

GENESYS

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Genesys Customer Experience Insights Project Guide

Service Objects Metrics

Service Objects Metrics

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

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- · For detailed information about the different metric types, see Project terminology and concepts.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics 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

- Max Date
- Min Date Time Day Key
- Min Date Time Day Key (Fmt)
- Min Date Time Day Next Key (Fmt)
- Min Date Time Key
- Min Date Time Key (Fmt)
- Min Date Time Next Day Key
- Start Date Time Key

Folder: Service Objects

Metric name: Bound 1 Folder:

Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thid-QUEUE-ABN] and [agg-gim-thid-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 01 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 10 Folder: Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 10 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 11 Folder: Service Objects Description: The upper boundary of the eleventh service time interval, and the lower boundary of the twelth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 11 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 12 Folder: Service Objects Description: The upper boundary of the twelth service time interval, and the lower boundary of the

thirteenth service time interval for both the Abandoned and Accepted Agent groups of STI metrics. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 12 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 13 Folder: Service Objects Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 13 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list **Metric name: Bound 14** Folder: Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 14 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 15 Folder: Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.

Source or Calculation: AGR	SCEG INT VAL 15 (These are		
internal tables that store time		Used in:	
Media type:		This metric is not used in any reports.	
Data type: Number Metric type:		This metric is not used in any reports.	
>> Back to list			
Metric name: Bound 16		Folder:	
		Service Objects	
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.			
Source or Calculation: AGR_internal tables that store time in		Used in:	
Media type:		This metric is not used in any reports.	
Data type: Number Metric type:		This metric is not used in any reports.	
>> Back to list			
Metric name: Bound 17		Folder:	
	- -	· olacii	
		Service Objects	
the eighteenth service time int This value appears in the leger	dary of the seventeenth service ti erval for both the Abandoned and	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from	
the eighteenth service time int This value appears in the leger	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thl SCFG.INT_VAL_17 (These are	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections.	
the eighteenth service time int This value appears in the leger options in the [agg-gim-thld- Source or Calculation: AGR_	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thl SCFG.INT_VAL_17 (These are	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in:	
the eighteenth service time int This value appears in the leger options in the [agg-gim-thld- Source or Calculation: AGR_ internal tables that store time	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thl SCFG.INT_VAL_17 (These are	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections.	
the eighteenth service time int This value appears in the leger options in the [agg-gim-thld- Source or Calculation: AGR_ internal tables that store time in Media type: Data type: Number	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thl SCFG.INT_VAL_17 (These are	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in:	
the eighteenth service time int This value appears in the leger options in the [agg-gim-thld- Source or Calculation: AGR_ internal tables that store time in Media type: Data type: Number Metric type:	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thle SCFG.INT_VAL_17 (These are ranges for different media.)	Service Objects me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in:	
the eighteenth service time int This value appears in the leger options in the [agg-gim-thld- Source or Calculation: AGR_ internal tables that store time in Media type: Data type: Number Metric type: >> Back to list	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe QUEUE-ABN] and [agg-gim-thle SCFG.INT_VAL_17 (These are ranges for different media.)	me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports.	
the eighteenth service time into This value appears in the leger options in the [agg-gim-thld-source or Calculation: AGR_internal tables that store time in Media type: Data type: Number Metric type: >> Back to list Metric name: Bound Description: The upper bound nineteenth service time intervalue appears in the legend of	dary of the seventeenth service ti erval for both the Abandoned and of the Abandon Delay and Spe- QUEUE-ABN] and [agg-gim-thle SCFG.INT_VAL_17 (These are ranges for different media.) 18 dary of the eighteenth service timal for both the Abandoned and Ac	me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects The interval, and the lower boundary of the cepted Agent groups of STI metrics. This faccept reports and is derived from	
the eighteenth service time into This value appears in the leger options in the [agg-gim-thld-source or Calculation: AGR_internal tables that store time in Media type: Data type: Number Metric type: >> Back to list Metric name: Bound Description: The upper bound nineteenth service time intervalue appears in the legend of	dary of the seventeenth service tile erval for both the Abandoned and of the Abandon Delay and Spequeue-ABN] and [agg-gim-thlescFG.INT_VAL_17 (These are ranges for different media.) dary of the eighteenth service time of the Abandoned and Acthe Abandon Delay and Speed of QUEUE-ABN] and [agg-gim-thlescFG.INT_VAL_18 (These are	me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects The interval, and the lower boundary of the cepted Agent groups of STI metrics. This faccept reports and is derived from d-QUEUE-ACC] sections. Used in: Used in:	
the eighteenth service time into This value appears in the leger options in the [agg-gim-thld-source or Calculation: AGR_internal tables that store time in Media type: Data type: Number Metric type: >> Back to list Metric name: Bound: Description: The upper bound nineteenth service time intervalue appears in the legend of options in the [agg-gim-thld-source or Calculation: AGR_	dary of the seventeenth service tile erval for both the Abandoned and of the Abandon Delay and Spequeue-ABN] and [agg-gim-thlescFG.INT_VAL_17 (These are ranges for different media.) dary of the eighteenth service time of the Abandoned and Acthe Abandon Delay and Speed of QUEUE-ABN] and [agg-gim-thlescFG.INT_VAL_18 (These are	me interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from d-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects The interval, and the lower boundary of the cepted Agent groups of STI metrics. This faccept reports and is derived from d-QUEUE-ACC] sections.	

Data type: Number Metric type:				
>> Back to list				
Metric name: Bound 1	L9	Folder:		
		Service Objects		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_s internal tables that store time r		Used in:		
Media type:				
Data type: Number Metric type:		This metric is not used in any reports.		
>> Back to list				
Metric name: Bound 2	2	Folder:		
		Service Objects		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_S internal tables that store time r	SCFG.INT_VAL_02 (These are ranges for different media.)	Head in		
Media type:		Used in:		
Data type: Number Metric type:		This metric is not used in any reports.		
>> Back to list				
Metric name: Bound 3	3	Folder:		
		Service Objects		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_S internal tables that store time r		Used in:		
Media type:		This metric is not used in any reports.		
Data type: Number Metric type:		This medic is not used in any reports.		

>> Back to list				
Metric name: Bound 4	1	Folder:		
		Service Objects		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_S internal tables that store time r		Used in:		
Media type:		This metric is not used in any reports.		
Data type: Number Metric type:		This metric is not used in any reports.		
>> Back to list				
Metric name: Bound 5	5	Folder:		
		Service Objects		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_S internal tables that store time r		Used in:		
Media type:		This metric is not used in any reports.		
Data type: Number Metric type:		This meane is not used in any reports.		
>> Back to list				
Metric name: Bound 6	5	Folder:		
		Service Objects		
Description: The upper hound	ary of the civth convice time into	ryal, and the lower boundary of the		
Description: 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections.				
Source or Calculation: AGR_S internal tables that store time r		Used in:		
Media type:		This metric is not used in any reports.		
Data type: Number Metric type:		ssss asca any reports.		
>> Back to list				
Metric name: Bound 7	7	Folder:		

Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thid-QUEUE-ABN] and [agg-gim-thid-QUEUE-ACC] sections. Source or Calculation: AGR_SCFG.INT VAL 07 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 8 Folder: Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 08 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list Metric name: Bound 9 Folder: Service Objects **Description:** 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. This value appears in the legend of the Abandon Delay and Speed of Accept reports and is derived from options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. Source or Calculation: AGR SCFG.INT VAL 09 (These are internal tables that store time ranges for different media.) Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: >> Back to list **Metric name: Max Date** Folder: Service Objects **Description:** This metric is used for internal computations.

Course or Calculation, May/[May Data])		
Source or Calculation: Max([Max Date])	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:	ooc. looc abba ay . opoo.	
>> Back to list		
Metric name: Min Date Time Day Key	Folder:	
	Service Objects	
Description: This metric is used for internal computations.		
Source or Calculation:		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
>> Back to list		
Metric name: Min Date Time Day Key		
(Fmt)	Folder:	
	Service Objects	
Description: This metric is used for internal computations.		
Source or Calculation:	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
>> Back to list		
Metric name: Min Date Time Day Next Key	Folder:	
(Fmt)	Service Objects	
Description: This metric is used for internal computations.		
Source or Calculation:		
Source or Calculation: Media type:	Used in:	
Media type: Data type:	Used in: This metric is not used in any reports.	
Media type:		
Media type: Data type:		
Media type: Data type: Metric type: >> Back to list		
Media type: Data type: Metric type:	This metric is not used in any reports. Folder:	
Media type: Data type: Metric type: >> Back to list	This metric is not used in any reports.	

Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Dat	te Time Key (Fmt)	Folder: Service Objects
Description: This metric is use	ed for internal computations.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Min Date Time Next Day Key		Folder:
		Service Objects
Description: This metric is use	ed for internal computations.	
Source or Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
>> Back to list		
Metric name: Start Date Time Key		Folder:
	•	Service Objects
Description: This metric is used for internal computations to employ a key for a particular date and time from the relevant hierarchy.		
Source or Calculation: Max([Start Date Time Key])		
Media type:		Used in:
Data type: Disposition Metric type:		This metric is not used in any reports.
>> Back to list		