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Genesys Interactive Insights User's Guide

Distinguishing Same-Named Queues

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Distinguishing Same-Named Queues

This section describes steps you can take to reset dimensions to distinguish queues with matching names. GI2 expects contact center objects to be uniquely named, and while this is usually true in single-switch environments, it might not be true in more complex environments that employ more than one switch. In such scenarios, the names of queue objects could be identical from one switch to the next. Because the contact center objects in your enterprise might not have unique names, the queue-based GI2 reports consider only a queue's name when retrieving data about queue objects. The reports do not filter data based on the switch from which the data originated, so queue-based GI2 reports display the results for all queue objects sharing the same name instead of only the results from the intended queue.

To reset the definition of queue dimensions to recognize the queue's switch:

[+] Show Steps

1. In the definitions of all Queue dimensions, wherever they occur, replace the SELECT statement with the following: `RESOURCE_Q.RESOURCE_NAME, '@', RESOURCE_Q.SWITCH_NAME`

Tip

There are other queue-type dimensions, such as Last Queue, Source Last Queue, and Target Last Queue, whose definitions require comparable modifications.

2. Change the WHERE clause of all Queue conditions, wherever they occur, from: `... (@Select (Queue\ Queue) IN @Prompt...` to `... (RESOURCE_Q.RESOURCE_NAME IN @Prompt...`
3. Save your work and test the results.
4. When you are finished, export the universe back to the repository. With these changes in place, queue-based reports display the name of the queue's switch along with the name of the queue object instead of displaying only the queue's name. However, in some cases the queue@switch values might be too long to fit within the report headers, labels, and table cells where they might occur. The Interaction Flow Report, for instance, populates the names of queue objects in table cells under the Source and Target columns of the report. You can adjust the layout of this and other reports for better presentation.