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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
Description: Enables data to be organize INTERACTION_FACT table is active.	d by whether or not the corresponding record in the
Database table: INTERACTION_FACT_GI2.ACTIVE_FLAG	
>> Back to list	
Attribute name: Case ID	Folder: Detail > Handling Attempt
Description: 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: 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: INTERACTION_FACT_GI2.MEDIA_SERVER_I>	(N_ID
>> Back to list	
Attribute name: Customer ID	Folder: Detail > Handling Attempt
Description: 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 <i>Genesys Info Mart Deployment Guide</i> fo Customer ID dimension in the Flow class references Mart table.	r information about Genesys Info Mart attached data key assignments. The 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 ne moment when the resource's participation in the
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er: Detail > Handling Attempt ne moment when the resource's participation in the
er: Detail > Handling Attempt ne moment when the resource's participation in the E
er: Detail > Handling Attempt ne moment when the resource's participation in the E er: Detail > Handling Attempt

Attribute name: Handling Resource	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d by the name of the Handling Resource.
Database table: RESOURCE_TARGET.RESOURCE_NAME	Form(s): Handling Resource Type
Forms in this attribute:	
Form: Handling Resource Type	
Table.Column: RESOURCE_TARGET.RESOURCE_TYPE Data type: Text	Description:
>> Back to list	
Attribute name: Interaction Duration	Folder: Detail > Handling Attempt
Description: 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 Handling Attempt ID	Folder: Detail > Handling Attempt
Description: Enables data to be organize table.	d by the primary key of the INTERACTION_RESOURCE_FACT
Database table: INTERACTION_RESOURCE_FACT_GI2.INTER IRF_USER_DATA_KEYS.INTERACTION_RESO	
>> Back to list	
Attribute name: Interaction ID	Folder: Detail > Handling Attempt
Description: 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 Interaction ID.	from an Interaction Server, this value is the assigned
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, 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 ute excludes virtual queues. Identical to Detail > Transfer >
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	
>> Back to list	
Attribute name: Last Queue Key	Folder: Detail > Handling Attempt
Description: 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: INTERACTION_RESOURCE_FACT_GI2.LAST_ INTERACTION_RES_FACT_TRNSFR_GI2.LAST RESOURCE_Q.RESOURCE_KEY	
>> Back to list	
Attribute name: Last VQueue	Folder: Detail > Handling Attempt
Description: 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: RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	Form(s): Last VQueue Type
Forms in this attribute:	
Form: Last VQueue Type Table.Column: RESOURCE_VQ.RESOURCE_SUBTYPE Data type: Text	Description: 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 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: INTERACTION_RESOURCE_FACT_GI2.LAST_ 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

 ROUTING_TARGET.SKILL_EXPRESSION >> Back to list Attribute name: Routing strategy. 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. Patabase table: ROUTING_TARGET_OBJECT_SELECTED Control Target Type Polder: Detail > Handling Attempt Pescription: 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_TYPE Patabase table: Source Name Polder: Detail > Handling Attempt Poscription: Enables data to be organized by the name of the handling resource—for example, the IVR Poscription: Enables data to be organized by the surgate key. Patabase table: RESOURCE_NAME Polder: Detail > Handling Attempt Polder: Detail > Handling Attempt		
Attribute name: Routing 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 strategy. Patabase table: ROUTING_TARGET.OBJECT_SELECTED Selected >> Back to list Attribute name: Routing arget 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. Patabase table: ROUTING_TARGET.TYPE Description: Enables data to be organized by the type of the routing target—for example, Agent, Place, 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 port number; the name of the queue; or the first, last, and user name of the agent. Patabase table: 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: RESOURCE_RESOURCE_RECE_NAME Folder: Detail > Handling Attempt Description: Enables data to be organized by the surrogate key. Patabase table: RESOURCE_RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, RESOURCE_RESOURCE_RESOURCE_KEY Folder: Detail > Handling Attempt NTERACTION RESOURCE_FACT TONSFR GI2.RESOURCE_KEY, 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 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 Source Folder: Detail > Handling Attempt 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 Folder: Detail > Handling Attempt Patabase table: 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: NTERACTION_RES_FACT_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, 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 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 Folder: Detail > Handling Attempt Attribute name: Source Resource Key Folder: Detail > Handling Attempt Description: Enables data to be organized by the surrogate key. Patabase table: INTERACTION RESOURCE FACT GI2.RESOURCE KEY, 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 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, Agent Group, Routing Point, and Queue.Database table: ROUTING_TARGET_ROUTING_TARGET_TYPEAttribute name: Source NameFolder: Detail > Handling AttemptDescription: 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 listAttribute name: Source Resource KeyAttribute name: Source Resource KeyDatabase table: INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEYAttribute name: Source Nees Fact TRNSFR_GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEYAttribute name: Source Nees Fact TRNSFR_GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEYAttribute name: Source Nees Fact TRNSFR_GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEYAttribute name: Source Nees Fact TRNSFR_GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEYAttribute name: Source 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 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: RESOURCERESOURCE_NAME Folder: Detail > Handling Attempt Attribute name: Source Resource Key Polder: Detail > Handling Attempt Description: Enables data to be organized by the surrogate key. Patabase table: INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_FACT GI2.RESOURCE_KEY, INTERACTION RESOURCE_KEY Attribute name: Source Type Folder: Detail > Handling Attempt Attribute name: Source NUMER Folder: Detail > Handling Attempt Database table: INTERACTION RESOURCE_KEY Folder: Detail > Handling Attempt Mathribute name: Source NUMER Folder: Detail > Handling Attempt Attribute name: Source RESOURCE_RESOURCE_KEY Folder: Detail > Handling Attempt	Description: 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 NameFolder: Detail > Handling AttemptDescription: 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_NAMEAttribute name: Source Resource KeyDescription: Enables data to be organized by the surrogate key.Description: Enables data to be organized by the surrogate key.Database table: NTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, RESOURCE_RESOURCE_RESOURCE_KEY RESOURCE_RESOURCE_REYAttribute name: Source Polder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and NTPRACTION_RES_FACT_TRNSFR_GI2.RESOURCE's type—for example, Agent, Queue, and NERACTION RESOURCE_RESOURCE_REYAttribute name: Source TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and NRPort.Description: Enables data to be organized by the resource's type—for example, Agent, Queue, and RESOURCE_RESOURCE_RESOURCE_REYDatabase table: 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 port number; the name of the queue; or the first, last, and user name of the agent.Database table: RESOURCE_RESOURCE_NAMEAttribute name: Source Resource KeyFolder: Detail > Handling AttemptDescription: 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_KEYAttribute name: Source TypeAttribute name: Source TypePatabase table: NYRPORT.Description: Enables data to be organized by the surrogate key.Database table: NTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY, RESOURCE_RESOURCE_KEYDatabase table: RESOURCE_RESOURCE_KEYDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and NVRPort.Database table: 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 Resource KeyFolder: Detail > Handling AttemptDescription: 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		
Resource KeyFolder: Detail > Handling AttemptDescription: Enables data to be organized by the surrogate key.Database table: INTERACTION RESOURCE FACT GI2.RESOURCE KEY, .INTERACTION RES FACT TRNSFR_GI2.RESOURCE_KEY, RESOURCERESOURCE_KEYAttribute name: Source TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.Database table: RESOURCERESOURCE_TYPE	>> Back to list	
Database table: INTERACTION_RES_FACT_GI2.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.RESOURCE_KEY >> Back to listAttribute name: Source TypeFolder: Detail > Handling AttemptDescription: Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.Database table: 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, 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 Name	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d by the name and other aspects of the routing strategy.
Database table: STRATEGY.STRATEGY_NAME	Form(s): Strategy Type
Forms in this attribute:	
Form: Strategy Type Table.Column: STRATEGY.STRATEGY_TYPE Data type:	Description: Enables data to be organized by the type of strategy—for example, RoutingStrategy or IVRApplication.
>> Back to list	
Attribute name: Technical Descriptor Key	Folder: Detail > Handling Attempt
Description: 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 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: TECHNICAL_DESCRIPTOR.TECHNICAL_RES	SULT
>> Back to list	
Attribute name: Technical Result Reason	Folder: Detail > Handling Attempt
	ed by the reason for the technical result—for example, ent, or RouteOnNoAnswer. Identical to Detail > Transfer >
Database table: TECHNICAL_DESCRIPTOR.RESULT_REASOI	N
>> Back to list	
Attribute name: Technical Result Resource Role	Folder: Detail > Handling Attempt
Description: Enables data to be organize Puller, Received, or RoutedTo. Identical to	ed by the role that is associated by the resource—for example, Transfer > Source Technical Result Role.
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROL	E
>> Back to list	
Attribute name: Technical Result Role Reason	Folder: Detail > Handling Attempt
	ed by the reason of the resource role—for example, Conference- Timeout. Identical to Transfer > Source Technical Result Role
Database table: 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 Key	Folder: Detail > Handling Attempt
Description: Enables data to be organize	d 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 organize table.	d by the primary key of the INTERACTION_RESOURCE_FACT_GI2
Database table: INTERACTION_RESOURCE_FACT_GI2.INTER 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: IF_IRF_GPM_FACT_GI2.ACTIVE_FLAG	
>> Back to list	
Attribute name: Case IDFolder: Detail > Handling Attempt > Handling Predictive Routing	e
Description: 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: IRF_USER_DATA_GEN_1.CASE_ID	
>> Back to list	
Attribute name: Connection IDFolder: Detail > Handling Attempt > Handling Predictive Routing	е
Description: 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: Data type:	Description:
>> Back to list	
Attribute name: Customer Data Found	Folder: Detail > Handling Attempt > Handling Predictive Routing
	data by whether features from customer records were and used in the calculation of agent scores. Also known as GPR
Database table: GPM_RESULT.CUSTOMER_FOUND	
>> Back to list	
Attribute name: Customer ID	Folder: 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: IRF_USER_DATA_GEN_1.CUSTOMER_ID	
>> Back to list	
Attribute name: End Timestamp	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of	data based on the moment when the interaction ended.
Database table: INTERACTION_RES_FACT_TRNSFR_GI2.IF_EI	ND_TS_TIME
>> Back to list	
Attribute name: From	Folder: 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: IF_IRF_GPM_FACT_GI2.SOURCE_ADDRESS	
>> Back to list	
Attribute name: GUID	Folder: 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 ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organiz 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 r as long as the telephony server processes the interaction.
• For multimedia interactions originatin Interaction ID.	g from an Interaction Server, this value is the assigned
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 o table.	f data based on the value of the primary key of the relevant
Database table: IF_IRF_GPM_FACT_GI2.INTERACTION_RES	OURCE_ID
>> Back to list	:
Attribute name: Interaction Type	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organiz and Internal.	ed by the interaction's type—for example, Inbound, Outbound,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TY	PE
>> Back to list	
Attribute name: IRF Start 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: IF_IRF_GPM_FACT_GI2.START_DATE_TIME_	KEY
>> Back to list	:
Attribute name: Last IVR	Folder: Detail > Handling Attempt > Handling Predictive Routing
interaction traveled.	a to be organized by the name of the last IVR in which the
Database table: RESOURCE_IVR.RESOURCE_NAME	
>> Back to list	

	Folder: Detail > Handling Attempt > Handling Predictive
Attribute name: Last Queue	Routing
Description: 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: RESOURCE_Q.RESOURCE_NAME	
>> Back to list	
Attribute name: Last Queue Key	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: 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: RESOURCE_Q.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_QUEUE_RESOL	JRCE_KEY
>> Back to list	
Attribute name: Last VQueue	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: 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: RESOURCE_VQ.RESOURCE_NAME	
>> Back to list	
Attribute name: Last VQueue Key	Folder: Detail > Handling Attempt > Handling Predictive 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: RESOURCE_VQ.RESOURCE_KEY, IF_IRF_GPM_FACT_GI2.LAST_VQUEUE_RESC	DURCE_KEY
>> Back to list	
Attribute name: Mode	Folder: Detail > Handling Attempt > Handling Predictive Routing
	data based on the value of gpm-mode, which indicates the one of: prod, off, gpmdiscovery, ab-test-time-sliced, or
Database table: GPM_RESULT.GPM_MODE	
>> Back to list	

Description: 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	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of scoring for predictive routing.	data by the name of the predictor that was used to request
Database table: GPM_PREDICTOR.PREDICTOR	
>> Back to list	
Attribute name: Predictor Switch	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of	data based on whether predictive routing is ON or OFF.
Database table: GPM_PREDICTOR.PREDICTOR_SWITCH	
>> Back to list	
Attribute name: Resource State	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of	data based on resource state.
Database table: RESOURCE_STATE.STATE_NAME	
>> Back to list	
Attribute name: Result	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables the organization of successfully. The value is either error or OI	data by whether the predictive routing request was processed <.
Database table: GPM_RESULT.GPM_RESULT	
>> Back to list	
Attribute name: Root ID	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organize interaction scenarios.	d by the ID of the original interaction given multithreaded
Database table: IF_IRF_GPM_FACT_GI2.MEDIA_SERVER_ROO	DT_IXN_ID
>> Back to list	
Attribute name: Routing Target	Folder: 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
ResultFolder: Detail > Handling Attempt > Handling Predictive
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 Result Resource Role	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organiz Puller, Received, or RoutedTo. Identical to	ed by the role that is associated by the resource—for example, Transfer > Source Technical Result Role.
Database table: TECHNICAL_DESCRIPTOR.RESOURCE_ROI	E
>> Back to list	
Attribute name: Technical Result Role Reason	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: Enables data to be organiz Initiator, ConferenceJoined, or PulledBack	ed by the reason of the resource role—for example, Conference- Timeout.
Database table: TECHNICAL_DESCRIPTOR.ROLE_REASON	
>> Back to list	
Attribute name: To	Folder: 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.	
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 organiz	ed by the primary key of the IRF_USER_DATA_KEYS table.
Database table: 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
Description: 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: IRF_USER_DATA_CUST_*.INTERACTION_RES INTERACTION_RESOURCE_FACT_GI2.INTER	
>> Back to list	
Attribute name: Dimension 1 - Dimension 5	Folder: Detail > Handling Attempt > Handling User Data Example
Description: 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: USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_	2, 3, 4,
>> Back to list	
Attribute name: Dimension 6 - Dimension 10	Folder: Detail > Handling Attempt > Handling User Data Example
Description: 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: USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_ USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_	2, 3, 4,
>> Back to list	

Folder: Detail > Transfer

Attribute name: End Timestamp	Folder: Detail > Transfer
Description: Enables data to be organized Also displayed as Interaction End or Intera	ed by the calendar date and time when the interaction ended.
Database table: 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: INTERACTION_RES_FACT_TRNSFR_GI2.INTE	RACTION_ID
>> Back to list	
Attribute name: Interaction Subtype	Folder: Detail > Transfer
Description: This Attribute enables data to InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E_SUBTYPE
>> Back to list	
Attribute name: Interaction Type	Folder: Detail > Transfer
Description: Enables data to be organize and Internal.	d by the interaction's type—for example, Inbound, Outbound,
Database table: INTERACTION_TYPE_GI2.INTERACTION_TYP	E
>> Back to list	
Attribute name: Service Subtype	Folder: Detail > Transfer
Description: 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: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	TYPE_SUBTYPE
>> Back to list	
Attribute name: Service Type	Folder: Detail > Transfer
Description: Enables data to be organize Displays as Source Service Type in some re	d by the type of service that was assigned to the interaction. eports.
Database table: INTERACTION_DESCRIPTOR_GI2.SERVICE_T	TYPE
>> Back to list	
Attribute name: Source	Folder: Detail > Transfer

Business Result	
Description: Enables data to be organize Attribute > Business Result.	d based on the configured business result. Identical to Business
Database table: INTERACTION_DESCRIPTOR_GI2.BUSINESS	_RESULT
>> Back to list	
Attribute name: Source Customer Segment	Folder: Detail > Transfer
Description: Enables data to be organize Business Attribute > Customer Segment.	d based on the configured customer segment. Identical to
Database table: INTERACTION_DESCRIPTOR_GI2.CUSTOME	R_SEGMENT
>> Back to list	
Attribute name: Source Last Queue	Folder: Detail > Transfer
	d by the name of the last queue in which the interaction ute excludes virtual queues. Identical to Detail > Last Queue.
Database table: RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	
>> Back to list	
Attribute name: Source Last VQueue	Folder: Detail > Transfer
Description: 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: RESOURCE_VQ.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	Form(s): Source Last VQueue Type
Forms in this attribute:	
Form:	
Table.Column: Data type:	Description:
>> Back to list	
Attribute name: Source Name	Folder: Detail > Transfer
Description: 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 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 Patabase table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE Control of Business Attribute > Service Type. Patabase table: INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE 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 Secription: 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. Database table: TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT Search to list Attribute name: Source Technical Result Reason. Patabase table: TECHNICAL_DESCRIPTOR.RESULT_REASON Patabase table: TECHNICAL_DESCRIPTOR.RESULT_REASON Search to list Attribute name: Source 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		
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Business ResultFolder: Detail > IransferDescription: Enables data to be organized by the configured business result.Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT >> Back to listAttribute name: Target Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER >> Back to listAttribute name: Target INTERACTION_DESCR_RCV_GI2.CUSTOMER >> Back to listAttribute name: Target Interaction Descriptor KeyPolder: Detail > TransferAttribute name: Target Interaction Descriptor KeyPolder: Detail > TransferDescription: 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.	>> Back to list	
Database table: INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT >> Back to list Attribute name: Target Customer Segment Folder: 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_DESCR_RCV_GI2.CUSTOMER_SEGMENT >> Back to list Folder: Detail > Transfer Attribute name: Target 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.		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 Customer SegmentFolder: Detail > TransferDescription: Enables data to be organized by the configured customer segment.Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT >> Back to listAttribute name: Target Interaction Descriptor KeyFolder: Detail > TransferDescription: 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.		RESULT
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Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT >> Back to list Attribute name: Target 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.		Folder: Detail > Transfor
INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT >> Back to list Attribute name: Target 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.	Customer Segment	
Attribute name: Target 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.	_	
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to the INTERACTION_DESCRIPTOR table to identify the business attributes that have been assigned to the interaction.	Description: Enables data to be organize Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER	d by the configured customer segment.
Database table:	Description: Enables data to be organize Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER >> Back to list Attribute name: Target	ed by the configured customer segment.
	Description: Enables data to be organized Database table: INTERACTION_DESCR_RCV_GI2.CUSTOMER >> Back to list Attribute name: Target Interaction Descriptor Key Description: Enables data to be organized to the INTERACTION_DESCRIPTOR table to	ed by the configured customer segment. R_SEGMENT Folder: Detail > Transfer ed by the surrogate key that is used to join this aggregate table

INTERACTION_DESCR_RCV_GI2.INTERACTION INTERACTION_RES_FACT_GI2.INTERACTION		
>> Back to list		
Attribute name: Target Last Queue	Folder: Detail > Transfer	
Description: 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 ute 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.	
>> Back to list		
Attribute name: Target Last Queue Key	Folder: Detail > Transfer	
Description: 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: RESOURCE_RCV_Q.RESOURCE_KEY, INTERACTION_RES_FACT_TRNSFR_GI2.LAST	Γ_QUEUE_RES_KEY_RCV	
>> Back to list		
Attribute name: Target Last VQueue	Folder: Detail > Transfer	
Description: 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 ute 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	Description: Enables data to be organized by the type of the	
Table.Column: RESOURCE_RCV_VQ.RESOURCE_SUBTYPE Data type: Text	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 VQueue Key	Folder: Detail > Transfer	
Description: 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 queues.	

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

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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**

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

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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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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:

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
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:	
>> Back to list	
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

>> Back to list

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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