

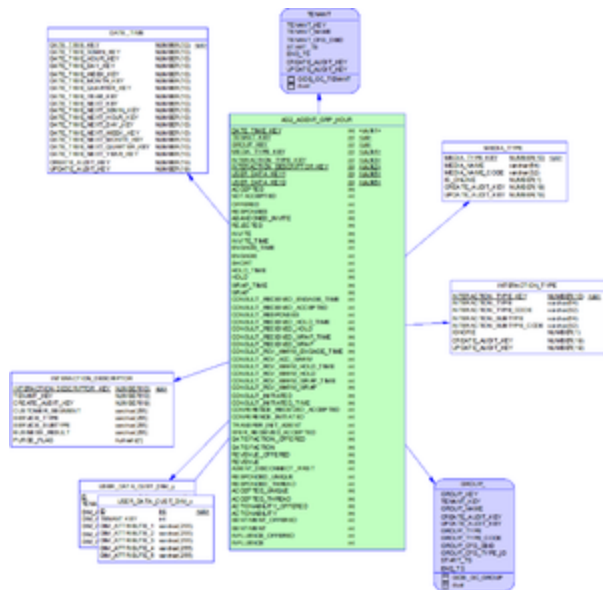


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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

AGT_AGENT_GRP Subject Area

AGT_AGENT_GRP Subject Area



AGT_AGENT_GRP Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.