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Genesys Customer Experience Insights Project Guide

Chat Bot Attributes

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The Chat Bot folder contains numerous attributes that you can use to build chat bot-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 Bot**
- Bot Category
 - Bot Function
 - End Reason
 - End Result
 - Ended By

Folder: Chat Bot

| Attribute name: Bot Category | Folder: Chat Bot |
|---|------------------|
| Description: Enables data within the reporting interval to be organized based on generic bot categorization. | |
| Database table: BGS_BOT_DIM.BOT_CATEGORY | |
| >> Back to list | |
| Attribute name: Bot Function | Folder: Chat Bot |
| Description: Enables data within the reporting interval to be organized based on bot functionality. | |
| Database table: BGS_BOT_DIM.BOT_FUNCTION | |
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| | |
|--|-------------------------|
| Attribute name: End Reason | Folder: Chat Bot |
| Description: Enables data within the reporting interval to be organized based on the reason given for Bot Gateway Server (BGS) session termination. | |
| Database table: BGS_SESSION_DIM.END_REASON | |
| >> Back to list | |

| | |
|---|-------------------------|
| Attribute name: End Result | Folder: Chat Bot |
| Description: Enables data within the reporting interval to be organized based on the Technical Result (Success or Fail). | |
| Database table: BGS_BOT_DIM.END_RESULT | |
| >> Back to list | |

| | |
|--|-------------------------|
| Attribute name: Ended By | Folder: Chat Bot |
| Description: Enables data within the reporting interval to be organized based on who terminated the Bot Gateway Server (BGS) session. | |
| Database table: BGS_SESSION_DIM.ENDED_BY | |
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