



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys CX Insights Multicloud Projects Reference Guide

Service Objects folder

12/20/2025

---

## Contents

- 1 Service Objects folder and subfolders
  - 1.1 **Folder:** Service Objects
- 2 Reports built primarily from the objects in the Service Objects folder and subfolders

---

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

**Related documentation:**

- 
- 
- 
- 

**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 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*