Genesys Customer Experience Insights Project Guide

Outbound Contact folder

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Outbound Contact folder

The Outbound Contact folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Outbound campaigns. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ### 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.

Outbound Contact folder and subfolders

This folder contains the following root folder and subfolders.

- Outbound Contact
- Outbound Contact > Agent Contact
- Outbound Contact > Agent Contact > Agent Contact User Data Example
- Outbound Contact > Contact Attempt
- Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Folder: Outbound Contact

Introduced: 9.0.007.03

Description: The root folder for objects related to Genesys Outbound Contact Server transactions. Refer to the descriptions of subfodlers for more information.		
Metrics:		
• Accepted	• Avg Handle Time	• Start Date Time Key
Attributes:		
• Campaign	• Campaign Group	• Campaign Group Key

Folder: Outbound Contact > Agent Contact

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization, measurement, and filtering of Info Mart data, based on the campaigns with which interactions are associated. Counts and duration measures are

attributed to the reporting interval in which interactions entered the contact center.

Metrics:

- Accepted
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Preview Time
- Avg Wrap Time
- Consult Received Accepted
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Offered
- Preview
- Preview Time
- Revenue
- Satisfaction
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Attributes:

- Agent Group
- Agent Name
- Business Result
- Campaign
- Campaign Group
- Customer Segment
- Interaction Subtype
- Interaction Type
- Media Type
- Service Subtype
- Service Type

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on agent contact activity associated with a given campaign.

Metrics:

- There are no metrics in this folder

Attributes:

- Dimension 1 - Dimension 5
- Dimension 6 - Dimension 10

Folder: Outbound Contact > Contact Attempt

Introduced: 9.0.007.03

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt user data activity.

Metrics:

- Abandoned Waiting
- Accepted
- All SIT
- Answering Machine Detected
- Attempts
- Avg CPD Dial Time
- Avg CPD Time
- Avg CPD Transfer Time
- Busy

• Busy Campaign	• Dial Dropped	• SIT Detected
• Callbacks Completed	• Dial Made	• SIT Invalid Number
• Callbacks Missed	• Do Not Call	• SIT No Circuit
• Callbacks Scheduled	• Fax Modem Detected	• SIT Operator Intercept
• Canceled	• No Signal	• SIT Ratio
• CPD	• Not Accepted	• SIT Reorder
• CPD Dial	• Overdial	• SIT Unknown
• CPD Dial Time	• Personal Callbacks Completed	• SIT Vacant
• CPD Time	• Personal Callbacks Missed	• Start Date Time Key
• CPD Transfer	• Personal Callbacks Scheduled	
• CPD Transfer Time	• Port Unavailable	
Attributes:		
• Business Result	• Contact List	• Service Type
• Campaign	• Media Type	
• Campaign Group	• Service Subtype	

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

Introduced: 9.0.011

Description: Objects in this folder enable the organization and measurement of Info Mart data based on contact attempt activity associated with a given campaign.
Metrics: • There are no metrics in this   folder
Attributes: • Dimension 1 - Dimension 5   • Dimension 6 - Dimension 10

Reports built primarily from the objects in the Outbound Contact folder and subfolders

• Agent Outbound Campaign Report	• Campaign Summary Report
• Campaign Callbacks Summary Report	• Contact List Effectiveness Report

For more information about Outbound Contact reports, see the *Genesys CX Insights 9.0 User's Guide*.