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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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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.

Metrics:	<ul style="list-style-type: none"> • Bound 1 • Bound 10 • Bound 11 • Bound 12 • Bound 13 • Bound 14 • Bound 15 • Bound 16 • Bound 17 • Bound 18 • Bound 19 • Bound 2 • Bound 3 • Bound 4 • Bound 5 • Bound 6 • Bound 7 • Bound 8 • Bound 9 • Max Date 	<ul style="list-style-type: none"> • Min Date Time Day Key • Min Date Time Day Key (Fmt) • Min Date Time Day Next Key (Fmt) • Min Date Time Key • Min Date Time Key (Fmt) • Min Date Time Next Day Key • Start Date Time Key
Attributes:	<ul style="list-style-type: none"> • Bound 1 • Bound 10 • Bound 11 • Bound 12 • Bound 13 • Bound 14 • Bound 15 • Bound 16 • Bound 17 • Bound 18 • Bound 19 • Bound 2 • Bound 3 • Bound 4 • Bound 5 • Bound 6 • Bound 7 • Bound 8 • Bound 9 • Group Type 	<ul style="list-style-type: none"> • Interaction Descriptor Key • Media Type • Resource Group • Resource Name • Schema Name • Schema Version • Target Queue • Tenant • Time Range Key

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

No results