



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Customer Experience Insights Project Guide

Queue Attributes

# Queue Attributes

The Queue folder contains numerous attributes that you can use to build queue-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

## Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Attributes are available in this folder and are described on this page.

<b>Queue</b> <ul style="list-style-type: none"> <li>Business Result</li> <li>Customer Segment</li> <li>Interaction Subtype</li> <li>Interaction Type</li> <li>Media Type</li> <li>Queue</li> <li>Queue Group</li> <li>Queue Group Combination Key</li> <li>Queue Group Key</li> <li>Queue Key</li> <li>Service Subtype</li> <li>Service Type</li> <li>Workbin Owner</li> <li>Workbin Type</li> </ul>	<ul style="list-style-type: none"> <li>There are no attributes in this folder</li> </ul>	<b>Queue &gt; Queue Predictive Routing</b>
	<b>Queue &gt; Q Customer</b> <ul style="list-style-type: none"> <li>There are no attributes in this folder</li> </ul>	<ul style="list-style-type: none"> <li>Model</li> <li>Predictor</li> <li>Predictor Switch</li> </ul>
	<b>Queue &gt; Q Customer &amp; Consults</b> <ul style="list-style-type: none"> <li>There are no attributes in this folder</li> </ul>	<b>Queue &gt; Queue User Data Example</b>
	<b>Queue &gt; Q Customer &amp; Consults &gt; Abandoned Waiting ST1</b> <ul style="list-style-type: none"> <li>There are no attributes in this folder</li> </ul>	<ul style="list-style-type: none"> <li>Category</li> <li>Category Key</li> <li>Classify Actionability Category</li> <li>Classify Sentiment Category</li> <li>Dimension 1 - Dimension 5</li> <li>Dimension 6 - Dimension 10</li> <li>Influence Category</li> <li>Screen Actionability Category</li> <li>Screen Sentiment Category</li> </ul>
<b>Queue &gt; Q Consults</b>	<ul style="list-style-type: none"> <li>There are no attributes in this folder</li> </ul>	

## Folder: Queue

<b>Attribute name: Business Result</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized based on the configured business result. Displayed as Source Business Result in some reports.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Customer Segment</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.	
<b>Database table:</b> INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Interaction Subtype</b>	<b>Folder:</b> Queue
<b>Description:</b> This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.	
<b>Database table:</b> INTERACTION_TYPE_GI2.INTERACTION_TYPE_SUBTYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Interaction Type</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	
<b>Database table:</b> INTERACTION_TYPE_GI2.INTERACTION_TYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Media Type</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
<b>Database table:</b> MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_TYPE_KEY, MEDIA_TYPE.MEDIA_NAME, MEDIA_TYPE.MEDIA_NAME_CODE	<b>Form(s):</b> Media Type, Media Name Code

<b>Forms in this attribute:</b>	
<b>Form:</b> Media Name Code <b>Table.Column:</b> <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
<b>Form:</b> Media Type <b>Table.Column:</b> <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Queue</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
<b>Database table:</b> RESOURCE_Q.RESOURCE_NAME (WHERE RESOURCE_TYPE_CODE='QUEUE')	<b>Form(s):</b> Queue Type
<b>Forms in this attribute:</b>	
<b>Form:</b> Queue Type <b>Table.Column:</b> Queue Type <b>Data type:</b> RESOURCE_Q.RESOURCE_TYPE	<b>Description:</b> Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Queue Group</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.	
<b>Database table:</b> GROUP_Q.GROUP_NAME (WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN','NO VALUE'))	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Queue Group Combination Key</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized by the queue-group related primary key of the RESOURCE_GROUP_COMBINATION dimension. This dimension is reserved for internal computations.	
<b>Database table:</b> RESOURCE_GROUP_COMBINATION_Q.GROUP_COMBINATION_KEY	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Queue Group Key</b>	<b>Folder:</b> Queue
<b>Description:</b> Reserved for internal use.	
<b>Database table:</b>	

<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Queue Key</b>	<b>Folder:</b> Queue
<b>Description:</b> Reserved for internal use.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Service Subtype</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
<b>Database table:</b>	
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Service Type</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	
<b>Database table:</b>	
INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Workbin Owner</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data within the reporting interval to be organized by Workbin Owner.	
<b>Database table:</b>	
WORKBIN.WORKBIN_OWNER_NAME	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Workbin Type</b>	<b>Folder:</b> Queue
<b>Description:</b> Enables data within the reporting interval to be organized by Workbin Type.	
<b>Database table:</b>	
WORKBIN.WORKBIN_TYPE_CODE	
<b>Form(s):</b> Workbin Name	
<b>Forms in this attribute:</b>	
<b>Form:</b> Workbin Name	
<b>Table.Column:</b>	
WORKBIN.WORKBIN_RESOURCE_NAME	
<b>Data type:</b> Character	
<b>Description:</b> Enables data within the reporting interval to be organized by Workbin Name.	
<a href="#">&gt;&gt; Back to list</a>	

## Folder: Queue > Q Consults

There are no attributes in this folder

## Folder: Queue > Q Customer

There are no attributes in this folder

## Folder: Queue > Q Customer & Consults

There are no attributes in this folder

## Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

There are no attributes in this folder

## Folder: Queue > Q Customer & Consults > Accepted Agent ST1

There are no attributes in this folder

## Folder: Queue > Queue Predictive Routing

Attribute name: Model	Folder: Queue > Queue 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>	
Attribute name: Predictor	Folder: Queue > Queue 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> Queue > Queue 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>	

## Folder: Queue > Queue User Data Example

<b>Attribute name: Category</b>	<b>Folder:</b> Queue > Queue User Data Example
<b>Description:</b> Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
<b>Database table:</b> USER_DATA_GEN_ES.CTGNAME	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Category Key</b>	<b>Folder:</b> Queue > Queue User Data Example
<b>Description:</b> Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
<b>Database table:</b> AG2_AGENT_*.USER_DATA_KEY1, AG2_AGENT_GRP_*.USER_DATA_KEY1, AG2_AGENT_QUEUE_*.USER_DATA_KEY1, AG2_ID_*.USER_DATA_KEY1, USER_DATA_GEN_ES.GEN_ES_ID	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Classify Actionability Category</b>	<b>Folder:</b> Queue > Queue User Data Example
<b>Description:</b> Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.	
<b>Database table:</b> USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME	
<a href="#">&gt;&gt; Back to list</a>	

<b>Attribute name: Classify Sentiment Category</b>	<b>Folder:</b> Queue > Queue User Data Example
--	--

**Description:** Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

**Database table:**  
USER\_DATA\_GEN\_ES.CLASSIFY\_SENTIMENT\_CTGNAME

[>> Back to list](#)

### Attribute name: Dimension 1 - Dimension 5

**Folder:** Queue > Queue 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

[>> Back to list](#)

### Attribute name: Dimension 6 - Dimension 10

**Folder:** Queue > Queue 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

[>> Back to list](#)

### Attribute name: Influence Category

**Folder:** Queue > Queue User Data Example

**Description:** Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

**Database table:**  
USER\_DATA\_GEN\_ES.CTGNAME

[>> Back to list](#)

### Attribute name: Screen Actionability Category

**Folder:** Queue > Queue User Data Example

**Description:** Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is



applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

**Database table:**

USER\_DATA\_GEN\_ES.SCREEN\_ACTIONABILITY\_CTGNAME

[>> Back to list](#)

**Attribute name: Screen Sentiment Category**

**Folder:** Queue > Queue User Data Example

**Description:** Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

**Database table:**

USER\_DATA\_GEN\_ES.SCREEN\_SENTIMENT\_CTGNAME

[>> Back to list](#)