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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 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