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Genesys Customer Experience Insights Project Guide

Service Objects Metrics

5/11/2025

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

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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-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. | | |
| Source or Calculation: AGR_SCFG.INT_VAL_01 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: 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: This metric is not used in any reports. |
| Media type: 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 twelfth 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: This metric is not used in any reports. |
| Media type: Data type: Number Metric type: | | |
| >> Back to list | | |

| | | |
|--|--|---------------------------------------|
| Metric name: Bound 12 | | Folder: Service Objects |
| Description: 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. 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.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

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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.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

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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.)

Media type:

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

[>> 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_SCFG.INT_VAL_15 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Number Metric type: | | |
| >> 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_SCFG.INT_VAL_16 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Bound 17 | | Folder: Service Objects |
| Description: 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. 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_17 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Bound 18 | | Folder: Service Objects |
| Description: 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. 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_18 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: | | |

| | | |
|---|--|--|
| Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Bound 19 | | 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_SCFG.INT_VAL_19 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Bound 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_SCFG.INT_VAL_02 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Bound 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_SCFG.INT_VAL_03 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: Data type: Number Metric type: | | |

[>> Back to list](#)**Metric name: Bound 4****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_SCFG.INT_VAL_04 (These are internal tables that store time ranges for different media.)

Used in:

This metric is not used in any reports.

Media type:

Data type: Number
Metric type:

[>> Back to list](#)**Metric name: Bound 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_SCFG.INT_VAL_05 (These are internal tables that store time ranges for different media.)

Used in:

This metric is not used in any reports.

Media type:

Data type: Number
Metric type:

[>> Back to list](#)**Metric name: Bound 6****Folder:**

Service Objects

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_SCFG.INT_VAL_06 (These are internal tables that store time ranges for different media.)

Used in:

This metric is not used in any reports.

Media type:

Data type: Number
Metric type:

[>> Back to list](#)**Metric name: Bound 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-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections. | | |
| Source or Calculation: AGR_SCFG.INT_VAL_07 (These are internal tables that store time ranges for different media.) | | Used in: This metric is not used in any reports. |
| Media type: 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: This metric is not used in any reports. |
| Media type: 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: This metric is not used in any reports. |
| Media type: Data type: Number Metric type: | | |
| >> Back to list | | |
| Metric name: Max Date | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |

| | | |
|--|--|--|
| Source or Calculation: Max([Max Date]) | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> Back to list | | |
| Metric name: Min Date Time Day Key | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |
| Source or Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: 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: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> Back to list | | |
| Metric name: Min Date Time Day Next Key (Fmt) | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |
| Source or Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> Back to list | | |
| Metric name: Min Date Time Key | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |

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|---|--|--|
| Source or Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> Back to list | | |
| Metric name: Min Date Time Key (Fmt) | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |
| Source or Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> Back to list | | |
| Metric name: Min Date Time Next Day Key | | Folder: Service Objects |
| Description: This metric is used for internal computations. | | |
| Source or Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Metric type: | | |
| >> 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]) | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: Disposition Metric type: | | |
| >> Back to list | | |