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# Genesys Customer Experience Insights Project Guide

Service Objects folder

12/17/2025

# Service Objects folder

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.

## Service Objects folder and subfolders

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:**

- |                            |                            |  |
|----------------------------|----------------------------|--|
| • <a href="#">Bound 1</a>  | • <a href="#">Bound 19</a> | • <a href="#">Min Date Time Day Key</a>            |
| • <a href="#">Bound 10</a> | • <a href="#">Bound 2</a>  | • <a href="#">Min Date Time Day Key (Fmt)</a>      |
| • <a href="#">Bound 11</a> | • <a href="#">Bound 3</a>  | • <a href="#">Min Date Time Day Next Key (Fmt)</a> |
| • <a href="#">Bound 12</a> | • <a href="#">Bound 4</a>  | • <a href="#">Min Date Time Key</a>                |
| • <a href="#">Bound 13</a> | • <a href="#">Bound 5</a>  | • <a href="#">Min Date Time Key (Fmt)</a>          |
| • <a href="#">Bound 14</a> | • <a href="#">Bound 6</a>  | • <a href="#">Min Date Time Next Day Key</a>       |
| • <a href="#">Bound 15</a> | • <a href="#">Bound 7</a>  | • <a href="#">Start Date Time Key</a>              |
| • <a href="#">Bound 16</a> | • <a href="#">Bound 8</a>  |  |
| • <a href="#">Bound 17</a> | • <a href="#">Bound 9</a>  |  |
| • <a href="#">Bound 18</a> | • <a href="#">Max Date</a> |  |

**Attributes:**

- |                            |                            |                            |
|----------------------------|----------------------------|----------------------------|
| • <a href="#">Bound 1</a>  | • <a href="#">Bound 12</a> | • <a href="#">Bound 15</a> |
| • <a href="#">Bound 10</a> | • <a href="#">Bound 13</a> | • <a href="#">Bound 16</a> |
| • <a href="#">Bound 11</a> | • <a href="#">Bound 14</a> | • <a href="#">Bound 17</a> |

- |            |                              |                  |
|------------|------------------------------|------------------|
| • Bound 18 | • Bound 7                    | • Resource Name  |
| • Bound 19 | • Bound 8                    | • Schema Name    |
| • Bound 2  | • Bound 9                    | • Schema Version |
| • Bound 3  | • Group Type                 | • Target Queue   |
| • Bound 4  | • Interaction Descriptor Key | • Tenant         |
| • Bound 5  | • Media Type                 | • Time Range Key |
| • Bound 6  | • Resource Group             |                  |

Reports built primarily from the objects in the Service Objects folder and subfolders

*No results*