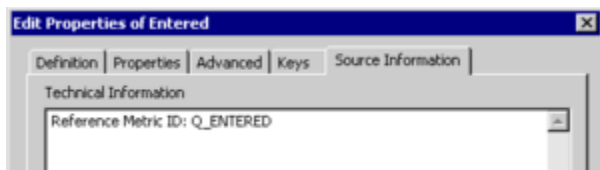# Genesys Interactive Insights User's Guide

Measure Names

5/6/2025

Measure Names

Use the information on this page to understand how measure naming and reference metric IDs.

Reference Metric ID

Reference Metric ID of the Queue\Entered Measure

Many classes contain measures with names that match measures in other classes. However, the full name of a measure includes the class in which the measure belongs, which thereby makes it unique. Because the full name can be quite long, most measures have been assigned a reference metric ID which appears on the Source Information tab of the measure's properties. This ID is informational only and is not referenced by any of the reports. Should you need to contact Genesys Customer Care for assistance, this ID might be useful when you are describing a particular measure.

The figure *Reference Metric ID of the Queue\Entered Measure* shows the ID that is assigned to the `Entered` measure that belongs to the `Q Customer` class in `GI2_Universe`. By contrast, the reference ID of the likenamed measure in the `BA Customer` class is `T_ENTERED`.

Naming Convention

Detail measures are sourced from the following Genesys Info Mart tables:

- `SM_RES_STATE_FACT`
- `SM_RES_STATE_REASON_FACT`
- `MEDIATION_SEGMENT_FACT`
- `INTERACTION_RESOURCE_FACT`

All interval measures are sourced from aggregation tables that contain `_I_` in the database object name—for example:

- `AG2_I_AGENT_SUBHR`
- `AG2_I_STATE_RSN_SUBHR`
- `AG2_I_SESS_STATE_SUBHR`

No special naming convention identifies a table as one that contains disposition measures, other than disposition measures are all sourced from AG2_* tables that do not to use `_I_` in the table name—for

instance:

- AG2_AGENT_CAMPAIGN_HOUR
- AG2_AGENT_QUEUE_HOUR
- AG2_CAMPAIGN_HOUR
- AG2_QUEUE_HOUR
- AG2_QUEUE_ABN_HOUR
- AG2_QUEUE_ACC_AGENT_HOUR
- AG2_QUEUE_GRP_HOUR
- AG2_ID_HOUR
- AG2_AGENT_HOUR
- AG2_AGENT_GRP_HOUR

Each hierarchy contains seven tables and/or views, which have the following suffixes: _SUBHR, _HOUR, _DAY, _WEEK, _MONTH, _QRTR, and _YEAR.