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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:

- [For private edition](#)

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:

- 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
- 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:

- 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
- 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