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# Genesys CX Insights Multicloud Projects Reference Guide

Service Objects Metrics

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

**Related documentation:**

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**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 otherwise 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**

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## Folder: Service Objects

<b>Metric name: Bound 1</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 10</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 11</b>		<b>Folder:</b>

		Service Objects
<b>Description:</b> The upper boundary of the eleventh service time interval, and the lower boundary of the twelfth 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 12</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> The upper boundary of the twelfth 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 13</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 14</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b>

<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		This metric is not used in any reports.
<b>Metric name: Bound 15</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 16</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 17</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 18</b>		<b>Folder:</b>

		Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 19</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 2</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 3</b>		<b>Folder:</b>  Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b>

<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		This metric is not used in any reports.
<b>Metric name: Bound 4</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 5</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 6</b>		<b>Folder:</b> Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> Number <b>Metric type:</b>		
<b>Metric name: Bound 7</b>		<b>Folder:</b>



		Service Objects
<b>Description:</b> 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 <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 8</b>		<b>Folder:</b>
		Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Bound 9</b>		<b>Folder:</b>
		Service Objects
<b>Description:</b> 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections.		
<b>Calculation:</b>		
<b>Media type:</b>  <b>Data type:</b> Number <b>Metric type:</b>		<b>Used in:</b>  This metric is not used in any reports.
<b>Metric name: Max Date</b>		<b>Folder:</b>
		Service Objects
<b>Description:</b> This metric is used for internal computations.		
<b>Calculation:</b> Max([Max Date])		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.

<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Min Date Time Day Key</b>		<b>Folder:</b> Service Objects
<b>Description:</b> This metric is used for internal computations.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Min Date Time Day Key (Fmt)</b>		<b>Folder:</b> Service Objects
<b>Description:</b> This metric is used for internal computations.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Min Date Time Day Next Key (Fmt)</b>		<b>Folder:</b> Service Objects
<b>Description:</b> This metric is used for internal computations.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Min Date Time Key</b>		<b>Folder:</b> Service Objects
<b>Description:</b> This metric is used for internal computations.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		

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