Genesys CX Insights Multicloud Projects Reference Guide

Service Objects Attributes

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Contents

Attributes that you can use to build reports for a variety of purposes.

Related documentation:
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RSS:
- For private edition

The Service Objects folder contains numerous attributes that gather Info Mart database information for the purpose of supporting Genesys CX Insights reports.

> ### 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 following Attributes are available in this folder and are described on this page.

Service Objects

- Bound 1
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Folder: Service Objects

Attribute name: Bound 1	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the first service time interval, and the lower boundary of the second service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 10	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the tenth service time interval, and the lower boundary of the eleventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 11	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the eleventh service time interval, and the lower boundary of the twelth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 12	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the twelth service time interval, and the lower boundary of the thirteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 13	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the thirteenth service time interval, and the lower boundary of the fourteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 14	Folder: Service Objects
Description: Enables the organization of data based on the upper boundary of the fourteenth service time interval, and the lower boundary of the fifteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

	Folder: Service Objects

Attribute name: Bound 15	
Description: Enables the organization of data based on the upper boundary of the fifteenth service time interval, and the lower boundary of the sixteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 16	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the sixteenth service time interval, and the lower boundary of the seventeenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 17	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the seventeenth service time interval, and the lower boundary of the eighteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 18	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the eighteenth service time interval, and the lower boundary of the nineteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 19	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the nineteenth service time interval, and the lower boundary of the twentieth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 2	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the second service time interval, and the lower boundary of the third service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 3	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the third service time interval, and the lower boundary of the fourth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	
	Folder: Service Objects

Attribute name: Bound 4	
Description: Enables the organization of data based on the upper boundary of the fourth service time interval, and the lower boundary of the fifth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 5	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the fifth service time interval, and the lower boundary of the sixth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 6	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the sixth service time interval, and the lower boundary of the seventh service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 7	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the seventh service time interval, and the lower boundary of the eighth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 8	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the eighth service time interval, and the lower boundary of the ninth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Bound 9	**Folder:** Service Objects
Description: Enables the organization of data based on the upper boundary of the ninth service time interval, and the lower boundary of the tenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics.	

Attribute name: Group Type	**Folder:** Service Objects
Description: Enables the organization of data based on the type of group.	

Attribute name: Interaction	**Folder:** Service Objects

Descriptor Key	
Description: The attribute is for internal purposes only.	

Attribute name: Media Type	**Folder:** Service Objects
Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.	
Form(s): Media Type, Media Name Code	
Forms in this attribute:	
Form: Media Name Code **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type **Table.Column:** **Data type:** Text	**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.

Attribute name: Resource Group	**Folder:** Service Objects
Description: Enables data within the reporting interval to be organized by the groups to which resources belong. A resource can belong to more than one agent group.	

Attribute name: Resource Name	**Folder:** Service Objects
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	

Attribute name: Schema Name	**Folder:** Service Objects
Description: The name of the Schema.	

Attribute name: Schema Version	**Folder:** Service Objects
Description: The version number of the Schema.	

Attribute name: Target Queue	**Folder:** Service Objects
Description: This attribute is for internal use only.	

Attribute name: Tenant	Folder: Service Objects
Description: Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New connections are required for access to other tenant schemas.	

Attribute name: Time Range Key	Folder: Service Objects
Description: Enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.	