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Genesys Customer Experience Insights Project Guide

Time Attributes

Time Attributes

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Time

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Folder: Time

Attribute name: Date	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular date. This attribute is used for internal computations.	
Database table: DATE_TIME.CAL_DATE	
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Attribute name: Date Range	Folder: Time
Description: Enables data to be organized by a date range within the reporting interval. This attribute is used for internal computations.	
Database table: RELATIVE_RANGE.RANGE_NAME	
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Attribute name: Day	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM_DD, DATE_TIME.LABEL_YYYY_MM_DD	
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Attribute name: Hour	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.	

Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24, DATE_TIME.LABEL_YYYY_MM_DD_HH24	
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Attribute name: Month	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM, DATE_TIME.LABEL_YYYY_MM	
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Attribute name: Month Year Ago	Folder: Time
Description: This attribute is used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the first year of the comparison. Month values are presented in YYYYMM format.	
Database table: DATE_TIME_YEAR_AGO.LABEL_YYYY_MM	
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Attribute name: Month Year Next	Folder: Time
Description: This attribute is used in the Interaction Volume Summary Report to enable year-by-year comparisons of data that is aggregated by month. This attribute is specifically for the second year of the comparison. Month values are presented in YYYY-MM format.	
Database table: DATE_TIME_YEAR_NEXT.LABEL_YYYY_MM	
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Attribute name: Quarter	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_QQ, DATE_TIME.LABEL_YYYY_QQ	
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Attribute name: Start Date Time Key	Folder: Time
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies.	
Database table: AG2_*.DATE_TIME_KEY	
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Attribute name: Start Date	Folder: Time

Time Key IF	
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION_FACT)	
Database table: INTERACTION_FACT_GI2.START_DATE_TIME_KEY	
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Attribute name: Start Date Time Key IRF	Folder: Time
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (INTERACTION_RESOURCE_FACT)	
Database table: INTERACTION_RESOURCE_FACT_GI2.START_DATE_TIME_KEY	
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Attribute name: Start Date Time Key SSF	Folder: Time
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR_SESSION_FACT)	
Database table: SDR_SESSION_FACT.START_DATE_TIME_KEY	
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Attribute name: Start Date Time Key SSuF	Folder: Time
Description: Reserved for internal use to employ a key for a particular date and time from the relevant hierarchies. (SDR_SURVEY_FACT)	
Database table: SDR_SURVEY_FACT.START_DATE_TIME_KEY	
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Attribute name: Subhour	Folder: Time
Description: Enables data within the reporting interval to be organized by 15- or 30-minute time periods. The periods start either at the beginning of an hour, 15, or 30 minutes into the hour.	
Database table: FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT, DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT or FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24_15INT, DATE_TIME.LABEL_YYYY_MM_DD_HH24_15INT	
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Attribute name: Week	Folder: Time
Description: Enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format.	
Database table:	

DATE_TIME.LABEL_YYYY_WE	
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Attribute name: Year	Folder: Time
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Description: Enables data within the reporting interval to be organized by year, in four-digit format (YYYY).
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Database table:	
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FORECAST_DATE_TIME.LABEL_YYYY, DATE_TIME.LABEL_YYYY	
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