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# Genesys CX Insights Multicloud Projects Reference Guide

Service Objects folder

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Objects that you can use to organize and filter Info Mart data based on a range of time.

**Related documentation:**

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**RSS:**

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## Service Objects folder and subfolders

### Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

The Service Objects folder contains numerous objects that enable the organization and filtering of Info Mart data based on a range of time. The objects in this folder are used as follows:

- All reports use one or more attributes (and conditions) from this folder.
- Only certain reports use the metrics from this folder (see Abandon Delay and the Speed of Accept reports).

Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects. This folder contains the following root folder and subfolders.

- Service Objects

### Folder: Service Objects

**Introduced:** 9.0.007.03

**Description:** The root folder for common service objects. Many reports use one or more attribute from this folder, while only a few reports, such as Abandon Delay and the Speed of Accept, use the metrics.

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**Metrics:**

- |            |            |                                    |
|------------|------------|------------------------------------|
| • Bound 1  | • Bound 19 | • Min Date Time Day Key            |
| • Bound 10 | • Bound 2  | • Min Date Time Day Key (Fmt)      |
| • Bound 11 | • Bound 3  | • Min Date Time Day Next Key (Fmt) |
| • Bound 12 | • Bound 4  | • Min Date Time Key                |
| • Bound 13 | • Bound 5  | • Min Date Time Key (Fmt)          |
| • Bound 14 | • Bound 6  | • Min Date Time Next Day Key       |
| • Bound 15 | • Bound 7  | • Start Date Time Key              |
| • Bound 16 | • Bound 8  |                                    |
| • Bound 17 | • Bound 9  |                                    |
| • Bound 18 | • Max Date |                                    |

**Attributes:**

- |            |              |                              |
|------------|--------------|------------------------------|
| • Bound 1  | • Bound 19   | • Interaction Descriptor Key |
| • Bound 10 | • Bound 2    | • Media Type                 |
| • Bound 11 | • Bound 3    | • Resource Group             |
| • Bound 12 | • Bound 4    | • Resource Name              |
| • Bound 13 | • Bound 5    | • Schema Name                |
| • Bound 14 | • Bound 6    | • Schema Version             |
| • Bound 15 | • Bound 7    | • Target Queue               |
| • Bound 16 | • Bound 8    | • Tenant                     |
| • Bound 17 | • Bound 9    | • Time Range Key             |
| • Bound 18 | • Group Type |                              |

Reports built primarily from the objects in the Service Objects folder and subfolders

*No results*