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# Genesys Customer Experience Insights Project Guide

[Detail Attributes](#)

# Detail Attributes

The Detail folder contains numerous attributes that you can use to build reports that describe low-level 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

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

IRF_USER_DATA_GEN_1.CUSTOMER_ID	
>> <a href="#">Back to list</a>	
<b>Attribute name: End Timestamp</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the calendar date and time when the interaction ended.	
<b>Database table:</b> INTERACTION_FACT_GI2.END_TS_TIME	
>> <a href="#">Back to list</a>	
<b>Attribute name: From</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the source address of the interaction:	
<ul style="list-style-type: none"><li>• For voice, the source address is the interaction's automatic number identification (ANI).</li><li>• For email, the source address is the customer's email address.</li><li>• For chat, the source address is empty.</li></ul>	
<b>Database table:</b> INTERACTION_FACT_GI2.SOURCE_ADDRESS	
>> <a href="#">Back to list</a>	
<b>Attribute name: GUID</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b> INTERACTION_FACT_GI2.MEDIA_SERVER_I_XN_GUID	
>> <a href="#">Back to list</a>	
<b>Attribute name: Handling Attempt End</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the moment when the resource's participation in the interaction ended.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.END_TS_TIME	
>> <a href="#">Back to list</a>	
<b>Attribute name: Handling Attempt Start</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the moment when the resource began to participate in the interaction.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.START_TS_TIME	
>> <a href="#">Back to list</a>	

<b>Attribute name: Handling Resource</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the name of the Handling Resource.	
<b>Database table:</b> RESOURCE_TARGET.RESOURCE_NAME	<b>Form(s):</b> Handling Resource Type
<b>Forms in this attribute:</b>	
<b>Form:</b> Handling Resource Type	<b>Description:</b>
<b>Table.Column:</b> RESOURCE_TARGET.RESOURCE_TYPE	
<b>Data type:</b> Text	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Interaction Duration</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the difference between the start and end timestamps of the interaction.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Interaction Handling Attempt ID</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID, IRF_USER_DATA_KEYS.INTERACTION_RESOURCE_ID	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Interaction ID</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table.	
<ul style="list-style-type: none"><li>• For voice interactions, the Interaction ID is the call’s connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction.</li><li>• For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.</li></ul>	
<b>Database table:</b> INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Interaction ID SSF</b>	<b>Folder:</b> Detail > Handling Attempt
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<b>Description:</b> Enables data to be organized by a key for an interaction from the SDR Session Fact table.	
<b>Database table:</b> SDR_SESSION_FACT.INTERACTION_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Interaction Resource ID</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID, IRF_USER_DATA_GEN_1.INTERACTION_RESOURCE_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Irf Anchor</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the IRF anchor value, which is one of: <ul style="list-style-type: none"><li>• 2=The agent who first responded to an offline interaction</li><li>• 1=Either the first handling resource or the resource that abandoned / stopped the interaction</li><li>• 0=All other IRFs.</li></ul>	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.IRF_ANCHOR	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: IRF Start Date Time Key</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b> INTERACTION_FACT_GI2.START_DATE_TIME_KEY, INTERACTION_FACT_GI2.INTERACTION_SDT_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last Interaction Resource</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized based on the last resource to enter the interaction.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.LAST_INTERACTION_RESOURCE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last IVR</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the name of the IVR in which the interaction traveled.	
<b>Database table:</b> RESOURCE_IVR.RESOURCE_NAME	

<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last Queue</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.	
<b>Database table:</b> RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last Queue Key</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.LAST_QUEUE_RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RESOURCE_KEY, RESOURCE_Q.RESOURCE_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last VQueue</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
<b>Database table:</b> RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	<b>Form(s):</b> Last VQueue Type
<b>Forms in this attribute:</b>	
<b>Form:</b> Last VQueue Type  <b>Table.Column:</b> RESOURCE_VQ.RESOURCE_SUBTYPE <b>Data type:</b> 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.
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last VQueue Key</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST_VQUEUE_RESOURCE_KEY, RESOURCE_VQ.RESOURCE_KEY,	
<a href="#">&gt;&gt; Back to list</a>	



<b>Attribute name: Media Server Ixn Guid</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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. <ul style="list-style-type: none"><li>• T-Server voice interactions: the GUID is the Call UUID.</li><li>• Multimedia interactions: the GUID is the Interaction ID from Interaction Server.</li></ul>	
<b>Database table:</b> COBROWSE_FACT_GI2.MEDIA_SERVER_IXN_GUID, COBROWSE_FACT_GI2.IMEDIA_SERVER_IXN_GUID, SDR_SESSION_FACT.INTERACTION_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Resource State</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the media-specific or detailed state of the resource — for example, Busy, Ready, NotReady, and AfterCallWork.	
<b>Database table:</b> RESOURCE_STATE.STATE_NAME	<b>Form(s):</b> State Type
<b>Forms in this attribute:</b>	
<b>Form:</b> State Type <b>Table.Column:</b> RESOURCE_STATE.STATE_TYPE <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the media-neutral state of the resource — for example, Ready, WorkingReady, and WorkingNotReady.
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Root ID</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b> INTERACTION_FACT_GI2.MEDIA_SERVER_ROOT_IXN_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Routing Target</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b> Depending on the value of ROUTING_TARGET_TYPE_CODE, one of the following or NULL: <ul style="list-style-type: none"><li>• ROUTING_TARGET.AGENT_GROUP_NAME</li><li>• ROUTING_TARGET.PLACE_GROUP_NAME</li></ul>	

- ROUTING\_TARGET.SKILL\_EXPRESSION

[>> Back to list](#)**Attribute name: Routing Target 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 strategy.

**Database table:**  
ROUTING\_TARGET.TARGET\_OBJECT\_SELECTED

[>> Back to list](#)**Attribute name: Routing Target Type****Folder:** Detail > Handling Attempt

**Description:** Enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.

**Database table:**  
ROUTING\_TARGET.ROUTING\_TARGET\_TYPE

[>> Back to list](#)**Attribute name: Source Name****Folder:** Detail > Handling Attempt

**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: 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\_RES\_FACT\_TRNSFR\_GI2.RESOURCE\_KEY,  
RESOURCE\_.RESOURCE\_KEY

[>> Back to list](#)**Attribute name: Source Type****Folder:** Detail > Handling Attempt

**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](#)

<b>Attribute name: Start Timestamp</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the moment when the interaction began.	
<b>Database table:</b> INTERACTION_FACT_GI2.START_TS_TIME	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Stop Action</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> This attribute has different meaning for voice and multimedia interactions:	
<ul style="list-style-type: none"><li>For voice, this attribute enables data to be organized by whether the initiating party released the call.<ul style="list-style-type: none"><li>0-Indicates that the initiating party did not release the call.</li><li>1-Indicates that the initiating party did release the call.</li><li>null-Indicates that such information is not available.</li></ul></li><li>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:<ul style="list-style-type: none"><li>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.</li><li>1-Indicates that the interaction was stopped by the associated IRF resource.</li><li>null-Indicates that the interaction was not stopped at the associated IRF resource.</li></ul></li></ul>	
Refer to <a href="#">Genesys Info Mart documentation</a> for information about IRFs and parties.	
<b>Database table:</b> INTERACTION_RESOURCE_FACT_GI2.STOP_ACTION	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Strategy Name</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the name and other aspects of the routing strategy.	
<b>Database table:</b> STRATEGY.STRATEGY_NAME	<b>Form(s):</b> Strategy Type
<b>Forms in this attribute:</b>	
<b>Form:</b> Strategy Type	<b>Description:</b> Enables data to be organized by the type of strategy—for example, RoutingStrategy or IVRApplication.
<b>Table.Column:</b> STRATEGY.STRATEGY_TYPE <b>Data type:</b>	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Technical Descriptor Key</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Reserved for internal use. Enables data to be organized base don the primary key of the TECHNICAL_DESCRIPTOR table.	

<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b>	TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result Reason</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> 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.	
<b>Database table:</b>	TECHNICAL_DESCRIPTOR.RESULT_REASON
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result Resource Role</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.	
<b>Database table:</b>	TECHNICAL_DESCRIPTOR.RESOURCE_ROLE
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result Role Reason</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout. Identical to Transfer > Source Technical Result Role Reason.	
<b>Database table:</b>	TECHNICAL_DESCRIPTOR.ROLE_REASON
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: To</b>	<b>Folder:</b> Detail > Handling Attempt
<b>Description:</b> Enables data to be organized by the target address of the interaction:	
<ul style="list-style-type: none"><li>• For voice, the target address is the interaction’s dialed number identification service (DNIS).</li><li>• For email, the target address is a contact center email address.</li><li>• For chat, the target address is empty.</li></ul>	
<b>Database table:</b>	

INTERACTION\_FACT\_GI2.TARGET\_ADDRESS

[>> Back to list](#)**Attribute name: UD Custom Key****Folder:** Detail > Handling Attempt**Description:** Enables data to be organized by the primary key of user -ata tables.**Database table:**

IRF\_USER\_DATA\_KEYS.CUSTOM\_KEY\_1

[>> Back to list](#)**Attribute name: UD Interaction Resource ID****Folder:** Detail > Handling Attempt**Description:** Enables data to be organized by the primary key of the INTERACTION\_RESOURCE\_FACT\_GI2 table.**Database table:**INTERACTION\_RESOURCE\_FACT\_GI2.INTERACTION\_RESOURCE\_ID,  
IRF\_USER\_DATA\_KEYS.INTERACTION\_RESOURCE\_ID[>> Back to list](#)

## Folder: Detail &gt; Handling Attempt &gt; Handling Predictive Routing

**Attribute name: Active****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:**

IF\_IRF\_GPM\_FACT\_GI2.ACTIVE\_FLAG

[>> Back to list](#)**Attribute name: Case ID****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.**Database table:**

IRF\_USER\_DATA\_GEN\_1.CASE\_ID

[>> Back to list](#)**Attribute name: Connection ID****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by attributes of the interaction's connection ID, which is assigned by the telephony server.**Database table:****Form(s):** ID

IF_IRF_GPM_FACT_GI2.INTERACTION_ID	
<b>Forms in this attribute:</b>	
<b>Form:</b> <b>Table.Column:</b> <b>Data type:</b>	<b>Description:</b>
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Customer Data Found</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data by whether features from customer records were successfully retrieved from CRM database and used in the calculation of agent scores. Also known as GPR Customer Data Found.	
<b>Database table:</b> GPM_RESULT.CUSTOMER_FOUND	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Customer ID</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053.	
<b>Database table:</b> IRF_USER_DATA_GEN_1.CUSTOMER_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: End Timestamp</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data based on the moment when the interaction ended.	
<b>Database table:</b> INTERACTION_RES_FACT_TRNSFR_GI2.IF_END_TS_TIME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: From</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables data to be organized by the source address of the interaction: <ul style="list-style-type: none"><li>• For voice, the source address is the interaction's automatic number identification (ANI).</li><li>• For email, the source address is the customer's email address.</li><li>• For chat, the source address is empty.</li></ul>	
<b>Database table:</b> IF_IRF_GPM_FACT_GI2.SOURCE_ADDRESS	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: GUID</b>	<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\_IYN\_GUID

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**Attribute name: Handling Attempt End**

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

**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 Attempt Start**

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

**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 Resource**

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

**Description:** Enables the organization of data based on the name of the queue, virtual queue, 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 Duration**

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

**Description:** Enables data to be organized based on the duration of GPR interaction resource facts.

**Database table:**

[>> Back to list](#)

**Attribute name: Interaction Handling Attempt ID**

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

**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 ID****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by the interaction ID of the INTERACTION\_FACT or the INTERACTION\_RESOURCE\_FACT table.

- For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction.
- For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

**Database table:**

IF\_IRF\_GPM\_FACT\_GI2.INTERACTION\_ID

[>> Back to list](#)**Attribute name: Interaction Resource ID****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables the organization of data based on the value of the primary key of the relevant table.**Database table:**

IF\_IRF\_GPM\_FACT\_GI2.INTERACTION\_RESOURCE\_ID

[>> Back to list](#)**Attribute name: Interaction Type****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.**Database table:**

INTERACTION\_TYPE\_GI2.INTERACTION\_TYPE

[>> Back to list](#)**Attribute name: IRF Start Date Time Key****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized based on Start date and time values of GPR interaction resource facts.**Database table:**

IF\_IRF\_GPM\_FACT\_GI2.START\_DATE\_TIME\_KEY

[>> Back to list](#)**Attribute name: Last IVR****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** This attribute enables data to be organized by the name of the last IVR in which the interaction traveled.**Database table:**

RESOURCE\_IVR.RESOURCE\_NAME

[>> Back to list](#)



<b>Attribute name: Last Queue</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables data within the reporting interval to be organized based on the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin.  Adding this attribute to a report can have a significant impact on performance.	
<b>Database table:</b> RESOURCE_Q.RESOURCE_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last Queue Key</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables data to be organized by the resource key of the last queue that the interaction passed through prior to arriving at the IRF resource.	
<b>Database table:</b> RESOURCE_Q.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_QUEUE_RESOURCE_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last VQueue</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data based on the name of the last virtual queue in which the interaction traveled before it was handled.	
<b>Database table:</b> RESOURCE_VQ.RESOURCE_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Last VQueue Key</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	
<b>Database table:</b> RESOURCE_VQ.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Mode</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data based on the value of gpm-mode, which indicates the current mode of operation of GPR. Value is one of: prod, off, gpmdiscovery, ab-test-time-sliced, or unknown. Called <i>PR mode</i> in some reports.	
<b>Database table:</b> GPM_RESULT.GPM_MODE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Model</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing

<b>Description:</b> Enables the organization of data by the name of the model that was used to score the agent for predictive routing.	
<b>Database table:</b> GPM_MODEL.MODEL	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Predictor</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data by the name of the predictor that was used to request scoring for predictive routing.	
<b>Database table:</b> GPM_PREDICTOR.PREDICTOR	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Predictor Switch</b>	<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.	
<b>Database table:</b> GPM_PREDICTOR.PREDICTOR_SWITCH	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Resource State</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data based on resource state.	
<b>Database table:</b> RESOURCE_STATE.STATE_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Result</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables the organization of data by whether the predictive routing request was processed successfully. The value is either error or OK.	
<b>Database table:</b> GPM_RESULT.GPM_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Root ID</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables data to be organized by the ID of the original interaction given multithreaded interaction scenarios.	
<b>Database table:</b> IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_ROOT_I_XN_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Routing Target</b>	<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

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**Attribute name: Routing Target Selected**

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

**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**

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

**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 Combination Requested**

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

**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](#)

**Attribute name: Source**

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

**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 Timestamp**

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

**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](#)

<b>Attribute name: Status</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> Enables the organization of data by whether an interaction was processed by GPR under an <i>Agent- Surplus</i> or <i>Interaction Surplus</i> scenario, when running in A/B Testing interleaved mode. Also known as A/B Test Status.	
<b>Database table:</b> GPM_RESULT.GPM_STATUS	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Stop Action</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> This attribute has different meaning for voice and multimedia interactions:	
<ul style="list-style-type: none"><li>• For voice, this attribute enables data to be organized by whether the initiating party released the call.<ul style="list-style-type: none"><li>• 0-Indicates that the initiating party did not release the call.</li><li>• 1-Indicates that the initiating party did release the call.</li><li>• null-Indicates that such information is not available.</li></ul></li><li>• 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:<ul style="list-style-type: none"><li>• 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.</li><li>• 1-Indicates that the interaction was stopped by the associated IRF resource.</li><li>• null-Indicates that the interaction was not stopped at the associated IRF resource.</li></ul></li></ul>	
Refer to <a href="#">Genesys Info Mart documentation</a> for information about IRFs and parties.	
<b>Database table:</b> IF_IRF_GPM_FACT_GI2.STOP_ACTION	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> 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.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Technical Result Reason</b>	<b>Folder:</b> Detail > Handling Attempt > Handling Predictive Routing
<b>Description:</b> 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.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.RESULT_REASON	

[>> Back to list](#)
**Attribute name: Technical Result Resource Role****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, or RoutedTo. Identical to Transfer > Source Technical Result Role.**Database table:**  
TECHNICAL\_DESCRIPTOR.RESOURCE\_ROLE
[>> Back to list](#)
**Attribute name: Technical Result Role Reason****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout.**Database table:**  
TECHNICAL\_DESCRIPTOR.ROLE\_REASON
[>> Back to list](#)
**Attribute name: To****Folder:** Detail > Handling Attempt > Handling Predictive Routing**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:**  
IF\_IRF\_GPM\_FACT\_GI2.TARGET\_ADDRESS
[>> Back to list](#)
**Attribute name: UD Interaction Resource ID****Folder:** Detail > Handling Attempt > Handling Predictive Routing**Description:** Enables data to be organized by the primary key of the IRF\_USER\_DATA\_KEYS table.**Database table:**  
IF\_IRF\_GPM\_FACT\_GI2.INTERACTION\_RESOURCE\_ID
[>> Back to list](#)

Folder: Detail > Handling Attempt > Handling User Data  
Example

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

	Example
<b>Description:</b> These fifteen attributes enable data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
<b>Database table:</b> IRF_USER_DATA_CUST_*.INTERACTION_RESOURCE_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_RESOURCE_ID	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Dimension 1 - Dimension 5</b>	<b>Folder:</b> Detail > Handling Attempt > Handling User Data Example
<b>Description:</b> These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
<b>Database table:</b> 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	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Dimension 6 - Dimension 10</b>	<b>Folder:</b> Detail > Handling Attempt > Handling User Data Example
<b>Description:</b> These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.	
<b>Database table:</b> 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	
<a href="#">&gt;&gt; Back to list</a>	

## Folder: Detail &gt; Transfer

<b>Attribute name: End Timestamp</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the calendar date and time when the interaction ended. Also displayed as Interaction End or Interaction End Time in some reports.	
<b>Database table:</b> IF_IRF_GPM_FACT_GI2.IF_END_TS_TIME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: From</b>	<b>Folder:</b> 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

**Description:** Enables data to be organized by the interaction ID of the INTERACTION\_FACT or the INTERACTION\_RESOURCE\_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

**Database table:**

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

[>> Back to list](#)**Attribute name: Interaction Subtype****Folder:** Detail > Transfer

**Description:** This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

**Database table:**

INTERACTION\_TYPE\_GI2.INTERACTION\_TYPE\_SUBTYPE

[>> Back to list](#)**Attribute name: Interaction Type****Folder:** Detail > Transfer

**Description:** Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

**Database table:**

INTERACTION\_TYPE\_GI2.INTERACTION\_TYPE

[>> Back to list](#)**Attribute name: Service Subtype****Folder:** Detail > Transfer

**Description:** Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.

**Database table:**

INTERACTION\_DESCRIPTOR\_GI2.SERVICE\_TYPE\_SUBTYPE

[>> Back to list](#)**Attribute name: Service Type****Folder:** Detail > Transfer

**Description:** Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.

**Database table:**

INTERACTION\_DESCRIPTOR\_GI2.SERVICE\_TYPE

[>> Back to list](#)**Attribute name: Source****Folder:** Detail > Transfer



<b>Business Result</b>	
<b>Description:</b> Enables data to be organized based on the configured business result. Identical to Business Attribute > Business Result.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Customer Segment</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized based on the configured customer segment. Identical to Business Attribute > Customer Segment.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Last Queue</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Last Queue.	
<b>Database table:</b> RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Last VQueue</b>	<b>Folder:</b> Detail > Transfer
<b>Introduced:</b> 9.0.015.00	
<b>Description:</b> Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
<b>Database table:</b> RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	<b>Form(s):</b> Source Last VQueue Type
<b>Forms in this attribute:</b>	
<b>Form:</b>	<b>Description:</b>
<b>Table.Column:</b> <b>Data type:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Name</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> 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.	

<b>Database table:</b> RESOURCE_.RESOURCE_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Service Subtype</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the detailed type of service that the customer requested. Identical to Business Attribute > Service Subtype.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Service Type</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the type of service that was assigned to the interaction. Identical to Business Attribute > Service Type.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Technical Result</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> 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.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Technical Result Reason</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> 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.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.RESULT_REASON	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Technical Result Resource Role</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> 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.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.RESOURCE_ROLE	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Source Technical Result Role Reason</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, or PulledBackTimeout. Identical to Handling Attempt > Technical Result Role Reason.	
<b>Database table:</b> TECHNICAL_DESCRIPTOR.ROLE_REASON	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Source Type</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.	
<b>Database table:</b> RESOURCE_.RESOURCE_TYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Start Timestamp</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the moment when the interaction began.	
<b>Database table:</b> INTERACTION_RES_FACT_TRNSFR_GI2.IF_START_TS_TIME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Business Result</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the configured business result.	
<b>Database table:</b> INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Customer Segment</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the configured customer segment.	
<b>Database table:</b> INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Interaction Descriptor Key</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> 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>Database table:</b>	

INTERACTION\_DESCR\_RCV\_GI2.INTERACTION\_DESCRIPTOR\_KEY,  
INTERACTION\_RES\_FACT\_GI2.INTERACTION\_DSCRPTR\_KEY\_RCV

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### Attribute name: Target Last Queue

**Folder:** Detail > Transfer

**Description:** Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

**Database table:**  
RESOURCE\_RCV\_Q.RESOURCE\_NAME,  
WHERE  
RESOURCE\_TYPE\_CODE='QUEUE'

**Form(s):** Target Last Queue Type

#### Forms in this attribute:

**Form:** Target Last Queue Type

**Table.Column:**  
RESOURCE\_RCV\_Q.RESOURCE\_SUBTYPE  
**Data type:** Text

**Description:** 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.

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### Attribute name: Target Last Queue Key

**Folder:** Detail > Transfer

**Description:** Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queue

**Database table:**  
RESOURCE\_RCV\_Q.RESOURCE\_KEY,  
INTERACTION\_RES\_FACT\_TRNSFR\_GI2.LAST\_QUEUE\_RES\_KEY\_RCV

[>> Back to list](#)

### Attribute name: Target Last VQueue

**Folder:** Detail > Transfer

**Description:** Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

**Database table:**  
RESOURCE\_RCV\_VQ.RESOURCE\_NAME

**Form(s):** Target Last VQueue Type

#### Forms in this attribute:

**Form:** Target Last VQueue Type

**Table.Column:**  
RESOURCE\_RCV\_VQ.RESOURCE\_SUBTYPE  
**Data type:** Text

**Description:** 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.

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### Attribute name: Target Last VQueue Key

**Folder:** Detail > Transfer

**Description:** Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. This Attribute excludes virtual queues.

<b>Database table:</b> INTERACTION_RES_FACT_TRNSFR_GI2.LAST_VQUEUE_RES_KEY_RCV	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Name</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.	
<b>Database table:</b> RESOURCE_TARGET.RESOURCE_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Resource Key</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the primary key of the RESOURCE_TARGET table.	
<b>Database table:</b> INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY_RCV, RESOURCE_TARGET.RESOURCE_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Service Subtype</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the detailed type of service that the customer requested.	
<b>Database table:</b> INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE_SUBTYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Service Type</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the type of service that was assigned to the interaction.	
<b>Database table:</b> INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Technical Descriptor Key</b>	<b>Folder:</b> Detail > Transfer
<b>Description:</b> Enables data to be organized by the surrogate key that is used to join to the TECHNICAL_DESCRIPTOR table.	
<b>Database table:</b> INTERACTION_RES_FACT_TRNSFR_GI2.TECHNICAL_DSCRPTR_KEY_RCV, TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_DESCRIPTOR_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Technical Result</b>	<b>Folder:</b> 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

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**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

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**Attribute name: Target  
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.

**Database table:**  
TECHNICAL\_DESCRIPTOR\_RCV.RESOURCE\_ROLE

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**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

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**Attribute name: Target  
Type**

**Folder:** Detail > Transfer

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

**Database table:**  
RESOURCE\_TARGET.RESOURCE\_TYPE

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**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:**

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

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## Folder: Detail > Transfer > Source User Data Example

### Attribute name: Dimension 1 - Dimension 5

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

**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

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### Attribute name: Dimension 6 - Dimension 10

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

**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

**Description:** 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

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### 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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