIT.DATA_SOURCE_TYPE			
>> Back to list			
Attribute name: Employee ID	Folder: iWD > Service Objects		
Description: Enables data to be organized based on the employee identifier of the agent who assign the task or work item, as reported by the source system.			
Database table: AGENT.AGENT_ID			
>> Back to list			
Attribute name: ETL Audit Key	Folder: iWD > Service Objects		
Description: Enables data to be organize	d based on the technical key that identified the DataMart job.		
Database table: ETL_AUDIT.ETL_AUDIT_KEY			
>> Back to list			
Attribute name: Finish Time	Folder: iWD > Service Objects		

Description: Enables data to be organize	d based on the date and time when the job finished.
Database table: ETL_AUDIT.ETL_AUDIT_FINISH_TIME	
>> Back to list	
Attribute name: First Extracted Event ID	Folder: iWD > Service Objects
Description: Enables data to be organize were processed.	d based on the ID of the first event in the range of IDs that
Database table: ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID	
>> Back to list	
Attribute name: Interaction ID	Folder: iWD > Service Objects
Description: Enables data to be organize given Interaction Server database.	d based on the task ID, which is a unique identifier within a
Database table: .interaction_ID	
>> Back to list	
Attribute name: Job Type	Folder: iWD > Service Objects
Description: Enables data to be organized based on the type of job, which is one of INTRADAY or HISTORICAL.	
Database table: .ETL_AUDIT.Z_JOB_TYPE	
>> Back to list	
Attribute name: Last Employee ID	Folder: iWD > Service Objects
Description: Enables data to be organized by ID of the employee identifier who was last assigned the task or work item, as captured by the source system.	
Database table: AGENT.AGENT_ID	
>> Back to list	
Attribute name: Last Extracted Event ID	Folder: iWD > Service Objects
Description: Enables data to be organize processed.	d based on the ID of the last event in the range of IDs that were
Database table: ETL_AUDIT.LAST_EXTRACTED_EVENT_ID	
>> Back to list	
Attribute name: Last Interval Date Key	Folder: iWD > Service Objects

aggregate ETL scripts.	
Database table: ETL_AUDIT.LAST_INTERVAL_DATE_KEY	
>> Back to list	
Attribute name: Last Interval Time Key	Folder: iWD > Service Objects
Description: Enables data to be organize aggregate ETL scripts.	d based on the last time interval that was processed by the
Database table: ETL_AUDIT.LAST_INTERVAL_TIME_KEY	
>> Back to list	
Attribute name: Process Name	Folder: iWD > Service Objects
Description: Enables data to be organize	d based on the name of the job that processed the records.
Database table: ETL_AUDIT.PROCESS_NAME	
>> Back to list	
Attribute name: Source Tenant	Folder: iWD > Service Objects
Description: Enables data to be organize	d by the type of source tenant.
Database table: SOURCE_TENANT.SOURCE_TENANT_NAME	
>> Back to list	
Attribute name: Start Time	Folder: iWD > Service Objects
Description: Enables data to be organize	d based on the date and time at which the job started.
Database table:	
>> Back to list	
Attribute name: Status	Folder: iWD > Service Objects
Description: Enables data to be organized based on job status, which is one of FINISHED, IN PROGRES FAILED.	
Database table: ETL_AUDIT.STATUS	
>> Back to list	
Attribute name: Subversion	Folder: iWD > Service Objects
Description: Enables data to be organize	d by the version number of the CX Insights schema.
Database table: DB_VERSION.VERSION	
>> Back to list	
Attribute name: Tenant	Folder: iWD > Service Objects

Description: 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. New connections are required for access to other tenant schemas.

Database table: TENANT.TENANT_NAME

>> Back to list

Attribute name: Version

Folder: iWD > Service Objects

Description: Enables data to be organized by the version number of the CX Insights schema.

Database table: DB VERSION.LVL

>> Back to list

Folder: iWD > Time

Attribute name: 15 Minutes Folder: iWD > Time

Description: Enables data within the reporting interval to be organized by 15- or 30-minutes intervals.

Database table:

DATE_TIME_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_AGENT_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_CAPT_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_CLASSIF_SUBHR.DATE_TIME_KEY, IWD_AGG_TASK_QUEUE_SUBHR.DATE_TIME_KEY,

>> Back to list

Attribute name: Date

Folder: iWD > Time

Description: Enables data within the reporting interval to be organized by a particular date.

Database table: DATE_TIME_*.CAL_DATE

>> Back to list

Attribute name: Date Range

Folder: iWD > Time

Description: Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.

Database table: RELATIVE_RANGE_NAME.RANGE_NAME

>> Back to list

Attribute name: Date Time Key DAY	Folder: iWD > Time
Description: Enables data to be based or	the primary key of the

Description: Enables data to be based on the primary key of the attribute.

Database table:

DATE TIME, DATE TIME KEY. IWD DATE TIME AGENT DAY. DATE TIME KEY. IWD DATE TIME CAPT DAY. DATE TIME KEY. IWD DATE TIME CLASSIF DAY. DATE TIME KEY, IWD DATE TIME QUEUE DAY. DATE TIME KEY >> Back to list Folder: iWD > Time Attribute name: Day **Description:** 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. **Database table:** DATE TIME.LABEL.YYYY.MM.DD >> Back to list Attribute name: Hour Folder: iWD > Time **Description:** 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. **Database table:** DATE TIME.LABEL YYYY MM DD HH24 >> Back to list Attribute name: Month Folder: iWD > Time **Description:** Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format. **Database table:** DATE TIME.LABEL YYYY MM >> Back to list **Attribute name: Month Year** Folder: iWD > Time Ago Description: Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format. **Database table:** DATE TIME YEAR AGO.LABEL YYYY MM >> Back to list **Attribute name: Month Year** Folder: iWD > Time Next **Description:** Used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format. **Database table:** DATE TIME YEAR NEXT.LABEL YYYY MM

Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format. Database table: Datte_TIME.LABEL_YYYY_QQ >> Back to list Attribute name: Service Datestription: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: WD_AGG_TASK + \$UBHR.DATE_TIME_KEY, Database table: WD_AGG_TASK + \$UBHR.DATE_TIME_KEY, Database table: WD_AGG_TASK + \$UBHR.DATE_TIME_KEY, Database table: Database table: <tr< th=""><th></th><th></th></tr<>		
Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format. Database table: DatTE_TIME.LABEL_YYYY_QQ >> Back to list Attribute name: Service Polder: IWD > Time Database table: Database table: Description: Enables data to be organized by a key for a particular date and time from the relevant table. Description: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: WID AGG TASK * SUBHR.DATE_TIME_KEY, Database table: Description: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: Da	>> Back to list	
year: Quarter values are presented in YYYY-QQ format. Database table: DATE_TIME.LABEL_YYYY_QQ >> Back to list Attribute name: Service Date Time Key Date Time Key, Date Time KeY, WD_AGG_TASK * SUBHR.DATE_TIME_KEY, WD_AGG_TASK * SUBHR.DATE_TIME_KEY, WD_AGG_TASK * SUBHR.DATE_TIME_KEY >> Back to list Attribute name: Start Date Time Key Date Time Exables data to be organized by a key for a particular date and time from the relevant table. Attribute name: Start Date Time_Key Date_TIME_*.DATE_TIME_KEY, NDATE_TIME_KEY, NDATE_TIME_KEY, WD_AGG_TASK * SUBHR.DATE_TIME_KEY >> Back to list Attribute name: Start Date Time_Key Date_TIME_*.DATE_TIME_KEY, DATE_TIMEABBLA TO BATE TIME_KEY, DATE_TIMEABBLA TO BATE TIMEABBLA TO BATE TIMEABBLA TO BATE TIMEABBLA TO BATE TIME_	Attribute name: Quarter	Folder: iWD > Time
DATE_TIME.LABEL_YYYY_QQ >> Back to list Attribute name: Service Date Time Key Pescription: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: Database table: DATE_TIME_XATE_TIME_KEY, WD_AGG_TASK_*SUBHR_DATE_TIME_KEY, IWD_AGG_TASK_*SUBHR_DATE_TIME_KEY, IWD_AGG_TASK_*SUBHR_DATE_TIME_KEY, Database table: Note: Note: IWD_AGG_TASK_*SUBHR_DATE_TIME_KEY, Database table: Secription: Enables data to be organized by a key for a particular date and time from the relevant table. Description: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: WD_AGG_TASK_*SUBHR_DATE_TIME_KEY, Database table: WD_AGG_TASK_*SUBHR_DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY, Seack to list Attribute name: Week Folder: iWD > Time Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE DATE_TIME_LABEL_YYYY_WE Seack to list Attribute name: Year Folder: iWD > Time Database table: DATE_TIME_LABEL_YYYY_WE Database table: DATE_TIME_LABEL_YYYY Database table: DATE_TIME_LABEL_YYYY Database table:		
Attribute name: Service Date Time Key Folder: iWD > Time Description: Enables data to be organized by a key for a particular date and time from the relevant table. Security of the secure secure security of the security of the security of t	Database table: DATE_TIME.LABEL_YYYY_QQ	
Date Time Key Folder: iWD > Time Description: Enables data to be organized by a key for a particular date and time from the relevant table. Date Time *.DATE TIME KEY, imp AGG TASK * SUBHR DATE TIME KEY Attribute name: Start Date Time KeY, imp AGG TASK * SUBHR DATE TIME KEY Date Time Key Folder: iWD > Time Description: Enables data to be organized by a key for a particular date and time from the relevant table. Date TIME *.DATE TIME KEY, imp ABBASE table: imp ASK * SUBHR DATE TIME KEY, imp ABBASE table: imp ABBASE tab	>> Back to list	
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DATE_TIME_*.DATE_TIME_KEY, IND_AGG_TASK_*SUBHR.DATE_TIME_KEY, DATE_TIME_ATE_TIME_KEY IND_AGG_TASK_*.DATE_TIME_KEY IND_AGG_TASK_*.DATE_TIME_KEY IND_AGG_TASK_*.DATE_TIME_KEY Sectoristion: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: IND_AGG_TASK_*.SUBHR.DATE_TIME_KEY, Database table: IND_AGG_TASK_*.SUBHR.DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY, Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format. DATE_TIME_LABEL_YYYY_WE DATE_TIME_*.LABEL_YYYY_WE Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY). Database table: DATE_TIME_LABEL_YYYY	Description: Enables data to be organize table.	d by a key for a particular date and time from the relevant
Attribute name: Start Date Time Key Folder: iWD > Time Description: Enables data to be organized by a key for a particular date and time from the relevant table. Database table: IWD_AGG TASK * SUBHR.DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY, >> Back to list Attribute name: Week Folder: iWD > Time Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format. Database table: DATE_TIME_LABEL_YYYY_WE Folder: iWD > Time Attribute name: Year Folder: iWD > Time Attribute name: Year Folder: iWD > Time Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format. Database table: DATE_TIME.LABEL_YYYY_WE Folder: iWD > Time Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY). Database table: DATE_TIME.LABEL_YYYY Folder: iWD > Time	DATE_TIME_*.DATE_TIME_KEY,	
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IWD AGG TASK * SUBHR.DATE_TIME_KEY, DATE_TIME_*.DATE_TIME_KEY, >> Back to list Attribute name: Week Folder: iWD > Time Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format. Database table: DATE_TIME.LABEL_YYYY_WE Comparison: Enables data within the reporting interval to be organized by year, in four-digit format. Patabase table: OATE_TIME.LABEL_YYYY	Description: Enables data to be organized by a key for a particular date and time from the relevant table.	
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DATE_TIME.LABEL_YYYY_WE >> Back to list Attribute name: Year Folder: iWD > Time Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY). Database table: DATE_TIME.LABEL_YYYY		
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DATE_TIME.LABEL_YYYY	DATE_TIME.LABEL_YYYY_WE	
>> Back to list	DATE_TIME.LABEL_YYYY_WE >> Back to list Attribute name: Year	Folder: iWD > Time
	DATE_TIME.LABEL_YYYY_WE >> Back to list Attribute name: Year Description: Enables data within the rep	Folder: iWD > Time