Genesys Customer Experience Insights Project Guide

iWD Folder

5/2/2025

iWD Folder

The iWD root folder contains numerous objects, many of them organized into subfolders, that you can use to build agent-related reports based on data from Intelligent Workload Distribution (iWD).

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.

iWD folder and subfolders

This folder contains the following root folder and subfolders.

- iWD
- iWD > Age
- iWD > Agent
- iWD > Capture
- iWD > Classification
- iWD > Email
- iWD > Queue
- iWD > Service Objects
- iWD > Time

Folder: iWD

Introduced: 9.0.011.00

Description:
Metrics:

Metrics:
- % Finished
- % Finished Overdue
- Accept Time
- Avg Accept Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Finish Time
- Finished
- Finished Overdue
- Handle Time
- New
- Pending
- Pending Overdue
- Pre Source System Time
- Source System Time

Attributes:
- Category Level 10
- Category Level 3
- Category Level 4
- Category Level 5
- Category Level 6
- Category Level 7
- Category Level 8
- Category Level 9
- Custom Dim
- Department
- Department Custom Dim Attribute 1
- Department Custom Dim Attribute 2
- Department Custom Dim
- Attribute 3
- Department Custom Dim Attribute 4
- Department Custom Dim Attribute 5
- Media Type
- Process
- Process Custom Dim Attribute

2	5	• Tenant Custom Dim Attribute 1
• Process Custom Dim Attribute 3	• Process Custom Dim Attribute1	• Tenant Custom Dim Attribute 2
		• Tenant Custom Dim Attribute 3
• Process Custom Dim Attribute 4	• Solution	• Tenant Custom Dim Attribute 4
• Process Custom Dim Attribute	• Tenant	• Tenant Custom Dim Attribute 5

Folder: iWD > Age

Introduced: 9.0.013

Description: Objects in this folder enable the organization and measurement of agent data based on age.	
Metrics: • There are no metrics in this folder	
Attributes: • Age Range • Department	• Process • Solution

Folder: iWD > Agent

Introduced: 9.0.011.00

Description: Objects in this folder enable the organization and measurement of agent data based on high-level characteristics of agent interactions.		
Metrics: • Accepted • Avg Handle Time • Handle Time	• Max Handle Time • Max Handle Time (Fmt) • Min Handle Time	• Min Handle Time (Fmt)
Attributes: • Custom Dim • Department • Employee ID	• Interaction Subtype • Interaction Type • Process	• Queue • Result Code • Solution

Folder: iWD > Capture

Introduced: 9.0.011.00

Description: The root folder for capture-related subfolders and their components.		
Metrics: • % Finished • % Finished Overdue	• Accept Time • Avg Accept Time	• Avg Finish Time • Avg Handle Time

• Avg Pre Source System Time	• Finished Overdue	• Pending Overdue
• Avg Source System Time	• Handle Time	• Pre Source System Time
• Finish Time	• New	• Source System Time
• Finished	• Pending	

Attributes:

• Business Value Range	• Business Value Range 5	• Custom Dim
• Business Value Range 10	• Business Value Range 50	• Department
• Business Value Range 100	• Business Value Range 500	• Process
• Business Value Range 1000	• Capture Point	• Solution

Folder: iWD > Classification

Introduced: 9.0.011.00

Description: The root folder for classification-related subfolders and their components.

Metrics:

• % Finished	• Avg Pre Source System Time	• New
• % Finished Overdue	• Avg Source System Time	• Pending
• Accept Time	• Finish Time	• Pending Overdue
• Avg Accept Time	• Finished	• Pre Source System Time
• Avg Finish Time	• Finished Overdue	• Source System Time
• Avg Handle Time	• Handle Time	

Attributes:

• Category	• Media Channel	• Solution
• Custom Dim	• Process	• Source Process
• Customer Segment	• Product	• Source Process Subtype
• Department	• Product Subtype	• Source Tenant

Folder: iWD > Email

Introduced: 9.0.019

Description: Objects in this folder enable the organization and measurement of email data.

Metrics:

• % Sent QA Review	• Automated Reply	• Sent
• Agent Reply	• Completed	• Sent ACK
• Agent Reply QA Review	• New	• Sent QA Review
• Agent Reply without QA Review	• Other	• Sent without ACK
	• Pending	• Sent without QA Review

• Standard Response	• Unsolicited QA Review
• Unsolicited	• Unsolicited without QA Review

Attributes:
• QA Review Disposition Code

Folder: iWD > Queue

Introduced: 9.0.011.00

Description: The root folder for queue-related subfolders and their components.

Metrics:

• % Finished	• Handle Time	• Tasks on Force Route Hold Queue
• % Finished Overdue	• New	• Tasks on Force Route Queued Hold
• Accept Time	• Pending	
• Avg Accept Time	• Pending Overdue	• Tasks on Hold Queue
• Avg Finish Time	• Pre Source System Time	• Tasks on New Queue
• Avg Handle Time	• Source System Time	• Tasks on Non Routable Queue
• Avg Pre Source System Time	• Tasks on Cancel Queue	• Tasks on Post Processing Queue
• Avg Source System Time	• Tasks on Captured Queue	
• Entered	• Tasks on Completed Queue	• Tasks on Queued Queue
• Exited	• Tasks on Delivery Attempt Hold Queue	• Tasks on Rejected Queue
• Finish Time		• Tasks on Restricted Delivery Queue
• Finished	• Tasks on Delivery Window Hold Queue	
• Finished Overdue	• Tasks on Error Held Queue	• Tasks on Submitted Queue
		• Tasks on Transfer Queue

Attributes:

• Custom Dim	• Priority Range	• Queue
• Department	• Process	• Solution

Folder: iWD > Service Objects

Introduced: 9.0.011.00

Description: The root folder for common service objects. Many reports use one or more attributes from this folder. All reports use at least one attribute from this folder.

Metrics:

• Duration	• Extracted Events Amount

Attributes:

• Batch ID	• Capture ID	• Customer ID
• Batch Last Event ID	• Component	• Data Source Name

• Data Source Type	• Job Type	• Source Tenant
• Employee ID	• Last Employee ID	• Start Time
• ETL Audit Key	• Last Extracted Event ID	• Status
• Finish Time	• Last Interval Date Key	• Subversion
• First Extracted Event ID	• Last Interval Time Key	• Tenant
• Interaction ID	• Process Name	• Version

Folder: iWD > Time

Introduced: 9.0.011.00

Description: The root folder for time-related objects. All objects in this folder enable the organization and filtering of data based on a range of time.

Metrics:
- There are no metrics in this   folder

Attributes:

• 15 Minutes	• Hour	• Service Date Time Key
• Date	• Month	• Start Date Time Key
• Date Range	• Month Year Ago	• Week
• Date Time Key DAY	• Month Year Next	• Year
• Day	• Quarter	

Reports built primarily from the objects in the iWD folder and subfolders

- Capture Point Business Value Report
- Capture Point Dashboard
- Capture Point Task Duration Report
- Customer Segment Service Level Dashboard
- Customer Segment Service Level Report
- ETL Audit Dashboard
- Inbound Intraday Email Process Report
- Intraday Process Report
- Intraday Process Dashboard
- Outbound Email Report

- Queue Duration and Priority Dashboard
- Queue Priority Range Report
- Queue Throughput Report
- Queue Task Duration Report
- Resource Performance Report
- Resource Performance Dashboard
- Task Age Dashboard
- Task Age Report
- Task Detail Report
- Task Work Detail Report

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