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Genesys Customer Experience Insights Project Guide

Chat Attributes

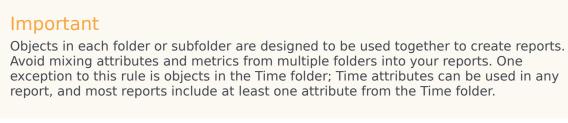
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Chat Attributes

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.



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

Chat	Mode	Chat > Async
End Reason	Chat > Agent	 There are no attributes in this folder
Ended By	Agent Group	londer
Language Name	uage Name • Agent Name	Chat > Thread

Media Origin

Folder: Chat

Media Origin

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		
>> Back to list		

Attribute name: Ended By		
Introduced: 9.0.011	Folder: Chat	
Description: Enables data to be organize or timeout).	d based on what party ended the interaction (agent, customer,	
Database table: CHAT_SESSION_DIM.ENDED_BY		
>> Back to list		
Attribute name: Language Name	Folder: Chat	
Introduced: 9.0.011		
Description: Enables data to be organized based on the language used in the chat interaction.		
Database table: CHAT_SESSION_DIM.LANGUAGE_NAME		
>> Back to list		
Attribute name: Media Origin Introduced: 9.0.011	Folder: Chat	
Origin Introduced: 9.0.011	Folder: Chat d by where the chat session originated—for example, CHAT,	
Origin Introduced: 9.0.011 Description: Enables data to be organized		
Origin Introduced: 9.0.011 Description: Enables data to be organize Facebook, Twitter, or SMS. Database table:		
Origin Introduced: 9.0.011 Description: Enables data to be organized Facebook, Twitter, or SMS. Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN		
Origin Introduced: 9.0.011 Description: Enables data to be organized Facebook, Twitter, or SMS. Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN >> Back to list Attribute name: Mode Introduced: 9.0.011	d by where the chat session originated—for example, CHAT, Folder: Chat	
Origin Introduced: 9.0.011 Description: Enables data to be organized Facebook, Twitter, or SMS. Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN >> Back to list Attribute name: Mode Introduced: 9.0.011 Description: Enables data to be organized	d by where the chat session originated—for example, CHAT, Folder: Chat	
Origin Introduced: 9.0.011 Description: Enables data to be organized Facebook, Twitter, or SMS. Database table: CHAT_SESSION_DIM.MEDIA_ORIGIN >> Back to list Attribute name: Mode Introduced: 9.0.011	d by where the chat session originated—for example, CHAT, Folder: Chat	

Folder: Chat > Agent

Attribute name: Agent

Folder: Chat > Agent

Group			
Description: 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.			
Database table: GROUP_A.GROUP_NAME (WHERE GROUPGROUP_TYPE_CODE in ('AGENT', 'UNKNOWN','NO_VALUE'))			
>> Back to list			
Attribute name: Agent Name	Folder: Chat > Agent		
Description: Enables data to be organize interaction.	d by certain attributes of the agent who is associated with the		
Database table: RESOURCE_A.AGENT_NAME	Form(s): User Name, Last Name, First Name, Employee ID		
Forms in this attribute:			
Form: Employee ID Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.		
Form: First Name Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.		
Form: Last Name Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.		
Form: User Name Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.		
>> Back to list			

Folder: Chat > Async

There are no attributes in this folder

Folder: Chat > Thread

Attribute name: Media

Folder: Chat > Thread

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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