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# Genesys Customer Experience Insights Project Guide

Service Objects Attributes

12/13/2025

# 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

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## Folder: Service Objects

Attribute name: <b>Bound 1</b>	Folder: Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
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Attribute name: <b>Bound 10</b>	Folder: Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
Attribute name: <b>Bound 11</b>	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:**

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**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:**

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**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:**

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**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:**

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**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:**

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**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:**

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**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:**

<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 18</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 19</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 2</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 3</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 4</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 5</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Bound 6</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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:**

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**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:**

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**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:**

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**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:**

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**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

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

**Description:** The attribute is for internal purposes only.

**Database table:**

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**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

<b>Forms in this attribute:</b>	
<b>Form:</b> Media Name Code <b>Table.Column:</b> <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
<b>Form:</b> Media Type <b>Table.Column:</b> <b>Data type:</b> Text	<b>Description:</b> Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Resource Group</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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.	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Resource Name</b>	<b>Folder:</b> Service Objects
<b>Description:</b> 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	
<b>Database table:</b>	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Schema Name</b>	<b>Folder:</b> Service Objects
<b>Description:</b> The name of the Schema.	
<b>Database table:</b> ctl_schema_info.schema_name	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Schema Version</b>	<b>Folder:</b> Service Objects
<b>Description:</b> The version number of the Schema.	
<b>Database table:</b> resource_q.resource_name	
<a href="#">&gt;&gt; Back to list</a>	
<b>Attribute name: Target Queue</b>	<b>Folder:</b> Service Objects
<b>Description:</b> This attribute is for internal use only.	
<b>Database table:</b> 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

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