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Genesys Customer Experience Insights Project Guide

Service Objects folder

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:

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

Attributes:

- | | | |
|----------------------------|----------------------------|----------------------------|
| • Bound 1 | • Bound 12 | • Bound 15 |
| • Bound 10 | • Bound 13 | • Bound 16 |
| • Bound 11 | • Bound 14 | • Bound 17 |

- | | | |
|------------|------------------------------|------------------|
| • 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