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# Genesys Customer Experience Insights Project Guide

Chat Attributes

# Chat Attributes

The Chat folder contains numerous attributes that you can use to build chat-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.

### Chat

- End Reason
- Ended By
- Language Name
- Media Origin

### Mode

### Chat > Agent

- Agent Group
- Agent Name

### Chat > Async

- There are no attributes in this folder

### Chat > Thread

- Media Origin

## Folder: Chat

### Attribute name: End Reason

Introduced: 9.0.011

Folder: Chat

**Description:** Enables data to be organized based on the reason why the chat ended.

**Database table:**  
CHAT\_SESSION\_DIM.ENDED\_REASON

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<b>Attribute name: Ended By</b>	<b>Folder:</b> Chat
<b>Introduced:</b> 9.0.011	
<b>Description:</b> Enables data to be organized based on what party ended the interaction (agent, customer, or timeout).	
<b>Database table:</b> CHAT_SESSION_DIM.ENDED_BY	
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<b>Attribute name: Language Name</b>	<b>Folder:</b> Chat
<b>Introduced:</b> 9.0.011	
<b>Description:</b> Enables data to be organized based on the language used in the chat interaction.	
<b>Database table:</b> CHAT_SESSION_DIM.LANGUAGE_NAME	
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<b>Attribute name: Media Origin</b>	<b>Folder:</b> Chat
<b>Introduced:</b> 9.0.011	
<b>Description:</b> Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS.	
<b>Database table:</b> CHAT_SESSION_DIM.MEDIA_ORIGIN	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Mode</b>	<b>Folder:</b> Chat
<b>Introduced:</b> 9.0.011	
<b>Description:</b> Enables data to be organized by the mode (Regular or Async).	
<b>Database table:</b> CHAT_SESSION_DIM.ASYNC_MODE	
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## Folder: Chat &gt; Agent

<b>Attribute name: Agent</b>	<b>Folder:</b> Chat > Agent
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<b>Group</b>	
<b>Description:</b> Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
<b>Database table:</b> GROUP_A.GROUP_NAME (WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))	
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<b>Attribute name: Agent Name</b>	<b>Folder:</b> Chat > Agent
<b>Description:</b> Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
<b>Database table:</b> RESOURCE_A.AGENT_NAME	<b>Form(s):</b> User Name, Last Name, First Name, Employee ID
<b>Forms in this attribute:</b>	
<b>Form:</b> Employee ID <b>Table.Column:</b> RESOURCE_A.EMPLOYEE_ID <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
<b>Form:</b> First Name <b>Table.Column:</b> RESOURCE_A.AGENT_FIRST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the first name of the agent who is associated with the interaction.
<b>Form:</b> Last Name <b>Table.Column:</b> RESOURCE_A.AGENT_LAST_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the last name of the agent who is associated with the interaction.
<b>Form:</b> User Name <b>Table.Column:</b> RESOURCE_A.RESOURCE_NAME <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the user name of the agent who is associated with the interaction.
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## Folder: Chat > Async

There are no attributes in this folder

## Folder: Chat > Thread

<b>Attribute name: Media</b>	<b>Folder:</b> Chat > Thread
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### Origin

**Introduced:** 9.0.011

**Description:** Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS.

**Database table:**  
MEDIA\_ORIGIN.MEDIA\_ORIGIN

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