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Genesys Customer Experience Insights Project Guide

Billing Data Attributes

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Billing Data Attributes

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing. 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.

Billing Data

- [Business Unit](#)
- [Metric](#)
- [Region](#)

Folder: Billing Data

Attribute name: Business Unit Introduced: 100.0.023.0000	Folder: Billing Data
Description: Enables data within the reporting interval to be organized based on Business Unit.	
Database table: BDS_BUSINESS_UNIT.NAME	
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Attribute name: Metric Introduced: 100.0.023.0000	Folder: Billing Data
Description: This attribute is used for internal calculations.	

Database table:

BDS_NAMED_AGENTS.METRIC_NAME

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Attribute name: Region

Introduced: 100.0.023.0000

Folder: Billing Data

Description: Enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.

Database table: BDS_REGION.NAME

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