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

Table AGT\_CHAT\_THREAD\_HOUR

# Table AGT\_CHAT\_THREAD\_HOUR

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.010 (Name changed from AGT\_CHAT\_THREAD\_STATS)

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a summary of thread-related interactions.

### Tip

- This document shows *table* information because it is more informative than *view* information. However, directly querying tables is not supported; perform your queries on views.
- This document shows the HOUR structure for each table, as an example. For each table, the same structure is used for SUBHR through YEAR views.
- Where referenced, IRF resources include:
  - Handling resources (such as self-service IVR ports, agents, or non-agent-associated DNSs)
  - Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, routing points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.
- *IRF* is an abbreviation for the **INTERACTION\_RESOURCE\_FACT** table.
- *MSF* is an abbreviation for the **MEDIATION\_SEGMENT\_FACT** table.

### Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file.](#)

**Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

## Column List

### Legend

| Column                  | Data Type | P | M | F | DV |
|-------------------------|-----------|---|---|---|----|
| DATE_TIME_KEY           | int       |   |   |   | -1 |
| TENANT_KEY              | int       |   |   |   | -1 |
| MEDIA_TYPE_KEY          | int       |   |   |   | -1 |
| MEDIA_ORIGIN_KEY        | int       |   |   |   | -1 |
| THREADS                 | int       |   |   |   | -1 |
| SESSIONS                | int       |   |   |   | -1 |
| AGENTS                  | int       |   |   |   | -1 |
| ENGAGEMENTS             | int       |   |   |   | -1 |
| HANDLE_DURATION         | int       |   |   |   | -1 |
| MSG_FROM_CUSTOMERS      | int       |   |   |   | -1 |
| MSG_FROM_CUSTOMERS_SIZE | int       |   |   |   | -1 |
| MSG_FROM_AGENTS         | int       |   |   |   | -1 |
| MSG_FROM_AGENTS_SIZE    | int       |   |   |   | -1 |
| AGENT_REPLY_DURATION    | int       |   |   |   | -1 |

### 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 caller's participation in the interaction began.

### 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.

## MEDIA\_ORIGIN\_KEY

The key that is used to join the MEDIA\_ORIGIN dimension to the fact table.

## THREADS

The numbers of threads.

## SESSIONS

The numbers of sessions in all threads.

## AGENTS

The number of unique agents who handled the interaction within the thread.

## ENGAGEMENTS

The number of engagements.

## HANDLE\_DURATION

The total time that at least one agent was connected to a thread.

## MSG\_FROM\_CUSTOMERS

Total number of client messages in the thread.

## MSG\_FROM\_CUSTOMERS\_SIZE

Total size of client messages in the thread.

### MSG\_FROM\_AGENTS

Total number of agents messages in the thread.

### MSG\_FROM\_AGENTS\_SIZE

Total size of agents messages in the thread.

### AGENT\_REPLY\_DURATION

The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.

### Subject Areas

No subject area information available.