# Genesys Administrator Extension Help

## Objective Tables

5/7/2025

# Objective Tables

Objective Tables are collections of Objective Records that define the correspondence between interaction attributes (such as media type, service type, and customer segment) and service objectives.

If you are using Cost-Based Routing, use a Cost Contract. A Cost Contract is a special type of Objective Table, and contains the information required for calculating the cost of an interaction to be routed. Cost Contracts contain Objective Records, each of which is associated with an IT Contract. For information about working with Cost Contracts, see the Cost Contracts section in the Procedures tab, below.

Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information about Objective Tables.

## Viewing Objective Tables

The **Objective Tables** list shows the Objective Tables that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> **Important**
> Objective Tables that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

## Working with Objective Tables

To create a new Objective Table object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check box beside an object and click **Edit**. To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy an Objective Table.
- **Move To**—Move an Objective Table to another hierarchical structure.
- Enable or disable Objective Tables.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click the name of an Objective Table to view additional information about the object. You can also set options and permissions, and view dependencies.

## Procedure: Creating Objective Table Objects

### Steps

- Objective Table
- Cost Contract

### Objective Table

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
   - **Name**—The name of the Objective Table. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or the Tenant (in a multi-tenant environment).
   - **Description**—A brief description of the Objective Table.
   - **Type**—Select **default** to create an Objective Table that is not a Cost Contract
   - **Tenant**—In a multi-Tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
   - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Save**.

## Cost Contract

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
    - **Name**—The name of the Objective Table. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or the Tenant (in a multi-tenant environment).
    - **Description**—A brief description of the Objective Table.
    - **Type**—Select **Contract** to create an Objective Table that is a Cost Contract.
    - **Total Prepaid Cost**—The prepaid contract cost, for Volume Rate Contracts only.
    - **Time Zone**—The Time Zone for this Cost Contract and the Interaction Types specified in the General tab.
    - **Start**—The date on which to start the Cost Contract.
    - **End**—The date on which to end the Cost Contract.

    Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information.
3. Click **Apply** to save the Cost Contract. The **Objective Records** tab displays.
4. In the **Objective Records** tab, click **Add**.
5. Enter the following information in the pop-up window that displays on your screen:
    - **Media Type**—The type of media technology used for information exchange, for example voice, email, and fax. The range of Attribute Values for this field is defined within Media Type Business Attribute.
    - **Service Type**—The service that a customer is requesting. The range of Attribute Values for this field is defined within Service Type Business Attribute.
    - **Customer Segment**—Categorizes a customer based on their revenue potential to the enterprise relative to a business line. The range of Attribute Values for this field is defined within Customer Segment Business Attribute.
    - **Service Objective Goal**—Service Objective Goal defined for this Record. For voice interactions, this is the target time for the voice call to be answered by a live agent.
    - **Service Objective Delta**—Service Objective Delta defined for this Record. Defines the step for Service Objective Goal deviation.
    - Click **OK**.

    Refer to the Universal Routing 8.0 Routing Application Configuration Guide for more information.
6. Click **Save**.