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Configuration Layer Objects Reference Guide

CfgObjectiveTableRecord

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CfgObjectiveTableRecord

Description

Objective Records define records within Objective Table objects. The `mediaTypeID`, `serviceTypeID` and `customerSegmentID` properties are mandatory. They compose a unique key for these records within the Objective Table that contains them.

Attributes

- `mediaTypeID` — A unique identifier of the **Media Type** to which this objective table record is allocated. Mandatory. Once specified, cannot be changed. Only enumerator values belonging to the enumerator with name `Media Type` are allowed in this field.
- `serviceTypeID` — A unique identifier of the **Service Type** this objective table record is associated with. Mandatory. Once specified, cannot be changed. Only enumerator values belonging to the enumerator with name `Service Type` are allowed in this field.
- `customerSegmentID` — A unique identifier of the **Customer Segment** this objective table record is associated with. Mandatory. Once specified, cannot be changed. Only enumerator values belonging to the enumerator with name `Customer Segment` are allowed in this field.
- `objectiveThreshold` — An objective threshold value for this record.
- `objectiveDelta` — An objective delta value for this record. Defines the step of objective threshold deviation
- `contractID` — An **IT Contract** associated with this Objective Record.

Comments

The following table presents the default `objectiveThreshold` values for corresponding media types.

Media Type	objectiveThreshold (default values)
Voice	20 sec
voip	20 sec
Email	24 hours (60x60x24=86400 sec)
Vmail	24 hours (60x60x24=86400 sec)
Smail	24 hours (60x60x24=86400 sec)
Chat	20 sec
Video	20 sec
Cobrowsing	-

MediaType	objectiveThreshold (default values)
Whiteboard	-
Appsharing	-
Webform	24 hours (60x60x24=86400 sec)
Workitem	24 hours (60x60x24=86400 sec)
Callback	1 hour (3600 sec)
Fax	24 hours (60x60x24=86400 sec)
Imchat	20 sec
Busevent	1 hour (60x60=3600 sec)
Alert	20 sec
Sms	20 sec
Any	24 hours (60x60x24=86400 sec)