



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

[View AG2_I_AGENT](#)

View AG2_I_AGENT

Description

This view represents the interval-based aggregate AGT_I_AGENT_HOUR table, which provides a rollup of an agent's handling of interactions. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT (IRF) and IXN_RESOURCE_STATE_FACT tables.

Interactions that occur at DNs that have no associated agent are excluded, as are interactions that are received by unmonitored agents. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, MEDIA_TYPE, RESOURCE_, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this view.

The same columns and column descriptions apply to other AG2_I_AGENT_* views.

Column List

Column	Description
DATE_TIME_KEY	The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.
GROUP_COMBINATION_KEY	The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.
RESOURCE_KEY	The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table.
TENANT_KEY	The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.
MEDIA_TYPE_KEY	The surrogate key that is used to join this aggregate table to the MEDIA_TYPE dimension table.
INTERACTION_TYPE_KEY	The surrogate key that is used to join this aggregate table to the INTERACTION_TYPE dimension table.

Column	Description
OFFERED	The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because this agent did not answer or accept them.
ACCEPTED_EVENTUALLY	The total number of customer interactions and consultations (warm or simple) that were accepted, answered, or pulled by this agent. This measure is bound by the interval in which interactions were received and extends beyond the reporting interval to include interactions that were eventually accepted. This measure is internally used for calculation of not accepted measures.
ACCEPTED	The total number of customer interactions and warm consultations that were accepted, answered, or pulled by this agent within the interval or accepted, answered, or pulled in a prior interval but ensued in this interval.
HOLD	The total number of times within the interval that this agent had customer calls on hold.
HOLD_TIME	The total amount of time, in seconds, within the interval that this agent had customer interactions on hold. This measure counts all held durations for interactions, whether they were placed on hold once or more than once.
WRAP	The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.
WRAP_TIME	The total amount of time, in seconds, within the interval that this agent spent in ACW state for customer calls that the agent received.
INVITE_TIME	The total amount of time, in seconds, attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only.
ENGAGE_TIME	The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This measure might include engagement time for interactions that the agent made or received while in the Not Ready or ACW states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This measure excludes engagement time that is associated with collaborations, consultations, and other interaction-

Column	Description
	related durations, such as hold time, ACW time, and alert (ring) time.
CONSULT_RECEIVED_ACCEPTED	The total number of times within the interval that this agent received and accepted, answered, or pulled requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.
CONSULT_RECEIVED_HOLD	The total number of collaborations or consultations (warm or simple) that this agent had on hold within the interval that were associated with customer interactions where the agent was the recipient of the collaboration/consultation requests.
CONSULT_RECEIVED_HOLD_TIME	The total amount of time, in seconds, within the interval that this agent had collaborations or consultations that were associated with customer interactions on hold and where the agent was the recipient of the collaboration/consultation requests.
CONSULT_RECEIVED_WRAP	The total number of consultations (warm or simple) for which this agent entered or was in ACW state within the interval where the interactions were associated with customer interactions and the agent was the recipient of the consultation requests.
CONSULT_RECEIVED_WRAP_TIME	The total amount of time, in seconds, that this agent spent in ACW state within the interval following requests for consultations that the agent accepted.
CONSULT_RECEIVED_ENGAGE_TIME	The total amount of time, in seconds, within the interval that this agent was engaged in collaborations or consultations (warm or simple) where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.
WRAP_IN	The total number of times that this agent received customer calls while in ACW state.
WRAP_OUT	The total number of times that this agent placed calls while in ACW state. Consultations that the agent participated in while in ACW state are excluded from this measure.
NOT_READY_IN	The total number of times that this agent was handling customer calls that were answered while the agent was in the NotReady state.
NOT_READY_OUT	The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady state.

Column	Description
WRAP_IN_TIME	The total amount of time, in seconds, that this agent spent handling customer calls that the agent answered while in ACW state. This duration includes alert (ring) time, hold time, and time of engagement.
WRAP_OUT_TIME	The total amount of time, in seconds, that this agent spent handling internal or outbound interactions that the agent initiated while in ACW state. This duration includes dial time, hold time, and time of engagement and excludes consultations that the agent participated in while in ACW state.
NOT_READY_IN_TIME	The total amount of time, in seconds, that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.
NOT_READY_OUT_TIME	The total amount of time, in seconds, that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.