

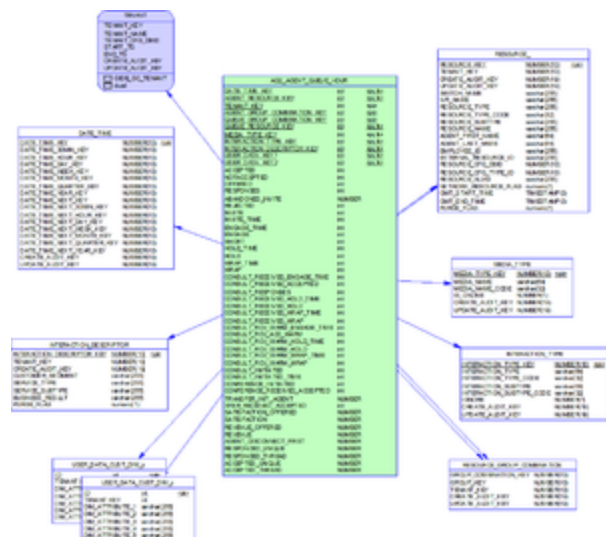


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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

AGT_AGENT_QUEUE Subject Area

AGT AGENT QUEUE Subject Area



AGT_AGENT_QUEUE Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_QUEUE_HOUR	Rollup of interaction-handling activities of agent resources who received interactions that were distributed from ACD queues, Virtual queues, Interaction queues, and Workbins.