

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_SCFG.INT_VAL_15 (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:	This medic 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_SCFG.INT_VAL_16 (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:	This metric is not used in any reports.	
>> Back to list		
Metric name: Bound 17	Folder:	
	Service Objects	
	Service Objects	
Description: The upper boundary of the seventeenth service the eighteenth service time interval for both the Abandoned and This value appears in the legend of the Abandon Delay and Specions in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ABN]	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. eed of Accept reports and is derived from	
the eighteenth service time interval for both the Abandoned ar This value appears in the legend of the Abandon Delay and Spe	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections.	
the eighteenth service time interval for both the Abandoned ar This value appears in the legend of the Abandon Delay and Spe options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-th Source or Calculation: AGR_SCFG.INT_VAL_17 (These are	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections. Used in:	
the eighteenth service time interval for both the Abandoned and This value appears in the legend of the Abandon Delay and Specific options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-th] Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.)	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections.	
the eighteenth service time interval for both the Abandoned ar This value appears in the legend of the Abandon Delay and Spe options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-th] Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections. Used in:	
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the eighteenth service time interval for both the Abandoned ar This value appears in the legend of the Abandon Delay and Spe options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-th] Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections. Used in: This metric is not used in any reports.	
the eighteenth service time interval for both the Abandoned ar This value appears in the legend of the Abandon Delay and Spe options in the [agg-gim-thld-QUEUE-ABN] and [agg-gim-th] Source or Calculation: AGR_SCFG.INT_VAL_17 (These are internal tables that store time ranges for different media.) Media type: Data type: Number Metric type: >> Back to list	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects The interval, and the lower boundary of the accepted Agent groups of STI metrics. This f Accept reports and is derived from	
the eighteenth service time interval for both the Abandoned are This value appears in the legend of the Abandon Delay and Speciations in the [agg-gim-thid-QUEUE-ABN] and [agg-gim-thid-QUEUE-	ime interval, and the lower boundary of d Accepted Agent groups of STI metrics. ed of Accept reports and is derived from Id-QUEUE-ACC] sections. Used in: This metric is not used in any reports. Folder: Service Objects The interval, and the lower boundary of the accepted Agent groups of STI metrics. This f Accept reports and is derived from	

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_sinternal 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 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_sinternal 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 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_sinternal tables that store time r		Used in:
Media type:		This metric is not used in any reports.
Data type: Number Metric type:		and the second s

>> 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:	
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	Folder:	
The trie fidiner bound 5	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:	
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 6	Folder:	
	Service Objects	
Description Theorem I would be a filter to the second seco	and the law a base 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_SCFG.INT_VAL_06 (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 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 Coloulation May/[May Date]		
Source or Calculation: Max([Max Date])	Used in:	
Media type:	This metric is not used in any reports.	
Data type: Metric type:	The medic is not asset in any reported	
>> Back to list		
Metric name: Min Date Time Day Key	Folder:	
Meetre numer rim bace rime bay key	Service Objects	
	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.	
Fredric type:		
>> Back to list		
Metric name: Min Date Time Day Next Key	Estatoria.	
(Fmt)	Folder:	
	Service Objects	
Description. This matric is used for internal source to the		
Description: This metric is used for internal computations. Source or Calculation:		
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: Metric type:		
>> Back to list		
Metric name: Min Date Time Key	Folder:	
	Service Objects	
Description: This metric is used for internal computations.		
Description This injectic is asea for internal compatations.		

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 Dat	ce Time Next Day Key	Folder: Service Objects
Dogavintian. This matric is use	ad for internal computations	
Description: This metric is use Source or Calculation:	ed for internal computations.	
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		