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Genesys Customer Experience Insights Project Guide

Service Objects Attributes

Service Objects Attributes

The Service Objects folder contains numerous attributes that gather Info Mart database information for the purpose of supporting Genesys CX Insights reports.

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

Service Objects

- [Bound 1](#)
- [Bound 10](#)
- [Bound 11](#)
- [Bound 12](#)
- [Bound 13](#)
- [Bound 14](#)
- [Bound 15](#)
- [Bound 16](#)
- [Bound 17](#)
- [Bound 18](#)
- [Bound 19](#)
- [Bound 2](#)
- [Bound 3](#)
- [Bound 4](#)
- [Bound 5](#)
- [Bound 6](#)
- [Bound 7](#)
- [Bound 8](#)
- [Bound 9](#)
- [Group Type](#)
- [Interaction Descriptor Key](#)
- [Media Type](#)
- [Resource Group](#)
- [Resource Name](#)
- [Schema Name](#)
- [Schema Version](#)
- [Target Queue](#)
- [Tenant](#)
- [Time Range Key](#)

Folder: Service Objects

Attribute name: Bound 1	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 10	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 11	Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 12

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 13

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 14

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 15

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 16

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 17

Folder: Service Objects

Description: Enables the organization of data based on 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.

Database table:

>> Back to list	
Attribute name: Bound 18	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 19	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 2	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 3	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 4	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 5	Folder: Service Objects
Description: Enables the organization of data based on 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.	
Database table:	
>> Back to list	
Attribute name: Bound 6	Folder: Service Objects
Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 7**Folder:** Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 8**Folder:** Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Bound 9**Folder:** Service Objects

Description: Enables the organization of data based on 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.

Database table:

[>> Back to list](#)

Attribute name: Group Type**Folder:** Service Objects

Description: Enables the organization of data based on the type of group.

Database table:

GROUP_R.GROUP_TYPE

[>> Back to list](#)

Attribute name: Interaction Descriptor Key**Folder:** Service Objects

Description: The attribute is for internal purposes only.

Database table:

[>> Back to list](#)

Attribute name: Media Type**Folder:** Service Objects

Description: Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.

Database table:

MEDIA_TYPE.MEDIA_NAME,
MEDIA_TYPE.MEDIA_TYPE_KEY,
MEDIA_TYPE.MEDIA_NAME,
MEDIA_TYPE.MEDIA_NAME_CODE

Form(s): Media Type, Media Name Code

Forms in this attribute:	
Form: Media Name Code Table.Column: Data type: Text	Description: Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type Table.Column: Data type: Text	Description: Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
>> Back to list	
Attribute name: Resource Group	Folder: Service Objects
Description: Enables data within the reporting interval to be organized by the groups to which resources belong. A resource can belong to more than one agent group.	
Database table:	
>> Back to list	
Attribute name: Resource Name	Folder: Service Objects
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	
Database table:	
>> Back to list	
Attribute name: Schema Name	Folder: Service Objects
Description: The name of the Schema.	
Database table: ctl_schema_info.schema_name	
>> Back to list	
Attribute name: Schema Version	Folder: Service Objects
Description: The version number of the Schema.	
Database table: resource_q.resource_name	
>> Back to list	
Attribute name: Target Queue	Folder: Service Objects
Description: This attribute is for internal use only.	
Database table: Shows data from the RESOURCE_GIM table for resource_type_code="QUEUE".	

[>> Back to list](#)**Attribute name: Tenant****Folder:** Service Objects

Description: Enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the GCXI Project connection points to only one Info Mart tenant schema. New connections are required for access to other tenant schemas.

Database table:

ag2_agent_campaign*.tenant_key,
ag2_agent*.tenant_key,
ag2_agent_bgs_session*.tenant_key,
ag2_campaign*.tenant_key,
ag2_chat_agent*.tenant_key,
ag2_chat_stat*.tenant_key,
ag2_id*.tenant_key, ag2_-
_mn*.tenant_key,
ag2_i_sess*.tenant_key,
ag2_i_state*.tenant_key,
ag2_queue*.tenant_key

[>> Back to list](#)**Attribute name: Time
Range Key****Folder:** Service Objects

Description: Enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.

Database table:

ag2_queue_abn*.time_range_key,
ag2_queue_acc*.time_range_key,
agr_scfg,scfg_key

[>> Back to list](#)