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# Genesys Customer Experience Insights Project Guide

User Data Call Survey Attributes

# User Data Call Survey Attributes

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

**User Data Call Survey**

- **Agent Score**
- **Call Score**
- **Company Score**
- **IQ1 - IQ4**
- **Product Score**
- **SQ1 - SQ2**

## Folder: User Data Call Survey

<b>Attribute name: Agent Score</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables data within the reporting interval to be organized by the agent score assigned by the customer during post call surveys.	
<b>Database table:</b> AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Call Score</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.	
<b>Database table:</b> AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Company Score</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call surveys.	
<b>Database table:</b> AG2_AGENT_*,	

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AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: IQ1 - IQ4</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
<b>Database table:</b> AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Product Score</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> Enables data within the reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.	
<b>Database table:</b> AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: SQ1 - SQ2</b>	<b>Folder:</b> User Data Call Survey
<b>Introduced:</b> 9.0.013	
<b>Description:</b> These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
<b>Database table:</b> AG2_AGENT_*, AG2_AGENT_GRP_*, AG2_AGENT_QUEUE_*, AG2_ID_*	
<a href="#">&gt;&gt; Back to list</a>	