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Genesys Customer Experience Insights Project Guide

iWD Attributes

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
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- Category Level 4
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- Department Custom Dim Attribute 2
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- Process Custom Dim Attribute 2
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- Solution

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- Custom Dim
- Department
- Process
- Solution

iWD > Classification

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- Product Subtype
- Solution
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- Batch ID
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- Data Source Type
- Employee ID
- ETL Audit Key
- Finish Time
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iWD > Time

- 15 Minutes
- Date
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- 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 organized by the 10th category level.**Database table:**

PROCESS.CATEGORY_LEVEL10	
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Attribute name: Category Level 3 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 3rd category level.	
Database table: PROCESS.CATEGORY_LEVEL3	
>> Back to list	
Attribute name: Category Level 4 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 4th category level.	
Database table: PROCESS.CATEGORY_LEVEL4	
>> Back to list	
Attribute name: Category Level 5 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized by the 5th category level.	
Database table: PROCESS.CATEGORY_LEVEL5	
>> Back to list	
Attribute name: Category Level 6 Introduced: 100.0.024.0000	Folder: iWD
Description: Enables data to be organized 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 organized by the 7th category level.	
Database table: PROCESS.CATEGORY_LEVEL7	
>> Back to list	
Attribute name: Category Level 8	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organized by the 8th category level.	
Database table: PROCESS.CATEGORY_LEVEL8	
>> Back to list	
Attribute name: Category Level 9	Folder: iWD
Introduced: 100.0.024.0000	
Description: Enables data to be organized by the 9th category level.	
Database table: PROCESS.CATEGORY_LEVEL9	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	
Attribute name: Department	Folder: iWD
Description: Enables data to be organized 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 organized by the type of custom dimension.	
Database table:	

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

>> Back to list	
Attribute name: Process Custom Dim Attribute 2	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 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.	
Database table:	
>> Back to list	
Attribute name: Process Custom Dim Attribute 5	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
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Attribute name: Process Custom Dim Attribute1	Folder: iWD
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
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Attribute name: Solution	Folder: iWD
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
>> Back to list	
Attribute name: Tenant	Folder: iWD
Description: Enables data to be organized by tenant.	
Database table: tenant.tenant_name	
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Attribute name: Tenant Custom Dim Attribute 1	Folder: iWD
Description: Enables data to be organized 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 organized 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 organized 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 organized 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 organized by the type of custom dimension.	
Database table:	
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Folder: iWD > Age

Attribute name: Age Range	Folder: iWD > Age
Introduced: 9.0.013	
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, Age Range 1 week	
Forms in this attribute:	
Form:	Description:
Table.Column:	
Data type:	
Form: Age Range 1 day	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.
Table.Column: AGE.AGE_RANGE_1DAY	
Data type:	
Form: Age Range 1 hour	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.
Table.Column: AGE.AGE_RANGE_1HOUR	
Data type:	
Form: Age Range 15 min	Description: Enables data within the reporting interval to be organized by the age of the task, where age has a granularity of 15-minutes ranges.
Table.Column: AGE.AGE_RANGE_15min	
Data type:	
Form: Age Range 4 hour	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.
Table.Column: AGE.AGE_RANGE_4HOUR	
Data type:	
Form: Age Range 8 hour	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.
Table.Column: AGE.AGE_RANGE_8HOUR	
Data type:	
Form: Age Range Minutes	Description: Enables data within the reporting interval to be organized by the age of the task, where age is defined in minutes.
Table.Column: AGE.AGE_MINUTES	
Data type:	
>> Back to list	
Attribute name:	Folder: iWD > Age
Department	
Description: Enables data to be organized by the department in which the interaction was handled.	
Database table:	
>> 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 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.	
Database table:	
>> Back to list	

Attribute name: 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 ID	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	
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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, OutboundCollaborationInvite, OutboundRedirect.	
Database table: INTERACTION_TYPE.[INTERACTION_TYPE_SUBTYPE]	
>> Back to list	

Attribute name: Interaction Type	Folder: iWD > Agent
Introduced: 9.0.016.03	

Description: Enables data to be organized by the interaction type. This field is set to one of the following values: Unknown, Inbound, Outbound.

Database table:
INTERACTION_TYPE.[INTERACTION_TYPE_NAME]

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Attribute name: Process **Folder:** iWD > Agent

Description: Enables data to be organized by the type of process or application.

Database table:
process.process_name

[>> Back to list](#)

Attribute name: Queue **Folder:** iWD > Agent

Description: Enables data to be organized by the type of queue.

Database table: queue.queue_name

[>> Back to list](#)

Attribute name: Result Code **Folder:** iWD > Agent

Description: Enables data to be organized by the type of result code.

Database table:
RESULT_CODE.RESULT_CODE_NAME

[>> Back to list](#)

Attribute name: Solution **Folder:** iWD > Agent

Description: Enables data to be organized by solution.

Database table:
solution.solution_name

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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_RANGE_5_sta

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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_RANGE_10	
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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_RANGE_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_RANGE_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_RANGE_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_RANGE_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 organized by the type of capture point.	
Database table:	

CAPTURE_POINT.CAPTURE_POINT_NAME	
>> Back to list	
Attribute name: Custom Dim	Folder: iWD > Capture
Description: Enables data to be organized 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 handled.	
Database table:	
>> Back to list	
Attribute name: Process	Folder: iWD > Capture
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 > Capture
Description: Enables data to be organized by solution.	
Database table: solution.solution_name	
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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
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	

Attribute name: Customer Segment	Folder: iWD > Classification
Description: Enables data to be organized by the type of customer segment.	
Database table: customer_segment.customer_segment_name	
>> Back to list	

Attribute name: Department	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 Channel	Folder: iWD > Classification
Description: Enables data to be organized by the type of media channel.	
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: process.process_name	
>> Back to list	

Attribute name: Product	Folder: iWD > Classification
Description: Enables data to be organized by the type of product.	
Database table: product.product_type	
>> Back to list	

Attribute name: Product Subtype	Folder: iWD > Classification
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	
>> Back to list	

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

Folder: iWD > Queue

Attribute name: Custom Dim	Folder: iWD > Queue
Description: Enables data to be organized by the type of custom dimension.	
Database table:	
>> Back to list	
Attribute name: Department	Folder: iWD > Queue
Description: Enables data to be organized 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 organized 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.
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Attribute name: Process	Folder: iWD > Queue
Description: Enables data to be organized 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 organized 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 based on the batch number, for jobs that are processed in batches.	
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 originating source system.	
Database table: TASK_FACT.CAPTURE_ID, TASK_WORK_FACT.CAPTURE_ID	
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Folder: iWD > Service Objects	
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Attribute name: Component	
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 organized by customer ID, which is an extended attribute of a task or work item that the source system assigns.	
Database table: CUSTOMER.CUSTOMER_ID	
>> Back to list	
Attribute name: Data Source Name	Folder: iWD > Service Objects
Description: Enables data to be organized 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 organized based on the type of the primary data source, which is one of CONFIG, TASK, or DATAMART.	
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 assigned 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 organized 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 organized 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 organized based on the ID of the first event in the range of IDs that were processed.	
Database table: ETL_AUDIT.FIRST_EXTRACTED_EVENT_ID	
>> Back to list	
Attribute name: Interaction ID	Folder: iWD > Service Objects
Description: Enables data to be organized based on the task ID, which is a unique identifier within a given Interaction Server database.	
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 organized based on the ID of the last event in the range of IDs that were processed.	
Database table: ETL_AUDIT.LAST_EXTRACTED_EVENT_ID	
>> Back to list	
Attribute name: Last Interval Date Key	Folder: iWD > Service Objects
Description: Enables data to be organized based on the last date interval that was processed by the	

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 organized based on the last time interval that was processed by the aggregate ETL scripts.	
Database table: ETL_AUDIT.LAST_INTERVAL_TIME_KEY	
>> Back to list	
Attribute name: Process Name	Folder: iWD > Service Objects
Description: Enables data to be organized 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 organized 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 organized 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 PROGRESS, FAILED.	
Database table: ETL_AUDIT.STATUS	
>> Back to list	
Attribute name: Subversion	Folder: iWD > Service Objects
Description: Enables data to be organized by the version number of the CX Insights schema.	
Database table: DB_VERSION.VERSION	
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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

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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

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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

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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

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Attribute name: Date Time Key DAY

Folder: iWD > Time

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	
Attribute name: Day	Folder: iWD > Time
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 Ago	Folder: iWD > Time
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	
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Attribute name: Month Year Next	Folder: iWD > Time
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	

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Attribute name: Quarter	Folder: iWD > Time
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: DATE_TIME.LABEL_YYYY_QQ	
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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.	
Database table: DATE_TIME_*.DATE_TIME_KEY, IWD_AGG_TASK * SUBHR.DATE_TIME_KEY, DATE_TIME.DATE_TIME_KEY, IWD_AGG_TASK_*.DATE_TIME_KEY	
>> Back to list	
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,	
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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	
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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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