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Genesys CX Insights Multicloud Projects Reference Guide

Service Objects Metrics

9/17/2025

Contents

• 1 Folder: Service Objects

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

Related documentation:

- •
- .
- .

RSS:

• For private edition

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 metrics that gather Info Mart database information for the purpose of supporting Genesys CX Insights reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see About Genesys CX Insights Projects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Service Objects

• Bound 1

• Bound 10

- Bound 12
- Bound 13
- Bound 14
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- Bound 16
- Bound 17
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- Bound 2
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- 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

Folder: Service Objects

Metric name: Bound 1		Folder: Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 10		Folder:
		Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 11		Folder:

		Service Objects
twelth service time interval for appears in the legend of the Al	both the Abandoned and Accepte	interval, and the lower boundary of the ed Agent groups of STI metrics. This value ot reports and is derived from options in ACC] sections.
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Notria names Desured 12		Folder:
Metric name: Bound 12		Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 13		Folder:
Metric name: Bound 13		Folder: Service Objects
Description: The upper bound fourteenth service time intervavalue appears in the legend of	I for both the Abandoned and Aco	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from
Description: The upper bound fourteenth service time intervativalue appears in the legend of	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from
Description: The upper bound fourteenth service time interva- value appears in the legend of options in the [agg-gim-thld-	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from
Description: The upper bound fourteenth service time interva- value appears in the legend of options in the [agg-gim-thld- Calculation:	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections.
Description: The upper bound fourteenth service time interva- value appears in the legend of options in the [agg-gim-thld- Calculation: Media type: Data type: Number	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections. Used in:
Description: The upper bound fourteenth service time interva- value appears in the legend of options in the [agg-gim-thld- Calculation: Media type: Data type: Number	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections. Used in:
Description: The upper bound fourteenth service time interva- value appears in the legend of options in the [agg-gim-thld- Calculation: Media type: Data type: Number Metric type:	I for both the Abandoned and Acc the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports.
Description: The upper bound fourteenth service time interval value appears in the legend of options in the [agg-gim-thld- Calculation: Media type: Data type: Number Metric type: Metric name: Bound 14 Description: The upper bound fifteenth service time interval for value appears in the legend of	l for both the Abandoned and Aco the Abandon Delay and Speed of QUEUE-ABN] and [agg-gim-thl dary of the fourteenth service tim for both the Abandoned and Acce	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects e interval, and the lower boundary of the pted Agent groups of STI metrics. This Accept reports and is derived from
Description: The upper bound fourteenth service time interval value appears in the legend of options in the [agg-gim-thld- Calculation: Media type: Data type: Number Metric type: Metric name: Bound 14 Description: The upper bound fifteenth service time interval for value appears in the legend of	l for both the Abandoned and Aco the Abandon Delay and Speed of QUEUE-ABN] and [agg-gim-thl dary of the fourteenth service tim for both the Abandoned and Acce the Abandon Delay and Speed of	Service Objects e interval, and the lower boundary of the cepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects e interval, and the lower boundary of the pted Agent groups of STI metrics. This Accept reports and is derived from

Media type: Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 15		Folder: Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		· -
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 16		Folder:
Herici name. Bound 10		Service Objects
seventeenth service time interv value appears in the legend of	/al for both the Abandoned and A	interval, and the lower boundary of the accepted Agent groups of STI metrics. This Accept reports and is derived from d-QUEUE-ACC] sections.
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 17		Folder: Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 18		Folder:

		Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Bound 19		Folder:
		Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 2		Folder:
Metric name: Bound 2		Folder: Service Objects
Description: The upper bound third service time interval for b appears in the legend of the Al	ooth the Abandoned and Accepted	Service Objects Iterval, and the lower boundary of the Agent groups of STI metrics. This value of reports and is derived from options in
Description: The upper bound third service time interval for b appears in the legend of the Al	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects Iterval, and the lower boundary of the A Agent groups of STI metrics. This value ot reports and is derived from options in ACC] sections.
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects Iterval, and the lower boundary of the Agent groups of STI metrics. This value of reports and is derived from options in
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation:	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects Iterval, and the lower boundary of the A Agent groups of STI metrics. This value ot reports and is derived from options in ACC] sections.
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation: Media type: Data type: Number	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects terval, and the lower boundary of the d Agent groups of STI metrics. This value of reports and is derived from options in ACC] sections. Used in:
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation: Media type: Data type: Number Metric type:	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects terval, and the lower boundary of the d Agent groups of STI metrics. This value of reports and is derived from options in ACC] sections. Used in:
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation: Media type: Data type: Number	both the Abandoned and Accepted bandon Delay and Speed of Accep	Service Objects terval, and the lower boundary of the d Agent groups of STI metrics. This value of reports and is derived from options in ACC] sections. Used in: This metric is not used in any reports.
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation: Media type: Data type: Number Metric type: Metric name: Bound 3 Description: The upper bound service time interval for both to appears in the legend of the Al	both the Abandoned and Accepted bandon Delay and Speed of Accep BN] and [agg-gim-thld-QUEUE- BN] and field the service time inter the Abandoned and Accepted Age	Service Objects terval, and the lower boundary of the d Agent groups of STI metrics. This value of reports and is derived from options in ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects rval, and the lower boundary of the fourth nt groups of STI metrics. This value of reports and is derived from options in
Description: The upper bound third service time interval for b appears in the legend of the Al the [agg-gim-thld-QUEUE-Al Calculation: Media type: Data type: Number Metric type: Metric name: Bound 3 Description: The upper bound service time interval for both to appears in the legend of the Al	both the Abandoned and Accepted bandon Delay and Speed of Accep BN] and [agg-gim-thld-QUEUE- dary of the third service time inter he Abandoned and Accepted Age bandon Delay and Speed of Accep	Service Objects terval, and the lower boundary of the d Agent groups of STI metrics. This value of reports and is derived from options in ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects rval, and the lower boundary of the fourth nt groups of STI metrics. This value of reports and is derived from options in

Media type: Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 4		Folder: Service Objects
service time interval for both th appears in the legend of the Ab	he Abandoned and Accepted Ager	erval, and the lower boundary of the fifth nt groups of STI metrics. This value ot reports and is derived from options in ACC] sections.
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 5		Folder:
		Service Objects
service time interval for both th appears in the legend of the Ab	he Abandoned and Accepted Ager	val, and the lower boundary of the sixth nt groups of STI metrics. This value ot reports and is derived from options in ACC] sections.
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 6		Folder:
		Service Objects
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Bound 7		Folder:

	Service Objects	
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.		
Calculation:		
Media type:	Used in:	
Data type: Number Metric type:	This metric is not used in any reports.	
Metric name: Bound 8	Folder:	
	Service Objects	
ninth service time interval for both the Abandone	service time interval, and the lower boundary of the d and Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections.	
Calculation:		
Media type:	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type:		
Metric type:		
Metric type: Metric name: Bound 9	Folder: Service Objects	
Metric name: Bound 9 Description: The upper boundary of the ninth se service time interval for both the Abandoned and	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in	
Metric name: Bound 9 Description: The upper boundary of the ninth se service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thid-QUEUE-ACC] sections.	
Metric name: Bound 9 Description: The upper boundary of the ninth se service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S the [agg-gim-thld-QUEUE-ABN] and [agg-gim	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections.	
Metric name: Bound 9 Description: The upper boundary of the ninth set service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S the [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation:	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thid-QUEUE-ACC] sections.	
Metric name: Bound 9 Description: The upper boundary of the ninth se service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S the [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation: Media type: Data type: Number	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections. Used in: This metric is not used in any reports.	
Metric name: Bound 9 Description: The upper boundary of the ninth se service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S the [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation: Media type: Data type: Number	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections.	
Metric name: Bound 9 Description: The upper boundary of the ninth seservice time interval for both the Abandoned and appears in the legend of the Abandon Delay and Sthe [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation: Media type: Data type: Number Metric type: Metric name: Max Date	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects	
Metric name: Bound 9 Description: The upper boundary of the ninth set service time interval for both the Abandoned and appears in the legend of the Abandon Delay and S the [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation: Media type: Data type: Number Metric name: Max Date Description: This metric is used for internal com	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects uputations.	
Metric name: Bound 9 Description: The upper boundary of the ninth seservice time interval for both the Abandoned and appears in the legend of the Abandon Delay and Sthe [agg-gim-thld-QUEUE-ABN] and [agg-gim Calculation: Media type: Data type: Number Metric type: Metric name: Max Date	Service Objects ervice time interval, and the lower boundary of the tenth Accepted Agent groups of STI metrics. This value Speed of Accept reports and is derived from options in -thId-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects	

Data type: Metric type:		
Metric name: Min Date Tim	e Day Key	Folder: Service Objects
Description: This metric is use	ed for internal computations.	
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Felder
Metric name: Min Date Tim	e Day Key (Fmt)	Folder:
		Service Objects
Description: This metric is use	ed for internal computations.	
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Min Date Tim	e Day Next Key (Fmt)	Folder: Service Objects
Description: This metric is use	ed for internal computations.	
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Min Date Tim	е Кеу	Folder: Service Objects
Description: This metric is use	ed for internal computations.	
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.

Metric name: Min Date Tim Description: This metric is use		Folder: Service Objects
Calculation:	ed for internal computations.	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Min Date Tim	ne Next Day Key	Folder: Service Objects
Description: This metric is us	ed for internal computations.	
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Start Date Ti	me Key	Folder: Service Objects
Description: This metric is used for internal computations to employ a key for a particular date and time from the relevant hierarchy.		
Calculation: Max([Start Date	Time Key])	
Media type:		Used in:
Data type: Disposition Metric type:		This metric is not used in any reports.