

# **GENESYS**<sup>®</sup>

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# Genesys Customer Experience Insights Project Guide

**Detail Attributes** 

5/9/2025

# Detail Attributes

The Detail folder contains numerous attributes that you can use to build reports that describe lowlevel interaction and agent details

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.

#### Detail

• There are no attributes in this folder

### **Detail > Handling Attempt**

- Active
- Case ID
- Connection ID
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt ID

- Interaction ID
- Interaction ID SSF
- Interaction Resource ID
- Irf Anchor
- IRF Start Date Time Key
- Last Interaction Resource
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Resource State
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type

- Source Name
- Source Resource Key
- Source Type
- Start Timestamp
- Stop Action
- Strategy Name
- Technical Descriptor Key
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- **To**
- UD Custom Key
- UD Interaction Resource ID

Detail > Handling Attempt > Handling Predictive Routing

- Active
- Case ID
- Connection ID
- Customer Data Found
- Customer ID
- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Resource
- Interaction Duration
- Interaction Handling Attempt
   ID
- Interaction ID
- Interaction Resource ID
- Interaction Type
- IRF Start Date Time Key
- Last IVR
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Mode
- Model
- Predictor
- Predictor Switch
- Resource State
- Result
- Root ID
- Routing Target
- Routing Target Selected
- Routing Target Type
- Skill Combination Requested
- Source

- Start Timestamp
- Status
- Stop Action
- Technical Result
- Technical Result Reason
- Technical Result Resource Role
- Technical Result Role Reason
- To
- UD Interaction Resource ID

### Detail > Handling Attempt > Handling User Data Example

- Detail 1-16
- Dimension 1 Dimension 5
- Dimension 6 Dimension 10

### Detail > Transfer

- End Timestamp
- From
- GUID
- Handling Attempt End
- Handling Attempt Start
- Handling Attempt Target Start
- Interaction Handling Attempt
   ID
- Interaction ID
- Interaction Subtype
- Interaction Type
- Service Subtype
- Service Type
- Source Business Result
- Source Customer Segment
- Source Last Queue
- Source Last VQueue
- Source Name

- Source Service Subtype
- Source Service Type
- Source Technical Result
- Source Technical Result Reason
- Source Technical Result Resource Role
- Source Technical Result Role Reason
- Source Type
- Start Timestamp
- Target Business Result
- Target Customer Segment
- Target Interaction Descriptor Key
- Target Last Queue
- Target Last Queue Key
- Target Last VQueue
- Target Last VQueue Key
- Target Name
- Target Resource Key
- Target Service Subtype
- Target Service Type
- Target Technical Descriptor Key
- Target Technical Result
- Target Technical Result Reason
- Target Technical Result Resource Role
- Target Technical Result Role Reason
- Target Type
- To

### Detail > Transfer > Source User Data Example

Dimension 1 - Dimension 5

- Dimension 6 Dimension 10
- Dimension 1-10

• Start Date Time Key Rcv

Detail > Transfer > Target User Data Example  Interaction Handling Attempt ID Rcv

# Folder: Detail

There are no attributes in this folder

# Folder: Detail > Handling Attempt

| Attribute name: Active   | Folder: Detail > Handling Attempt  |
|--|--|
| <b>Description:</b> Enables data to be organize<br>INTERACTION_FACT table is active.   | d by whether or not the corresponding record in the  |
| Database table:<br>INTERACTION_FACT_GI2.ACTIVE_FLAG  |  |
| >> Back to list  |  |
| Attribute name: Case ID  | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize be used to tie this third-party application of   | d by case ID of an external management application, which can data in with Info Mart data.   |
| Database table:<br>IRF_USER_DATA_GEN_1.CASE_ID   |  |
| >> Back to list  |  |
| Attribute name: Connection ID  | Folder: Detail > Handling Attempt  |
| Description: Enables data to be organize   | d by attributes of the interaction's connection ID.  |
| Database table:<br>INTERACTION_FACT_GI2.MEDIA_SERVER_I>  | (N_ID  |
| >> Back to list  |  |
| Attribute name: Customer<br>ID   | Folder: Detail > Handling Attempt  |
| <b>Description:</b> The customer ID as it appears in an external CRM application. This value enables Genesys<br>Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys<br>Info Mart key that has an ID of 10053. |  |
| Refer to the <i>Genesys Info Mart Deployment Guide</i> fo<br>Customer ID dimension in the Flow class references<br>Mart table.   | r information about Genesys Info Mart attached data key assignments. The<br>a field in a derived table whose values are sourced, in part, from the listed Info |
|  |  |

### Database table:

| er: Detail > Handling Attempt   |
|---|
| ne calendar date and time when the interaction ended.   |
|   |
|   |
| er: Detail > Handling Attempt   |
| ne source address of the interaction:   |
| n's automatic number identification (ANI).  |
| 's email address.   |
|   |
|   |
|   |
| er: Detail > Handling Attempt   |
| ne globally unique identifier of the interaction as reported ay not be unique.  |
| ll UUID. In the case of Multimedia, the GUID is the Interaction ID from   |
|   |
| D   |
|   |
| er: Detail > Handling Attempt   |
|   |
| er: Detail > Handling Attempt<br>ne moment when the resource's participation in the                                       |
| er: Detail > Handling Attempt   |
| er: Detail > Handling Attempt<br>ne moment when the resource's participation in the                                       |
| er: Detail > Handling Attempt<br>ne moment when the resource's participation in the<br>E                                  |
| er: Detail > Handling Attempt<br>ne moment when the resource's participation in the<br>E<br>er: Detail > Handling Attempt |
|   |

| Attribute name: Handling<br>Resource   | Folder: Detail > Handling Attempt  |
|--|--|
| Description: Enables data to be organize   | d by the name of the Handling Resource.  |
| Database table:<br>RESOURCE_TARGET.RESOURCE_NAME   | Form(s): Handling Resource Type  |
| Forms in this attribute:   |  |
| Form: Handling Resource Type   |  |
| Table.Column:<br>RESOURCE_TARGET.RESOURCE_TYPE<br>Data type: Text                              | Description:   |
| >> Back to list  |  |
| Attribute name: Interaction<br>Duration  | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize the interaction.                               | d by the difference between the start and end timestamps of  |
| Database table:  |  |
| >> Back to list  |  |
| Attribute name: Interaction<br>Handling Attempt ID   | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize table.   | d by the primary key of the INTERACTION_RESOURCE_FACT  |
| Database table:<br>INTERACTION_RESOURCE_FACT_GI2.INTER<br>IRF_USER_DATA_KEYS.INTERACTION_RESO  |  |
| >> Back to list  |  |
| Attribute name: Interaction ID   | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize INTERACTION_RESOURCE_ FACT table.              | d by the interaction ID of the INTERACTION_FACT or the   |
|  | D is the call's connection ID, which is assigned by the telephony as long as the telephony server processes the interaction. |
| • For multimedia interactions originating<br>Interaction ID.                                   | from an Interaction Server, this value is the assigned   |
| Database table:<br>INTERACTION_FACT_GI2.INTERACTION_ID,<br>INTERACTION_RESOURCE_FACT_GI2.INTER | ACTION_ID  |
| >> Back to list  |  |
| Attribute name: Interaction ID SSF   | Folder: Detail > Handling Attempt  |
|  |  |

**Description:** Enables data to be organized by a key for an interaction from the SDR Sesion Fact table. **Database table:** SDR SESSION FACT.INTERACTION ID >> Back to list Attribute name: Interaction **Folder:** Detail > Handling Attempt **Resource ID** Description: Enables data to be organized by the primary key of the INTERACTION RESOURCE FACT table. Database table: INTERACTION RESOURCE FACT GI2.INTERACTION RESOURCE ID, IRF\_USER\_DATA\_GEN\_1.INTERACTION\_RESOURCE\_ID >> Back to list Attribute name: Irf Anchor Folder: Detail > Handling Attempt Description: Enables data to be organized by the IRF anchor value, which is one of: 2=The agent who first responded to an offline interaction • 1=Either the first handling resource or the resource that abandoned / stopped the itneraction 0=All other IREs. **Database table:** INTERACTION RESOURCE FACT GI2.IRF ANCHOR >> Back to list Attribute name: IRF Start **Folder:** Detail > Handling Attempt **Date Time Key** Description: Enables data to be organized based on the a key for a particular date and time from the INTERACTION RESOURCE FACT hierarchy. Reserved for internal use. **Database table:** INTERACTION FACT GI2.START DATE TIME KEY, INTERACTION FACT GI2.INTERACTION SDT KEY >> Back to list Attribute name: Last **Folder:** Detail > Handling Attempt **Interaction Resource Description:** Enables data to be organized based on the last resource to enter the interaction. **Database table:** INTERACTION RESOURCE\_FACT\_GI2.LAST\_INTERACTION\_RESOURCE >> Back to list Attribute name: Last IVR Folder: Detail > Handling Attempt **Description:** Enables data to be organized by the name of the IVR in which the interaction traveled. **Database table:** RESOURCE IVR.RESOURCE NAME

| in the maintainer Pro-  |  |
|---|--|
| >> Back to list   |  |
| Attribute name: Last Queue  | Folder: Detail > Handling Attempt  |
|   | d by the name of the last queue in which the interaction<br>ute excludes virtual queues. Identical to Detail > Transfer >  |
| Database table:<br>RESOURCE_Q.RESOURCE_NAME (WHERE<br>RESOURCE_TYPE_CODE='QUEUE')   |  |
| >> Back to list   |  |
| Attribute name: Last Queue<br>Key   | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize traveled before it was handled. Excludes v                                | d by the primary key of the last queue in which the interaction irtual queues.   |
| Database table:<br>INTERACTION_RESOURCE_FACT_GI2.LAST_<br>INTERACTION_RES_FACT_TRNSFR_GI2.LAST<br>RESOURCE_Q.RESOURCE_KEY |  |
| >> Back to list   |  |
| Attribute name: Last<br>VQueue  | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Enables data to be organize traveled before it was handled.   | d by the name of the last virtual queue in which the interaction   |
| Database table:<br>RESOURCE_VQ.RESOURCE_NAME<br>(WHERE<br>RESOURCE_TYPE_CODE='QUEUE')                                     | Form(s): Last VQueue Type  |
| Forms in this attribute:  |  |
| Form: Last VQueue Type<br>Table.Column:<br>RESOURCE_VQ.RESOURCE_SUBTYPE<br>Data type: Text                                | <b>Description:</b> Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance. |
| >> Back to list   |  |
| Attribute name: Last<br>VQueue Key  | Folder: Detail > Handling Attempt  |
|   | d based on the resource key of the last virtual queue that the g at the IRF resource, whether the interaction was distributed another mediation resource.                            |
| Database table:<br>INTERACTION_RESOURCE_FACT_GI2.LAST_<br>INTERACTION_RES_FACT_TRNSFR_GI2.LAST                            |  |
| RESOURCE_VQ.RESOURCE_KEY,   |  |

### Attribute name: Media **Folder:** Detail > Handling Attempt Server Ixn Guid Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. T-Server voice interactions: the GUID is the Call UUID. Multimedia interactions: the GUID is the Interaction ID from Interaction Server. **Database table:** COBROWSE FACT GI2.MEDIA SERVER IXN GUID, COBROWSE FACT GI2.IMEDIA SERVER IXN GUID, SDR SESSION FACT.INTERACTION ID >> Back to list Attribute name: Resource Folder: Detail > Handling Attempt State **Description:** Enables data to be organized by the media-specific or detailed state of the resource — for example, Busy, Ready, NotReady, and AfterCallWork. **Database table:** Form(s): State Type RESOURCE STATE.STATE NAME Forms in this attribute: Form: State Type Description: Enables data to be organized by the media-Table.Column: RESOURCE STATE.STATE TYPE neutral state of the resource - for example, Ready, Data type: Text WorkingReady, and WorkingNotReady. >> Back to list Attribute name: Root ID Folder: Detail > Handling Attempt Description: Enables data to be organized by the ID of the original interaction given multi-threaded

**Description:** Enables data to be organized by the ID of the original interaction given multi-threaded interaction scenarios. This field is currently used only to link an email customer-reply interaction to the original email interaction in the thread. This field is null for all other interaction types, and its value might not be unique.

### Database table:

INTERACTION\_FACT\_GI2.MEDIA\_SERVER\_ROOT\_IXN\_ID

>> Back to list

### Attribute name: Routing Target

Folder: Detail > Handling Attempt

**Description:** Enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.

**Database table:** Depending on the value of ROUTING\_TARGET\_TYPE\_CODE, one of the following or NULL:

- ROUTING\_TARGET.AGENT\_GROUP\_NAME
- ROUTING\_TARGET.PLACE\_GROUP\_NAME

| <ul> <li>ROUTING_TARGET.SKILL_EXPRESSION</li> <li>&gt;&gt; Back to list</li> <li>Attribute name: Routing strategy.</li> <li>Polder: Detail &gt; Handling Attempt</li> <li>Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.</li> <li>Patabase table: ROUTING_TARGET_OBJECT_SELECTED</li> <li>Control Target Type</li> <li>Polder: Detail &gt; Handling Attempt</li> <li>Pescription: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group. Routing Point, and Queue.</li> <li>Patabase table: ROUTING_TARGET_TYPE</li> <li>Patabase table: Source Name</li> <li>Polder: Detail &gt; Handling Attempt</li> <li>Poscription: Enables data to be organized by the name of the handling resource—for example, the IVR</li> <li>Poscription: Enables data to be organized by the surgate key.</li> <li>Patabase table: RESOURCE_NAME</li> <li>Polder: Detail &gt; Handling Attempt</li> <li>Polder: Detail &gt; Handling Attempt</li></ul>   |  |   |
|--|--|---|
| Attribute name: Routing<br>arget Selected       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the DN group that is the target of the routing<br>strategy.       Patabase table:<br>ROUTING_TARGET.OBJECT_SELECTED         Selected       >> Back to list         Attribute name: Routing<br>arget Type       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the type of the routing target—for example, Agent, Place,<br>Agent Group, Routing Point, and Queue.       Patabase table:<br>ROUTING_TARGET.TYPE         Description: Enables data to be organized by the type of the routing target—for example, Agent, Place,<br>Agent Group. Routing Point, and Queue.       Polder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.       Patabase table:<br>RESOURCE_RESOURCE_NAME         Secure Key       Solder: Detail > Handling Attempt       Polder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.       Patabase table:<br>RESOURCE_RESOURCE_RECE_NAME       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.       Patabase table:<br>RESOURCE_RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_RESOURCE_KEY       Folder: Detail > Handling Attempt         NTERACTION RESOURCE_FACT TONSFR GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_REY       Folder: Detail > Handling Attempt <td>ROUTING_TARGET.SKILL_EXPRESSION</td> <td></td>   | ROUTING_TARGET.SKILL_EXPRESSION  |   |
| Target Selected       Polder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy.         Database table:         ROUTING_TARGET.TARGET_OBJECT_SELECTED         >> Back to list         Attribute name: Routing Target Type         Poscription: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent, Group, Routing Point, and Queue.         Patabase table:         ROUTING_TARGET.ROUTING_TARGET_TYPE         Secription: Enables data to be organized by the name of the handling Attempt         Patabase table:         ROUTING_TARGET_TYPE         Secription: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.         Patabase table:         RESOURCE_RESOURCE_NAME         Folder: Detail > Handling Attempt         Patabase table:         Resource Key         Patabase table:         NTERACTION RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION RESOURCE FACT_GI2.RESOURCE_KEY,         INTERACTION RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTI   | >> Back to list  |   |
| strategy. Database table: ROUTING_TARGET_TARGET_OBJECT_SELECTED  Attribute name: Routing arget Type  Attribute name: Routing Bescription: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.  Patabase table: ROUTING_TARGET_ROUTING_TARGET_TYPE  Attribute name: Source Source Name  Attribute name: Source Source Key Source |  | Folder: Detail > Handling Attempt                               |
| ROUTING_TARGET.TARGET_OBJECT_SELECTED         >> Back to list         Attribute name: Routing<br>Target Type       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the type of the routing target—for example, Agent, Place,<br>Agent Group, Routing Point, and Queue.         Database table:<br>ROUTING_TARGET.ROUTING_TARGET_TYPE         Source       Folder: Detail > Handling Attempt         Attribute name: Source<br>Name       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.         Database table:<br>RESOURCE_RESOURCE_NAME       Folder: Detail > Handling Attempt         Patabase table:<br>RESOURCE_RESOURCE_RAME       Folder: Detail > Handling Attempt         Source Key       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.       Patabase table:<br>NTERACTION_RES_FACT_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_MEY   |  | d by the name of the DN group that is the target of the routing |
| Attribute name: Routing<br>Target Type       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the type of the routing target—for example, Agent, Place,<br>Agent Group, Routing Point, and Queue.         Database table:<br>ROUTING_TARGET.ROUTING_TARGET_TYPE         >> Back to list         Attribute name: Source<br>Name       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.         Database table:<br>RESOURCE_RESOURCE_NAME       Folder: Detail > Handling Attempt         Attribute name: Source<br>Resource Key       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.       Patabase table:<br>INTERACTION RESOURCE FACT GI2.RESOURCE KEY,<br>INTERACTION RESOURCE FACT GI2.RESOURCE KEY,         Attribute name: Source       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>NAPORT.         Description: Enables data to be organized by the resource's type—for e   |  | TED   |
| Target TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the type of the routing target—for example, Agent, Place,<br>Agent Group, Routing Point, and Queue.Database table:<br>ROUTING_TARGET_ROUTING_TARGET_TYPEAttribute name: Source<br>NameFolder: Detail > Handling AttemptDescription: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.Database table:<br>RESOURCE_RESOURCE_NAME<br>>> Back to listAttribute name: Source<br>Resource KeyAttribute name: Source<br>Resource KeyDatabase table:<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEYAttribute name: Source<br>Nees Fact TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEYAttribute name: Source<br>Nees Fact TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEYAttribute name: Source<br>Nees Fact TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEYAttribute name: Source<br>Nees Fact TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEYAttribute name: Source<br>Nees  | >> Back to list  |   |
| Agent Group, Routing Point, and Queue.   Database table:   ROUTING_TARGET_ROUTING_TARGET_TYPE   >> Back to list   Attribute name: Source   Name   Description: Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.   Database table:   RESOURCE_RESOURCE_NAME   Patabase table:   Resource Key   Polder: Detail > Handling Attempt   Attribute name: Source Resource Key   Folder: Detail > Handling Attempt   Description: Enables data to be organized by the surrogate key.   Database table:   Resource Key   Patabase table:   Resource Key   Folder: Detail > Handling Attempt   Patabase table:   Resource Key   Folder: Detail > Handling Attempt   Patabase table:   Resource Key   Patabase table:   Resource Key   Folder: Detail > Handling Attempt   Patabase table:   Resource Key   Patabase table:   Resource Key <   |  | Folder: Detail > Handling Attempt                               |
| ROUTING_TARGET.ROUTING_TARGET_TYPE         >> Back to list         Attribute name: Source<br>Name       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.         Database table:<br>RESOURCERESOURCE_NAME         Folder: Detail > Handling Attempt         Attribute name: Source<br>Resource Key         Polder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.         Patabase table:<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY,<br>INTERACTION RESOURCE_KEY         Attribute name: Source<br>Type       Folder: Detail > Handling Attempt         Attribute name: Source<br>NUMER       Folder: Detail > Handling Attempt         Database table:<br>INTERACTION RESOURCE_KEY       Folder: Detail > Handling Attempt         Mathribute name: Source<br>NUMER       Folder: Detail > Handling Attempt         Attribute name: Source<br>RESOURCE_RESOURCE_KEY       Folder: Detail > Handling Attempt  | <b>Description:</b> Enables data to be organize Agent Group, Routing Point, and Queue. | d by the type of the routing target—for example, Agent, Place,  |
| Attribute name: Source<br>NameFolder: Detail > Handling AttemptDescription: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.Database table:<br>RESOURCE_RESOURCE_NAMEAttribute name: Source<br>Resource KeyDescription: Enables data to be organized by the surrogate key.Description: Enables data to be organized by the surrogate key.Database table:<br>NTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_RESOURCE_KEY<br>RESOURCE_RESOURCE_REYAttribute name: Source<br>Polder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>NTPRACTION_RES_FACT_TRNSFR_GI2.RESOURCE's type—for example, Agent, Queue, and<br>NERACTION<br>RESOURCE_RESOURCE_REYAttribute name: Source<br>TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>NRPort.Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>RESOURCE_RESOURCE_RESOURCE_REYDatabase table:<br>RESOURCE_RESOURCE_REYRESOURCE_RESOURCE_REY   |  |   |
| NameFolder: Detail > Handling AttemptDescription: Enables data to be organized by the name of the handling resource—for example, the IVR<br>port number; the name of the queue; or the first, last, and user name of the agent.Database table:<br>RESOURCE_RESOURCE_NAMEAttribute name: Source<br>Resource KeyFolder: Detail > Handling AttemptDescription: Enables data to be organized by the surrogate key.Database table:<br>INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_KEYAttribute name: Source<br>TypeAttribute name: Source<br>TypePatabase table:<br>NYRPORT.Description: Enables data to be organized by the surrogate key.Database table:<br>NTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_KEYDatabase table:<br>RESOURCE_RESOURCE_KEYDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>NVRPort.Database table:<br>RESOURCE_RESOURCE_TYPE  | >> Back to list  |   |
| port number; the name of the queue; or the first, last, and user name of the agent.   Patabase table:   RESOURCERESOURCE_NAME   >> Back to list     Attribute name: Source   Resource Key   Polder: Detail > Handling Attempt     Description: Enables data to be organized by the surrogate key.   Database table:   INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_KEY   Patabase table:   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_TARNSFR_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_TARNSFR_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_TARNSFR_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_TARNSFR_GI2.RESOURCE_KEY,   .INTERACTION_RESOURCE_TYPE   |  | Folder: Detail > Handling Attempt                               |
| RESOURCE_RESOURCE_NAME         >> Back to list         Attribute name: Source Resource Key         Folder: Detail > Handling Attempt         Description: Enables data to be organized by the surrogate key.         Database table:         INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,         RESOURCE_RESOURCE_KEY         Source Source Key         INTERACTION_RESOURCE_KEY         Back to list         Source_RESOURCE_KEY         Folder: Detail > Handling Attempt         Pescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCE_RESOURCE_TYPE   |  |   |
| Attribute name: Source<br>Resource KeyFolder: Detail > Handling AttemptDescription: Enables data to be organized by the surrogate key.Database table:<br>INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,<br>.INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,<br>RESOURCE_RESOURCE_KEY  |  |   |
| Resource KeyFolder: Detail > Handling AttemptDescription: Enables data to be organized by the surrogate key.Database table:<br>INTERACTION RESOURCE FACT GI2.RESOURCE KEY,<br>.INTERACTION RES FACT TRNSFR_GI2.RESOURCE_KEY,<br>RESOURCERESOURCE_KEYAttribute name: Source<br>TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>IVRPort.Database table:<br>RESOURCERESOURCE_TYPE   | >> Back to list  |   |
| Database table:<br>INTERACTION_RES_FACT_GI2.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY<br>>> Back to listAttribute name: Source<br>TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and<br>IVRPort.Database table:<br>RESOURCE_RESOURCE_TYPEImage: Source State S   |  | Folder: Detail > Handling Attempt                               |
| INTERACTION_RESOURCE_FACT_GI2.RESOURCE_KEY,         INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY,         RESOURCERESOURCE_KEY         >> Back to list         Attribute name: Source         Folder: Detail > Handling Attempt         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCERESOURCE_TYPE   | Description: Enables data to be organize   | d by the surrogate key.   |
| Attribute name: Source       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCERESOURCE_TYPE  | INTERACTION_RESOURCE_FACT_GI2.RESOURCE_FACT_GI2.RESOURCE_FACT_TRNSFR_GI2.RES           | JRCE_KEY,<br>SOURCE_KEY,  |
| Type       Folder: Detail > Handling Attempt         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCERESOURCE_TYPE  | >> Back to list  |   |
| IVRPort. Database table: RESOURCERESOURCE_TYPE   |  | Folder: Detail > Handling Attempt                               |
| RESOURCERESOURCE_TYPE  |  | d by the resource's type—for example, Agent, Queue, and         |
| >> Back to list  |  |   |
|  | >> Back to list  |   |

# Attribute name: Start Timestamp Folder: Detail > Handling Attempt Description: Enables data to be organized by the moment when the interaction began. Database table: INTERACTION\_FACT\_GI2.START\_TS\_TIME >> Back to list Attribute name: Stop Action Folder: Detail > Handling Attempt Description: This attribute has different meaning for voice and multimedia interactions: • For voice, this attribute enables data to be organized by whether the initiating party released the call. • 0-Indicates that the initiating party did not release the call. • 1-Indicates that the initiating party did release the call. • null-Indicates that such information is not available.

- For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:
  - 0-Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
  - 1-Indicates that the interaction was stopped by the associated IRF resource.
  - null-Indicates that the interaction was not stopped at the associated IRF resource.

Refer to Genesys Info Mart documentation for information about IRFs and parties.

#### Database table:

INTERACTION\_RESOURCE\_FACT\_GI2.STOP\_ACTION

>> Back to list

| Attribute name: Strategy<br>Name  | Folder: Detail > Handling Attempt  |
|---|--|
| Description: Enables data to be organize                                  | d by the name and other aspects of the routing strategy.   |
| Database table:<br>STRATEGY.STRATEGY_NAME                                 | Form(s): Strategy Type   |
| Forms in this attribute:  |  |
| Form: Strategy Type<br>Table.Column: STRATEGY.STRATEGY_TYPE<br>Data type: | <b>Description:</b> Enables data to be organized by the type of strategy—for example, RoutingStrategy or IVRApplication. |
| >> Back to list   |  |
| Attribute name: Technical<br>Descriptor Key                               | Folder: Detail > Handling Attempt  |
| <b>Description:</b> Reserved for internal use. E                          | nables data to be organized base don the primary key of the  |

TECHNICAL DESCRIPTOR table.

| Database table:   |  |
|---|--|
| >> Back to list   |  |
| Attribute name: Technical<br>Result   | Folder: Detail > Handling Attempt  |
|   | ed by its disposition—its technical result and other aspects of oned, Completed, Diverted, Pulled, and Transferred. Identical to |
| Database table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RES                                   | SULT   |
| >> Back to list   |  |
| Attribute name: Technical<br>Result Reason  | Folder: Detail > Handling Attempt  |
|   | ed by the reason for the technical result—for example,<br>ent, or RouteOnNoAnswer. Identical to Detail > Transfer >              |
| Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASOI                                   | N  |
| >> Back to list   |  |
| Attribute name: Technical<br>Result Resource Role                                       | Folder: Detail > Handling Attempt  |
| Description: Enables data to be organize<br>Puller, Received, or RoutedTo. Identical to | ed by the role that is associated by the resource—for example,<br>Transfer > Source Technical Result Role.                       |
| Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROL                                    | E  |
| >> Back to list   |  |
| Attribute name: Technical<br>Result Role Reason   | Folder: Detail > Handling Attempt  |
|   | ed by the reason of the resource role—for example, Conference-<br>Timeout. Identical to Transfer > Source Technical Result Role  |
| Database table:<br>TECHNICAL_DESCRIPTOR.ROLE_REASON                                     |  |
| >> Back to list   |  |
| Attribute name: To  | Folder: Detail > Handling Attempt  |
| Description: Enables data to be organize  | ed by the target address of the interaction:   |
| • For voice, the target address is the int  | eraction's dialed number identification service (DNIS).  |
|   |  |
| • For email, the target address is a cont   | act center email address.  |
| -   | act center email address.  |

| INTERACTION_FACT_GI2.TARGET_ADDRESS   |   |
|---|---|
| >> Back to list   |   |
| Attribute name: UD Custom<br>Key  | Folder: Detail > Handling Attempt                         |
| Description: Enables data to be organize  | d by the primary key of user -ata tables.                 |
| Database table:<br>IRF_USER_DATA_KEYS.CUSTOM_KEY_1  |   |
| >> Back to list   |   |
| Attribute name: UD<br>Interaction Resource ID   | Folder: Detail > Handling Attempt                         |
| <b>Description:</b> Enables data to be organize table.  | d by the primary key of the INTERACTION_RESOURCE_FACT_GI2 |
| Database table:<br>INTERACTION_RESOURCE_FACT_GI2.INTER<br>IRF_USER_DATA_KEYS.INTERACTION_RESO |   |
|   |   |

# Folder: Detail > Handling Attempt > Handling Predictive Routing

| Description: Enables data to be organized by whether or not the corresponding record in the   |        |
|---|--------|
| INTERACTION_FACT table is active.   |        |
| Database table:<br>IF_IRF_GPM_FACT_GI2.ACTIVE_FLAG  |        |
| >> Back to list   |        |
| Attribute name: Case IDFolder: Detail > Handling Attempt > Handling Predictive<br>Routing   | e      |
| <b>Description:</b> Enables data to be organized by case ID of an external management application, which be used to tie this third-party application data in with Info Mart data. | ch can |
| Database table:<br>IRF_USER_DATA_GEN_1.CASE_ID  |        |
| >> Back to list   |        |
| Attribute name: Connection<br>IDFolder: Detail > Handling Attempt > Handling Predictive<br>Routing  | е      |
| <b>Description:</b> Enables data to be organized by attributes of the interaction's connection ID, which is assigned by the telephony server.                                     | 5      |
| Database table: Form(s): ID   |        |

| IF IRF GPM FACT GI2.INTERACTION ID                       |  |
|--|--|
| Forms in this attribute:                                 |  |
| Form:  |  |
| Table.Column:<br>Data type:                              | Description:   |
| >> Back to list  |  |
| Attribute name: Customer<br>Data Found                   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
|  | data by whether features from customer records were<br>and used in the calculation of agent scores. Also known as GPR      |
| Database table:<br>GPM_RESULT.CUSTOMER_FOUND             |  |
| >> Back to list  |  |
| Attribute name: Customer<br>ID                           | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
|  | rs in an external CRM application. This value enables Genesys ta-mart tables and is referenced by the user-defined Genesys |
| Database table:<br>IRF_USER_DATA_GEN_1.CUSTOMER_ID       |  |
| >> Back to list  |  |
| Attribute name: End<br>Timestamp                         | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| Description: Enables the organization of                 | data based on the moment when the interaction ended.   |
| Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.IF_EI | ND_TS_TIME   |
| >> Back to list  |  |
| Attribute name: From                                     | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| Description: Enables data to be organized                | d by the source address of the interaction:  |
| • For voice, the source address is the inte              | eraction's automatic number identification (ANI).  |
| • For email, the source address is the cus               | stomer's email address.  |
| • For chat, the source address is empty.                 |  |
| Database table:<br>IF_IRF_GPM_FACT_GI2.SOURCE_ADDRESS    |  |
| >> Back to list  |  |
| Attribute name: GUID                                     | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |

**Description:** Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server. **Database table:** IF\_IRF\_GPM\_FACT\_GI2.MEDIA\_SERVER\_IXN\_GUID >> Back to list Attribute name: Handling **Folder:** Detail > Handling Attempt > Handling Predictive Routina Attempt End Description: Enables data to be organized by the moment when the resource's participation in the interaction ended. **Database table:** IF\_IRF\_GPM\_FACT\_GI2.IRF\_END\_TS\_TIME >> Back to list Attribute name: Handling **Folder:** Detail > Handling Attempt > Handling Predictive **Attempt Start** Routina Description: Enables data to be organized by the moment when the resource's participation in the interaction started. **Database table:** IF\_IRF\_GPM\_FACT\_GI2.IRF\_START\_TS\_TIME >> Back to list Attribute name: Handling **Folder:** Detail > Handling Attempt > Handling Predictive Routing Resource **Description:** Enables the organization of data based on the name of the gueue, virtual gueue, workbin, Interaction queue, IVR port, or agent. **Database table:** IF IRF GPM FACT GI2.RESOURCE KEY, RESOURCE TARGET.RESOURCE ID, RESOURCE TARGET.RESOURCE NAME >> Back to list Attribute name: Interaction **Folder:** Detail > Handling Attempt > Handling Predictive Routing Duration **Description:** Enables data to be organized based on the duration of GPR interaction resource facts. **Database table:** >> Back to list Attribute name: Interaction **Folder:** Detail > Handling Attempt > Handling Predictive Routing Handling Attempt ID **Description:** Enables the organization of data based on the primary key of the IF\_IRF\_GPM\_FACT table. **Database table:** IRF USER DATA KEYS.INTERACTION RESOURCE ID, INTERACTION RES FACT TRNSFR GI2.INTERACTION RESOURCE ID

| >> Back to list   |  |
|---|--|
| Attribute name: Interaction<br>ID   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| <b>Description:</b> Enables data to be organiz<br>INTERACTION_RESOURCE_ FACT table. | ed by the interaction ID of the INTERACTION_FACT or the  |
|   | ID is the call's connection ID, which is assigned by the telephony<br>r as long as the telephony server processes the interaction. |
| • For multimedia interactions originatin<br>Interaction ID.                         | g from an Interaction Server, this value is the assigned   |
| Database table:<br>IF_IRF_GPM_FACT_GI2.INTERACTION_ID                               |  |
| >> Back to list   |  |
| Attribute name: Interaction<br>Resource ID  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| Description: Enables the organization o table.                                      | f data based on the value of the primary key of the relevant   |
| Database table:<br>IF_IRF_GPM_FACT_GI2.INTERACTION_RES                              | OURCE_ID   |
| >> Back to list   | :  |
| Attribute name: Interaction<br>Type   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| Description: Enables data to be organiz<br>and Internal.                            | ed by the interaction's type—for example, Inbound, Outbound,   |
| Database table:<br>INTERACTION_TYPE_GI2.INTERACTION_TY                              | PE   |
| >> Back to list   |  |
| Attribute name: IRF Start<br>Date Time Key  | Folder: Detail > Handling Attempt > Handling Predictive Routing  |
| Description: Enables data to be organiz resource facts.                             | ed based on Start date and time values of GPR interaction  |
| Database table:<br>IF_IRF_GPM_FACT_GI2.START_DATE_TIME_                             | KEY  |
| >> Back to list   | :  |
| Attribute name: Last IVR  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing   |
| interaction traveled.   | a to be organized by the name of the last IVR in which the   |
| Database table:<br>RESOURCE_IVR.RESOURCE_NAME                                       |  |
| >> Back to list   |  |

|   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive  |
|---|---|
| Attribute name: Last Queue  | Routing   |
| <b>Description:</b> Enables data within the report as ACDQueue, InteractionQueue, or InteractioqQueue, or InteractionQueue, or InteractionQu | orting interval to be organized based on the type of queue, such ctionWorkBin.  |
| Adding this attribute to a report can have a significant  | t impact on performance.  |
| Database table:<br>RESOURCE_Q.RESOURCE_NAME   |   |
| >> Back to list   |   |
| Attribute name: Last Queue<br>Key   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing  |
| <b>Description:</b> Enables data to be organized passed through prior to arriving at the IRF  | d by the resource key of the last queue that the interaction resource.  |
| Database table:<br>RESOURCE_Q.RESOURCE_KEY,<br>IF_IRF_GPM_FACT_GI2.LAST_QUEUE_RESOL   | JRCE_KEY  |
| >> Back to list   |   |
| Attribute name: Last<br>VQueue  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing  |
| <b>Description:</b> Enables the organization of a interaction traveled before it was handled.   | data based on the name of the last virtual queue in which the   |
| Database table:<br>RESOURCE_VQ.RESOURCE_NAME  |   |
| >> Back to list   |   |
| Attribute name: Last<br>VQueue Key  | Folder: Detail > Handling Attempt > Handling Predictive<br>Routing  |
|   | d based on the resource key of the last virtual queue that the g at the IRF resource, whether the interaction was distributed another mediation resource. |
| Database table:<br>RESOURCE_VQ.RESOURCE_KEY,<br>IF_IRF_GPM_FACT_GI2.LAST_VQUEUE_RESC  | DURCE_KEY   |
| >> Back to list   |   |
| Attribute name: Mode  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing  |
|   | data based on the value of gpm-mode, which indicates the<br>one of: prod, off, gpmdiscovery, ab-test-time-sliced, or                                      |
| Database table:<br>GPM_RESULT.GPM_MODE  |   |
| >> Back to list   |   |
|   |   |

| <b>Description:</b> Enables the organization of agent for predictive routing.                 | data by the name of the model that was used to score the               |
|---|--|
| Database table: GPM_MODEL.MODEL   |  |
| >> Back to list   |  |
| Attribute name: Predictor   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing |
| <b>Description:</b> Enables the organization of scoring for predictive routing.               | data by the name of the predictor that was used to request             |
| Database table:<br>GPM_PREDICTOR.PREDICTOR  |  |
| >> Back to list   |  |
| Attribute name: Predictor<br>Switch   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing |
| <b>Description:</b> Enables the organization of   | data based on whether predictive routing is ON or OFF.                 |
| Database table:<br>GPM_PREDICTOR.PREDICTOR_SWITCH   |  |
| >> Back to list   |  |
| Attribute name: Resource<br>State   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing |
| Description: Enables the organization of  | data based on resource state.  |
| Database table:<br>RESOURCE_STATE.STATE_NAME  |  |
| >> Back to list   |  |
| Attribute name: Result  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing |
| <b>Description:</b> Enables the organization of successfully. The value is either error or OI | data by whether the predictive routing request was processed<br><.     |
| Database table:<br>GPM_RESULT.GPM_RESULT  |  |
| >> Back to list   |  |
| Attribute name: Root ID   | Folder: Detail > Handling Attempt > Handling Predictive<br>Routing     |
| <b>Description:</b> Enables data to be organize interaction scenarios.                        | d by the ID of the original interaction given multithreaded            |
| Database table:<br>IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_ROO                                       | DT_IXN_ID  |
| >> Back to list   |  |
| Attribute name: Routing<br>Target   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing |
|   |  |

**Description:** Enables the organization of data based on the name of the agent group, place group, or skill expression that served as the target of the routing strategy. **Database table:** ROUTING TARGET.AGENT GROUP NAME >> Back to list Attribute name: Routing **Folder:** Detail > Handling Attempt > Handling Predictive Routina **Target Selected** Description: Enables data to be organized by the name of the DN group that is the target of the routing strategy. **Database table:** ROUTING\_TARGET.TARGET\_OBJECT\_SELECTED >> Back to list Attribute name: Routing **Folder:** Detail > Handling Attempt > Handling Predictive Routing **Target Type** Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, or Queue. **Database table:** ROUTING\_TARGET.ROUTING\_TARGET\_TYPE >> Back to list Attribute name: Skill **Folder:** Detail > Handling Attempt > Handling Predictive Routing **Combination Requested** Description: Enables the organization of data based on the Skill Combination requested by the interaction **Database table:** REQUESTED SKILL COMPBINATION.SKILL COMPBINATION STRING >> Back to list Folder: Detail > Handling Attempt > Handling Predictive Attribute name: Source Routina **Description:** Enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent. **Database table:** RESOURCE.RESOURCE NAME >> Back to list **Attribute name: Start Folder:** Detail > Handling Attempt > Handling Predictive Timestamp Routina Description: Enables the organization of data based on the moment when the interaction entered the contact center. **Database table:** INTERACTION RES FACT TRNSFR GI2.IF START TS TIME >> Back to list

### Attribute name: Status

**Folder:** Detail > Handling Attempt > Handling Predictive Routing

**Description:** Enables the organization of data by whether an interaction was processed by GPR under an *Agent- Surplus* or *Interaction Surplus* scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.

#### Database table: GPM RESULT.GPM STATUS

>> Back to list

### Attribute name: Stop Action

**Folder:** Detail > Handling Attempt > Handling Predictive Routing

**Description:** This attribute has different meaning for voice and multimedia interactions:

- For voice, this attribute enables data to be organized by whether the initiating party released the call.
  - 0-Indicates that the initiating party did not release the call.
  - 1-Indicates that the initiating party did release the call.
  - null-Indicates that such information is not available.
- For multimedia, this attribute enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:
  - 0-Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
  - 1-Indicates that the interaction was stopped by the associated IRF resource.
  - null-Indicates that the interaction was not stopped at the associated IRF resource.

Refer to Genesys Info Mart documentation for information about IRFs and parties.

### Database table:

IF\_IRF\_GPM\_FACT\_GI2.STOP\_ACTION

>> Back to list

# Attribute name: Technical<br/>ResultFolder: Detail > Handling Attempt > Handling Predictive<br/>Routing

**Description:** Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Transfer Source Technical Result.

#### Database table: TECHNICAL DESCRIPTOR.TECHNICAL RESULT

>> Back to list

| Attribute name: Technical | Folder: Detail > Handling Attempt > Handling Predictive |
|---------------------------|---|
| Result Reason             | Routing   |

**Description:** Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Transfer > Source Technical Result Reason.

### **Database table:**

TECHNICAL\_DESCRIPTOR.RESULT\_REASON

| >> Back to list   |  |
|---|--|
| Attribute name: Technical<br>Result Resource Role   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing                                     |
| <b>Description:</b> Enables data to be organiz<br>Puller, Received, or RoutedTo. Identical to | ed by the role that is associated by the resource—for example,<br>Transfer > Source Technical Result Role. |
| Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROI  | E  |
| >> Back to list   |  |
| Attribute name: Technical<br>Result Role Reason   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing                                     |
| <b>Description:</b> Enables data to be organiz<br>Initiator, ConferenceJoined, or PulledBack  | ed by the reason of the resource role—for example, Conference-<br>Timeout.                                 |
| Database table:<br>TECHNICAL_DESCRIPTOR.ROLE_REASON   |  |
| >> Back to list   |  |
| Attribute name: To  | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing                                     |
| Description: Enables data to be organiz   | ed by the target address of the interaction:   |
| • For voice, the target address is the int  | eraction's dialed number identification service (DNIS).  |
| • For email, the target address is a cont   | act center email address.  |
| • For chat, the target address is empty.  |  |
| <b>Database table:</b><br>IF_IRF_GPM_FACT_GI2.TARGET_ADDRESS                                  |  |
| >> Back to list   |  |
| Attribute name: UD<br>Interaction Resource ID   | <b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing                                     |
| Description: Enables data to be organiz   | ed by the primary key of the IRF_USER_DATA_KEYS table.   |
| <b>Database table:</b><br>IF_IRF_GPM_FACT_GI2.INTERACTION_RES                                 | DURCE_ID   |
| >> Back to list   |  |

# Folder: Detail > Handling Attempt > Handling User Data Example

Attribute name: Detail 1-16Folder: Detail > Handling Attempt > Handling User Data

|  | Example  |
|--|--|
| <b>Description:</b> These fifteen attributes ena particular user-data Attribute that is config   | ble data within the reporting interval to be organized by a gured within your environment. |
| Database table:<br>IRF_USER_DATA_CUST_*.INTERACTION_RES<br>INTERACTION_RESOURCE_FACT_GI2.INTER   |  |
| >> Back to list  |  |
| Attribute name: Dimension<br>1 - Dimension 5   | <b>Folder:</b> Detail > Handling Attempt > Handling User Data Example                      |
| <b>Description:</b> These 5 attributes enables of user-data Attribute that is configured with  | data within the reporting interval to be organized by a particular in your environment.    |
| Database table:<br>USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ | 2,<br>3,<br>4,   |
| >> Back to list  |  |
| Attribute name: Dimension<br>6 - Dimension 10  | <b>Folder:</b> Detail > Handling Attempt > Handling User Data Example                      |
| <b>Description:</b> These 5 attributes enables of user-data Attribute that is configured with  | data within the reporting interval to be organized by a particular in your environment.    |
| Database table:<br>USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_<br>USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ | 2,<br>3,<br>4,   |
| >> Back to list  |  |
|  |  |

# Folder: Detail > Transfer

| Attribute name: End<br>Timestamp  | Folder: Detail > Transfer                                    |
|---|--|
| <b>Description:</b> Enables data to be organized<br>Also displayed as Interaction End or Intera | ed by the calendar date and time when the interaction ended. |
| Database table:<br>IF_IRF_GPM_FACT_GI2.IF_END_TS_TIME   |  |
| >> Back to list   |  |
| Attribute name: From  | Folder: Detail > Transfer                                    |

**Description:** Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). The source address is: For email = the customer's email address. For chat, = empty.

#### Database table:

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.SOURCE\_ADDRESS

>> Back to list

### Attribute name: GUID

Folder: Detail > Transfer

**Description:** Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.

#### Database table:

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.MEDIA\_SERVER\_IXN\_GUID

>> Back to list

### Attribute name: Handling Attempt End

Folder: Detail > Transfer

**Description:** Enables data to be organized by the moment when the resource's participation in the interaction ended.

Database table:

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.END\_TS\_TIME

>> Back to list

### Attribute name: Handling Attempt Start

Folder: Detail > Transfer

**Description:** Enables data to be organized by the moment when the resource began to participate in the interaction.

**Database table:** INTERACTION\_RES\_FACT\_TRNSFR\_GI2.START\_TS\_TIME

>> Back to list

### Attribute name: Handling Attempt Target Start

Folder: Detail > Transfer

**Description:** Enables data to be organized by the moment when the resource receiving the transfer began to participate in the interaction.

**Database table:** INTERACTION\_RES\_FACT\_TRNSFR\_GI2.START\_TS\_TIME\_RCV

>> Back to list

### Attribute name: Interaction Handling Attempt ID

**Folder:** Detail > Transfer

**Description:** Enables data to be organized by the primary key of the INTERACTION\_RESOURCE\_FACT table.

#### Database table:

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.INTERACTION\_RESOURCE\_ID

| >> Back to list   |   |
|---|---|
| Attribute name: Interaction ID  | Folder: Detail > Transfer   |
| INTERACTION_RESOURCE_FACT table. For which is assigned by the telephony server.               | d by the interaction ID of the INTERACTION_FACT or the voice interactions, the Interaction ID is the call's connection ID, This ID remains unchanged for as long as the telephony server interactions originating from an Interaction Server, this value is |
| Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.INTE                                       | RACTION_ID  |
| >> Back to list   |   |
| Attribute name: Interaction<br>Subtype  | Folder: Detail > Transfer   |
| <b>Description:</b> This Attribute enables data to InboundNew or Outbound Notification.       | to be organized by the interaction's subtype; for example,  |
| Database table:<br>INTERACTION_TYPE_GI2.INTERACTION_TYP                                       | E_SUBTYPE   |
| >> Back to list   |   |
| Attribute name: Interaction<br>Type   | Folder: Detail > Transfer   |
| <b>Description:</b> Enables data to be organize and Internal.                                 | d by the interaction's type—for example, Inbound, Outbound,   |
| Database table:<br>INTERACTION_TYPE_GI2.INTERACTION_TYP                                       | E   |
| >> Back to list   |   |
| Attribute name: Service<br>Subtype  | Folder: Detail > Transfer   |
| <b>Description:</b> Enables data to be organize Displays as Source Service Subtype in som     | d by the detailed type of service that the customer requested. ne reports.  |
| Database table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_T                                       | TYPE_SUBTYPE  |
| >> Back to list   |   |
| Attribute name: Service<br>Type   | Folder: Detail > Transfer   |
| <b>Description:</b> Enables data to be organize<br>Displays as Source Service Type in some re | d by the type of service that was assigned to the interaction.<br>eports.   |
| Database table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_T                                       | TYPE  |
| >> Back to list   |   |
| Attribute name: Source  | <b>Folder:</b> Detail > Transfer  |

| Business Result  |  |
|--|--|
| <b>Description:</b> Enables data to be organize Attribute > Business Result.               | d based on the configured business result. Identical to Business   |
| Database table:<br>INTERACTION_DESCRIPTOR_GI2.BUSINESS                                     | _RESULT  |
| >> Back to list  |  |
| Attribute name: Source<br>Customer Segment   | Folder: Detail > Transfer  |
| <b>Description:</b> Enables data to be organize<br>Business Attribute > Customer Segment.  | d based on the configured customer segment. Identical to   |
| Database table:<br>INTERACTION_DESCRIPTOR_GI2.CUSTOME                                      | R_SEGMENT  |
| >> Back to list  |  |
| Attribute name: Source<br>Last Queue   | Folder: Detail > Transfer  |
|  | d by the name of the last queue in which the interaction<br>ute excludes virtual queues. Identical to Detail > Last Queue. |
| <b>Database table:</b><br>RESOURCE_Q.RESOURCE_NAME (WHERE<br>RESOURCE_TYPE_CODE='QUEUE')   |  |
| >> Back to list  |  |
| Attribute name: Source<br>Last VQueue  | Folder: Detail > Transfer  |
| <b>Description:</b> Enables data to be organize traveled before it was handled.            | d by the name of the last virtual queue in which the interaction   |
| Database table:<br>RESOURCE_VQ.RESOURCE_NAME<br>(WHERE<br>RESOURCE_TYPE_CODE='QUEUE')      | Form(s): Source Last VQueue Type   |
| Forms in this attribute:   |  |
| Form:  |  |
| Table.Column:<br>Data type:  | Description:   |
| >> Back to list  |  |
| Attribute name: Source<br>Name   | Folder: Detail > Transfer  |
| <b>Description:</b> Enables data to be organize port number; the name of the queue; or the | d by the name of the handling resource—for example, the IVR ne first, last, and user name of the agent.                    |

| Database table:   RESOURCERESOURCENAME   Sescriptice Subtype   Polder: Detail > Transfer   Description: Enables data to be organized by the detailed type of service that the customer requested.   Identical to Business Attribute > Service Subtype.   Database table:   INTERACTION_DESCRIPTOR_GL2.SERVICE_TYPE_SUBTYPE   >> Back to list   Attribute name: Source Service Type.   Patabase table:   INTERACTION_DESCRIPTOR_GL2.SERVICE_TYPE_SUBTYPE   >> Back to list   Attribute name: Source Service Type.   Patabase table:   INTERACTION_DESCRIPTOR_GL2.SERVICE_TYPE   >> Back to list   Attribute name: Source Service Type.   Patabase table:   INTERACTION_DESCRIPTOR_GL2.SERVICE_TYPE   >> Back to list   Attribute name: Source Service Type.   Patabase table:   INTERACTION_DESCRIPTOR_GL2.SERVICE_TYPE   >> Back to list   Attribute name: Source Service Type.   >> Back to list   Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Attribute name: Source Service Type. Seach to list Polder: Detail > Transfer Attribute name: Source Service Type. Seach to list Polder: Detail > Transfer Polder: Detail > Transfer Attribute name: Source Service Type. Seach to list   |   |                           |  |
|--|---|---------------------------|--|
| Attribute name: Source<br>Service Subtype       Folder: Detail > Transfer         Description: Enables data to be organized by the detailed type of service that the customer requested.<br>Identical to Business Attribute > Service Subtype.         Database table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE         Service Type         Patabase table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE         Control of Business Attribute > Service Type.         Patabase table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Description: Enables data to be organized by the type of service that was assigned to the interaction.<br>Identical to Business Attribute > Service Type.         Database table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Database table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Secription: Enables data to be organized by its disposition—its technical result and other aspects of<br>the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result.         Database table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT         TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT         Search to list         Attribute name: Source<br>Technical Result Reason.         Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON         Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON         Search to list         Attribute name: Source<br>Technical Result Reason.         Seack to list         Search to  |   |                           |  |
| Service Subtype       Folder: Detail > Transfer         Description: Enables data to be organized by the detailed type of service that the customer requested.         Identical to Business Attribute > Service Subtype.         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE         Service Type         Polder: Detail > Transfer         Description: Enables data to be organized by the type of service that was assigned to the interaction.         Identical to Business Attribute > Service Type.         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE         Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Handling Attempt > Technical Result         Description: Enables data to be organized by the reason for the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Handling Attempt > Technical Result Reason         Description: Enables data to be organized by the reason for the technical result—for example, Abandoned/WhileRinging, AnsweredByAgent, or RouteONNAANSWER. Identical to Detail > Handling Attempt = Sechical Result  | >> Back to list   |                           |  |
| Identical to Business Attribute > Service Subtype.<br>Patabase table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE<br>>> Back to list<br>Attribute name: Source<br>Service Type<br>Patabase table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE<br>>> Back to list<br>Attribute name: Source<br>Technical Result for example, Abandoned, Completed, Diverted, Pulled, and Transfered. Identical to<br>Description: Enables data to be organized by its disposition—its technical result_and other aspects of<br>the technical result_for example, Abandoned, Completed, Diverted, Pulled, and Transfered. Identical to<br>Description: Enables data to be organized by its disposition—its technical result_and other aspects of<br>the technical result_for example, Abandoned, Completed, Diverted, Pulled, and Transfered. Identical to<br>Description: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned, Completed by the reason for the technical result_for example,<br>Abandoned, WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attribute name: Source<br>Technical Result Reason<br>Patabase table:<br>Technical Result Reason<br>Attribute name: Source<br>Secription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned_WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Atternibute name: Source<br>Secription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned_WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Atternibute name: Source<br>Secription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned_WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Atternibute name: Source<br>Secription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned_WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Atternibute name: Source<br>Folder: Detail > Transfer<br>F |   | Folder: Detail > Transfer |  |
| INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE<br>>> Back to list<br>Attribute name: Source<br>Service Type<br>Peder: Detail > Transfer<br>Peder: Detail > Transfer<br>Description: Enables data to be organized by the type of service that was assigned to the interaction.<br>Identical to Business Attribute > Service Type.<br>Patabase table:<br>INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE<br>>> Back to list<br>Attribute name: Source<br>Technical Result<br>Peder: Detail > Transfer<br>Peder: Detail > Transfer<br>Pescription: Enables data to be organized by its disposition—its technical result and other aspects of<br>the technical result_for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT<br>>> Back to list<br>Attribute name: Source<br>Pedencical Result Reason<br>Pescription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned/WhileRiging, AnsweredByAgent, or RouteONNAAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Completed Source<br>Pescription: Enables data to be organized by the reason for the technical result_for example,<br>Abandoned/WhileRiging, AnsweredByAgent, or RouteONNAAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Completed of the resource_for example,<br>Pescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Rele.<br>Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE  |   |                           |  |
| Attribute name: Source Service Type.       Folder: Detail > Transfer         Description: Enables data to be organized by the type of service that was assigned to the interaction. Identical to Business Attribute > Service Type.         Database table:<br>INTERACTION_DESCRIPTOR_GIZ.SERVICE_TYPE         INTERACTION_DESCRIPTOR_GIZ.SERVICE_TYPE         Seach to list         Attribute name: Source Technical Result       Folder: Detail > Transfer         Description: Enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to Detail > Handling Attempt > Technical Result         Patabase table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT       >> Back to list         Attribute name: Source Technical Result Reason       Folder: Detail > Transfer         Attribute name: Source Technical Result Reason       Folder: Detail > Transfer         Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteONNAAnswer. Identical to Detail > Handling Attempt > Technical Result Reason.         Description: Enables data to be organized by the role that is associated by the resource—for example, Abandoned.         Abandoned-WhileRinging, AnsweredByAgent, or RouteONNAAnswer. Identical to Detail > Handling Attempt > Technical Result Reason.         Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON       Folder: Detail > Transfer         Attribute name: Source Route Ato to be organized by t   |   | TYPE_SUBTYPE              |  |
| Service Type       Folder: Detail > Iransfer         Description: Enables data to be organized by the type of service that was assigned to the interaction. Identical to Business Attribute > Service Type.         Database table:         INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE  | >> Back to list   |                           |  |
| Identical to Business Attribute > Service Type.   Database table:   INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE   Security Construct a security of the technical Result   Pescription:   Enables data to be organized by its disposition—its technical result and other aspects of the technical result.   Database table:   TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT   Pescription:   Pescription:   Patabase table:   TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT   Pescription:   Patabase table:   TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT   Pescription:   Pescription:   Patabase table:   Pescription:   Pescription: <tr< td=""><td></td><td>Folder: Detail &gt; Transfer</td></tr<>   |   | Folder: Detail > Transfer |  |
| INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE<br>>> Back to list<br>Attribute name: Source<br>fechnical Result<br>Description: Enables data to be organized by its disposition—its technical result and other aspects of<br>the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result.<br>Database table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT<br>Attribute name: Source<br>fechnical Result Reason<br>Description: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.<br>Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Attribute name: Source<br>fechnical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attribute name: Source<br>fechnical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   |   |                           |  |
| Attribute name: Source<br>Technical Result       Folder: Detail > Transfer         Description: Enables data to be organized by its disposition—its technical result and other aspects of<br>the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result.         Database table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT       >> Back to list         Attribute name: Source<br>Technical Result Reason       Folder: Detail > Transfer         Description: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.         Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON       Folder: Detail > Transfer         Attribute name: Source<br>Technical Result Reason.       Folder: Detail > Transfer         Description: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.         Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON       Source<br>Polder: Detail > Transfer         Attribute name: Source<br>Technical Result Resource<br>Poller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Description: Enables table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE       Source Pole  |   | TYPE                      |  |
| Technical ResultFolder: Detail > TransferDescription: Enables data to be organized by its disposition—its technical result and other aspects of<br>the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result.Database table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT<br>>> Back to listAttribute name: Source<br>Technical Result ReasonPolder: Detail > TransferDescription: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASONDatabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASONAttribute name: Source<br>RolePatabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASONDescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Resource<br>RoleDescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE  | >> Back to list   |                           |  |
| the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to<br>Detail > Handling Attempt > Technical Result.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT<br>Attribute name: Source<br>Technical Result Reason<br>Pescription: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Attribute name: Source<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Pescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>Pescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.<br>Patabase table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   |   | Folder: Detail > Transfer |  |
| TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT   >> Back to list   Attribute name: Source<br>fechnical Result Reason   Polder: Detail > Transfer   Description: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.   Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON   Attribute name: Source<br>Role   Folder: Detail > Transfer   Attribute name: Source<br>Role   Folder: Detail > Transfer   Attribute name: Source<br>Role   Folder: Detail > Transfer   Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.   Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   | the technical result-for example, Abandoned, Completed, Diverted, Pulled, and Transferred. Identical to |                           |  |
| Attribute name: Source<br>Technical Result ReasonFolder: Detail > TransferDescription: Enables data to be organized by the reason for the technical result—for example,<br>Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling<br>Attempt > Technical Result Reason.Database table:<br>TECHNICAL_DESCRIPTOR.RESULT_REASON<br>>> Back to listAttribute name: Source<br>RolePescription: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result ReleDatabase table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   |   | ULT                       |  |
| Technical Result Reason       Folder: Detail > Iranster         Description: Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling Attempt > Technical Result Reason.         Database table:       TECHNICAL_DESCRIPTOR.RESULT_REASON         >> Back to list         Attribute name: Source Role       Folder: Detail > Transfer         Pescription: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Database table:       TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   | >> Back to list   |                           |  |
| Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer. Identical to Detail > Handling   Attempt > Technical Result Reason.     Database table:   TECHNICAL_DESCRIPTOR.RESULT_REASON     >> Back to list     Attribute name: Source   Technical Result Resource   Role    Folder: Detail > Transfer   Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.   Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE  |   | Folder: Detail > Transfer |  |
| TECHNICAL_DESCRIPTOR.RESULT_REASON         >> Back to list         Attribute name: Source<br>Technical Result Resource<br>Role       Folder: Detail > Transfer         Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE  | Abandoned-WhileRinging, AnsweredByAge   |                           |  |
| Attribute name: Source       Folder: Detail > Transfer         Technical Result Resource       Folder: Detail > Transfer         Description: Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Database table:       TECHNICAL_DESCRIPTOR.RESOURCE_ROLE  |   |                           |  |
| Technical Result Resource<br>Role       Folder: Detail > Transfer         Description: Enables data to be organized by the role that is associated by the resource—for example,<br>Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role.         Database table:<br>TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   | >> Back to list   |                           |  |
| Puller, Received, or RoutedTo. Identical to Handling Attempt > Technical Result Role. Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   | <b>Technical Result Resource</b>  | Folder: Detail > Transfer |  |
| TECHNICAL_DESCRIPTOR.RESOURCE_ROLE   |   |                           |  |
| >> Back to list  |   | Ξ                         |  |
|  | >> Back to list   |                           |  |

| Description: Enables data to be organized by the reason of the resource role—for example, Conference-<br>linitiator, Conference-joined, or PulledBackTimeout. Identical to Handling Attempt > Technical Result Role<br>Reason.   Database table: >> Back to list   Attribute name: Source Type Folder: Detail > Transfer Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort. Attribute name: Start Timestamp Pescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort. Attribute name: Start Start Timestamp Pescription: Enables data to be organized by the moment when the interaction began. Database table: INTERACTION RES_FACT_TRNSFR_GI2.IF_START_TS_TIME > Back to list Attribute name: Target Start Start Start INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT Pescription: Enables data to be organized by the configured business result. Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT Attribute name: Target Start INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT Pescription: Enables data to be organized by the configured customer segment. Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT Costription: Enables data to be organized by the configured customer segment. Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT S Back to list Attribute name: Target Customer segment. Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT S Back to list Pescription: Enables data to be organized by the surrogate key that is used to join this aggregate table to identify the business attributes that have been assigned to the interaction. Description: Enables data to be organized by the surrogate key that is used to join this aggregate table. INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGUENT Dat | Attribute name: Source<br>Technical Result Role<br>Reason  | Folder: Detail > Transfer   |
|--|--|---|
| TECHNICAL_DESCRIPTOR.ROLE_REASON   >> Back to list     Attribute name: Source   Ypp   Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and   WRPort.   Patabase table:   RESOURCE_RESOURCE_TYPE   >> Back to list   Attribute name: Start Folder: Detail > Transfer Description: Enables data to be organized by the moment when the interaction began. Database table: INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME > Back to list Attribute name: Target Polder: Detail > Transfer Description: Enables data to be organized by the configured business result. Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT > Back to list Attribute name: Target Polder: Detail > Transfer Description: Enables data to be organized by the configured business result. Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT > Back to list Attribute name: Target Polder: Detail > Transfer Description: Enables data to be organized by the configured customer segment. Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT > Back to list Attribute name: Target Polder: Detail > Transfer Description: Enables data to be organized by the configured customer segment. Database table: NITERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT > Back to list Attribute name: Target Polder: Detail > Transfer Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to ortanized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to ortanized by the surrogate key that is used to join this aggregat  | Initiator, ConferenceJoined, or PulledBack   |   |
| Attribute name: Source       Folder: Detail > Transfer         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCE_RESOURCE_TYPE         >> Back to list         Attribute name: Start       Folder: Detail > Transfer         Description: Enables data to be organized by the moment when the interaction began.         Description: Enables data to be organized by the moment when the interaction began.         Database table:         INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME         Sources         Attribute name: Target         Pelder: Detail > Transfer         Description: Enables data to be organized by the configured business result.         Database table:         INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT         >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.         >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.         Database table:       Segment         NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         Seack to list<   | TECHNICAL_DESCRIPTOR.ROLE_REASON   |   |
| Type       Folder: Detail > Transfer         Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.         Database table:         RESOURCE_RESOURCE_TYPE         Sectification:         Attribute name: Start         Folder: Detail > Transfer         Description: Enables data to be organized by the moment when the interaction began.         Database table:         INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME         >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured business result.         Description: Enables data to be organized by the configured business result.         Database table:       >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured business result.       >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.       >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.       >> Back to list         Attribute name: Target       Folder: Detail > Transfer         Da  | >> Back to list  |   |
| IVRPort.   Database table:   RESOURCE_RESOURCE_TYPE   Secription: Enables data to be organized by the moment when the interaction began.   Database table:   INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME   Secription: Enables data to be organized by the moment when the interaction began.   Database table:   INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME   Secription: Enables data to be organized by the configured business result.   Description: Enables data to be organized by the configured business result.   Database table:   INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT   Secription: Enables data to be organized by the configured customer segment.   Database table:   INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT   INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT   Secription: Enables data to be organized by the surrogate key that is used to join this aggregate table:   INTERACTION_DESCRIPTOR table by the surrogate key that is used to join this aggregate table:   INTERACTION_DESCRIPTOR table by the surrogate key that is used to join this aggregate table:   |  | Folder: Detail > Transfer   |
| RESOURCE_RESOURCE_TYPE   >> Back to list     Attribute name: Start   Folder: Detail > Transfer   Description: Enables data to be organized by the moment when the interaction began.   Database table:   INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME   >> Back to list   Attribute name: Target Bescription: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to business attributes that have been assigned to the interaction.  |  | d by the resource's type—for example, Agent, Queue, and   |
| Attribute name: Start<br>Timestamp       Folder: Detail > Transfer         Description: Enables data to be organized by the moment when the interaction began.         Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME         >> Back to list         Attribute name: Target<br>Business Result       Folder: Detail > Transfer         Description: Enables data to be organized by the configured business result.         Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT         Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT         Statabase table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         Description: Enables data to be organized by the configured customer segment.         Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         > Back to list         Attribute name: Target<br>Customer Segment       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.         Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Attribute name: Target<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Polder: Detail > Transfer         Polder: Detail > Transfer         Polder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>in theraction.   |  |   |
| TimestampFolder: Detail > TransferDescription: Enables data to be organized by the moment when the interaction began.Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME<br>>> Back to listAttribute name: Target<br>Business ResultFolder: Detail > TransferDescription: Enables data to be organized by the configured business result.Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT<br>>> Back to listAttribute name: Target<br>Customer SegmentFolder: Detail > TransferAttribute name: Target<br>Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Detail > TransferAttribute name: Target<br>Customer SegmentFolder: Detail > TransferAttribute name: Target<br>Customer SegmentFolder: Detail > TransferPescription: Enables data to be organized by the configured customer segment.Database table:<br>NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to listAttribute name: Target<br>Interaction Descriptor KeyFolder: Detail > TransferAttribute name: Target<br>Interaction Descriptor KeyFolder: Detail > TransferDescription: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>interaction.Surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>hiteraction.  | >> Back to list  |   |
| Database table:   INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME   >> Back to list   Attribute name: Target Business Result Pescription: Enables data to be organized by the configured business result. Description: Enables data to be organized by the configured business result. Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT > Back to list Attribute name: Target Customer Segment Pescription: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the configured customer segment. Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.  |  | Folder: Detail > Transfer   |
| INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME<br>>> Back to list<br>Attribute name: Target<br>Business Result<br>Description: Enables data to be organized by the configured business result.<br>Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT<br>>> Back to list<br>Attribute name: Target<br>Customer Segment<br>Description: Enables data to be organized by the configured customer segment.<br>Patabase table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to list<br>Attribute name: Target<br>NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to list<br>Attribute name: Target<br>NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to list<br>Attribute name: Target<br>NTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to list<br>Attribute name: Target<br>NTERACTION_DESCRIPTOR Key<br>Pescription: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  | Description: Enables data to be organize   | d by the moment when the interaction began.   |
| Attribute name: Target<br>Business ResultFolder: Detail > TransferDescription: Enables data to be organized by the configured business result.Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT<br>>> Back to listAttribute name: Target<br>Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Description: Enables data to be organized by the configured customer segment.Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to listAttribute name: Target<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to listAttribute name: Target<br>theraction Descriptor KeyFolder: Detail > TransferAttribute name: Target<br>theraction Descriptor KeyFolder: Detail > TransferDescription: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  | INTERACTION_RES_FACT_TRNSFR_GI2.IF_S   | TART_TS_TIME  |
| Business ResultFolder: Detail > IransferDescription: Enables data to be organized by the configured business result.Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT<br>>> Back to listAttribute name: Target<br>Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER<br>>> Back to listAttribute name: Target<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER<br>>> Back to listAttribute name: Target<br>Interaction Descriptor KeyPolder: Detail > TransferAttribute name: Target<br>Interaction Descriptor KeyPolder: Detail > TransferDescription: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  | >> Back to list  |   |
| Database table:<br>INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT         >> Back to list         Attribute name: Target<br>Customer Segment       Folder: Detail > Transfer         Description: Enables data to be organized by the configured customer segment.         Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Attribute name: Target<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Folder: Detail > Transfer         Attribute name: Target<br>Interaction Descriptor Key         Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.   |  | Folder: Detail > Transfer   |
| INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT   >> Back to list   Attribute name: Target Customer Segment   Polder: Detail > Transfer   Description: Enables data to be organized by the configured customer segment.   Database table:   INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT   >> Back to list   Attribute name: Target Interaction Descriptor Key Folder: Detail > Transfer Pescription: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.  | Description: Enables data to be organize   | d by the configured business result.  |
| Attribute name: Target<br>Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT<br>>> Back to listAttribute name: Target<br>Interaction Descriptor KeyFolder: Detail > TransferDescription: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  |  | RESULT  |
| Customer Segment       Folder: Detail > Italister         Description: Enables data to be organized by the configured customer segment.         Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Attribute name: Target<br>Interaction Descriptor Key         Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  | >> Back to list  |   |
| Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Attribute name: Target<br>Interaction Descriptor Key         Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  |  | Folder: Detail > Transfor   |
| INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT         >> Back to list         Attribute name: Target<br>Interaction Descriptor Key         Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.   | Customer Segment   |   |
| Attribute name: Target<br>Interaction Descriptor Key       Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table<br>to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the<br>interaction.  | _  |   |
| Interaction Descriptor Key       Folder: Detail > Transfer         Description: Enables data to be organized by the surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.  | <b>Description:</b> Enables data to be organize<br><b>Database table:</b>  | d by the configured customer segment.   |
| to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.  | Description: Enables data to be organize<br>Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER  | d by the configured customer segment.   |
| Database table:  | Description: Enables data to be organize<br>Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER<br>>> Back to list<br>Attribute name: Target   | ed by the configured customer segment.  |
|  | Description: Enables data to be organized<br>Database table:<br>INTERACTION_DESCR_RCV_GI2.CUSTOMER<br>>> Back to list<br>Attribute name: Target<br>Interaction Descriptor Key<br>Description: Enables data to be organized<br>to the INTERACTION_DESCRIPTOR table to | ed by the configured customer segment.<br>R_SEGMENT<br>Folder: Detail > Transfer<br>ed by the surrogate key that is used to join this aggregate table |

| INTERACTION_DESCR_RCV_GI2.INTERACTION<br>INTERACTION_RES_FACT_GI2.INTERACTION   |   |  |
|---|---|--|
| >> Back to list   |   |  |
| Attribute name: Target Last<br>Queue  | Folder: Detail > Transfer   |  |
| <b>Description:</b> Enables data to be organized traveled before it was handled. This Attributed before it was handled. | d by the name of the last queue in which the interaction<br>ute excludes virtual queues.  |  |
| <b>Database table:</b><br>RESOURCE_RCV_Q.RESOURCE_NAME,<br>WHERE<br>RESOURCE_TYPE_CODE='QUEUE'                          | Form(s): Target Last Queue Type   |  |
| Forms in this attribute:  |   |  |
| Form: Target Last Queue Type<br>Table.Column:<br>RESOURCE_RCV_Q.RESOURCE_SUBTYPE<br>Data type: Text                     | <b>Description:</b> Enables data to be organized by the type of the last queue in which the initiated transfer or conference traveled before it was handled, such as ACDQueue, InteractionQueue, or InteractionWorkBin. |  |
| >> Back to list   |   |  |
| Attribute name: Target Last<br>Queue Key  | Folder: Detail > Transfer   |  |
| <b>Description:</b> Enables data to be organized traveled before it was handled. This Attributed before it was handled. | d by the primary key of the last queue in which the interaction ute excludes virtual queue  |  |
| Database table:<br>RESOURCE_RCV_Q.RESOURCE_KEY,<br>INTERACTION_RES_FACT_TRNSFR_GI2.LAST                                 | Γ_QUEUE_RES_KEY_RCV   |  |
| >> Back to list   |   |  |
| Attribute name: Target Last<br>VQueue   | Folder: Detail > Transfer   |  |
| <b>Description:</b> Enables data to be organized traveled before it was handled. This Attributed before it was handled. | d by the name of the last queue in which the interaction<br>ute excludes virtual queues.  |  |
| Database table:<br>RESOURCE_RCV_VQ.RESOURCE_NAME  | Form(s): Target Last VQueue Type  |  |
| Forms in this attribute:  |   |  |
| Form: Target Last VQueue Type   | <b>Description:</b> Enables data to be organized by the type of the   |  |
| Table.Column:<br>RESOURCE_RCV_VQ.RESOURCE_SUBTYPE<br>Data type: Text  | last queue in which the initiated transfer or conference<br>traveled before it was handled, such as ACDQueue,<br>InteractionQueue, or InteractionWorkBin.   |  |
| >> Back to list   |   |  |
| Attribute name: Target Last<br>VQueue Key   | Folder: Detail > Transfer   |  |
| <b>Description:</b> Enables data to be organized traveled before it was handled. This Attributed before it was handled. | d by the primary key of the last queue in which the interaction<br>ute excludes virtual queues.   |  |

| Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.LAS  | T_VQUEUE_RES_KEY_RCV   |
|---|--|
| >> Back to list   |  |
| Attribute name: Target<br>Name  | Folder: Detail > Transfer  |
| <b>Description:</b> Enables data to be organize processed the interaction.                    | d by the name of the agent, queue, or self-service IVR port that |
| Database table:<br>RESOURCE_TARGET.RESOURCE_NAME  |  |
| >> Back to list   |  |
| Attribute name: Target<br>Resource Key  | Folder: Detail > Transfer  |
| Description: Enables data to be organize  | d by the primary key of the RESOURCE_TARGET table.               |
| Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.RES<br>RESOURCE_TARGET.RESOURCE_KEY        | OURCE_KEY_RCV,   |
| >> Back to list   |  |
| Attribute name: Target<br>Service Subtype   | Folder: Detail > Transfer  |
| Description: Enables data to be organize  | d by the detailed type of service that the customer requested.   |
| Database table:<br>INTERACTION_DESCR_RCV_GI2.SERVICE_T  | YPE_SUBTYPE  |
| >> Back to list   |  |
| Attribute name: Target<br>Service Type  | Folder: Detail > Transfer  |
| Description: Enables data to be organize  | d by the type of service that was assigned to the interaction.   |
| Database table:<br>INTERACTION_DESCR_RCV_GI2.SERVICE_T  | YPE  |
| >> Back to list   |  |
| Attribute name: Target<br>Technical Descriptor Key  | Folder: Detail > Transfer  |
| <b>Description:</b> Enables data to be organize TECHNICAL_DESCRIPTOR table.                   | d by the surrogate key that is used to join to the               |
| Database table:<br>INTERACTION_RES_FACT_TRNSFR_GI2.TEC<br>TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_ |  |
| >> Back to list   |  |
| Attribute name: Target<br>Technical Result  | Folder: Detail > Transfer  |

**Description:** enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, or Transferred.

#### **Database table:**

TECHNICAL DESCRIPTOR RCV. TECHNICAL RESULT

>> Back to list

### Attribute name: Target **Technical Result Reason**

Folder: Detail > Transfer

**Description:** Enables data to be organized by the reason for the technical result-for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.

#### **Database table:**

TECHNICAL\_DESCRIPTOR\_RCV.RESULT\_REASON

>> Back to list

# Attribute name: Target **Technical Result Resource**

Folder: Detail > Transfer

Role

**Description:** Enables data to be organized by the role that is associated by the resource—for example, Puller. Received. or RoutedTo.

### **Database table:** TECHNICAL DESCRIPTOR RCV.RESOURCE ROLE

>> Back to list

### **Attribute name: Target Technical Result Role** Reason

Folder: Detail > Transfer

Description: Enables data to be organized by the reason of the resource role-for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.

**Database table:** TECHNICAL DESCRIPTOR RCV.ROLE REASON

>> Back to list

**Description:** Enables data to be organized by the resource type—for example, Agent, Queue, or IVRPort.

**Database table: RESOURCE TARGET.RESOURCE TYPE** 

>> Back to list

#### Attribute name: To

Folder: Detail > Transfer

**Description:** Enables data to be organized by the target address of the interaction.

For voice, the target address is the interaction's dialed number identification service (DNIS).

• For email, the target address is a contact center email address. For chat, the target address is empty.

#### **Database table:**

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.TARGET\_ADDRESS

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# Folder: Detail > Transfer > Source User Data Example

### **Attribute name: Dimension Folder:** Detail > Transfer > Source User Data Example 1 - Dimension 5 **Description:** These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment. **Database table:** USER DATA CUST DIM 1.DIM ATTRIBUTE 1, USER DATA CUST DIM 1.DIM ATTRIBUTE 2, USER DATA CUST DIM 1.DIM ATTRIBUTE 3, USER DATA CUST DIM 1.DIM ATTRIBUTE 4, USER\_DATA\_CUST\_DIM\_1.DIM\_ATTRIBUTE\_5 >> Back to list **Attribute name: Dimension** Folder: Detail > Transfer > Source User Data Example 6 - Dimension 10 **Description:** These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment. **Database table:** USER DATA CUST DIM 2.DIM ATTRIBUTE 1, USER DATA CUST DIM 2.DIM ATTRIBUTE 2, USER DATA CUST DIM 2.DIM ATTRIBUTE 3, USER DATA CUST DIM 2.DIM ATTRIBUTE 4, USER\_DATA\_CUST\_DIM\_2.DIM\_ATTRIBUTE\_5

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# Folder: Detail > Transfer > Target User Data Example

| Attribute name: Dimension 1-10  | Folder: Detail > Transfer > Target User Data Example |
|---|--|
| <b>Description:</b> These 10 attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment. |  |
| Database table:   |  |
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| Attribute name: Interaction   | Folder: Detail > Transfer > Target User Data Example |

## Handling Attempt ID Rcv

**Description:** The Attribute is for internal purposes only.

### Database table:

INTERACTION\_RES\_FACT\_TRNSFR\_GI2.INTERACTION\_RESOURCE\_ID\_RCV

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### Attribute name: Start Date Time Key Rcv

**Folder:** Detail > Transfer > Target User Data Example

**Description:** The Attribute is for internal purposes only.

Database table: INTERACTION\_RES\_FACT\_TRNSFR\_GI2.START\_DATE\_TIME\_KEY\_RCV

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