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

Table AGT_SDR_BOT_HOUR

12/19/2025

Table AGT_SDR_BOT_HOUR

Description

Introduced: 9.0.001.03

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions involving bots, and associated with Designer applications.

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 DNs)
  - 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			X	-1
SDR_CALL_TYPE_KEY	int		X	X	-2
SDR_ENTRY_POINT_KEY	int		X	X	-2
SDR_APPLICATION_KEY	int		X	X	-2
SDR_GEO_LOCATION_KEY	int		X	X	-2
SDR_LANGUAGE_KEY	int		X	X	-2
BOT_ATTRIBUTES_KEY	int		X	X	-2
BOT_INTENT_KEY	int		X	X	-2
LAST_BOT_INTENT_KEY	int		X	X	-2
AGR_SET_KEY	int		X	X	-1
ENTERED	int				
SS_ENTERED	int				
SS_BOTS_ENTERED	int				
SS_DURATION	int				
SS_BOTS_DURATION	int				
BOT_ENTERED	int				
BOT_SUCCESS	int				
BOT_FAILED	int				
INTENTS	int				
INTENTS_DURATION	int				
LAST_INTENTS	int				
SS_ABANDONED	int				
QUEUE_ABANDONED	int				
AGENT_ROUTED	int				
DN_ROUTED	int				

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.

SDR_CALL_TYPE_KEY

The key that is used to join the SDR_CALL_TYPE dimension to the fact tables.

SDR_ENTRY_POINT_KEY

The key that is used to join the SDR_ENTRY_POINT dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

SDR_GEO_LOCATION_KEY

The key that is used to join the SDR_GEO_LOCATION dimension to the fact tables.

SDR_LANGUAGE_KEY

The key that is used to join the SDR_LANGUAGE dimension to the fact tables.

BOT_ATTRIBUTES_KEY

The key that is used to join the BOT_ATTRIBUTES dimension to the fact tables.

BOT_INTENT_KEY

The ID of a recognized BOT intent.

LAST_BOT_INTENT_KEY

The ID of the last recognized BOT intent.

AGR_SET_KEY

The surrogate key that is used to join this aggregate table to the AGR_SET table.

ENTERED

The total number of SDR sessions.

SS_ENTERED

The total number of SDR sessions in which Self-Service was used.

SS_BOTS_ENTERED

The total number of Self-Service SDR sessions in which bots participated.

SS_DURATION

The total duration (in seconds) of all Self-Service SDR sessions.

SS_BOTS_DURATION

The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.

BOT_ENTERED

The total number of bot sessions. If a bot is invoked more than once within a SDR sessions, it is counted more than once.

BOT_SUCCESS

The total number of successful bot sessions.

BOT_FAILED

The total number of failed bot sessions.

INTENTS

The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.

INTENTS_DURATION

The total amount of time (in seconds) that elapsed for customer intents to be recognized.

LAST_INTENTS

The total number of last intents. In SDR sessions where more than one customer intent is recognized, this metric counts the last intent identified.

SS_ABANDONED

The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.

QUEUE_ABANDONED

The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.

AGENT_ROUTED

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.

DN_ROUTED

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR sessions, this count considers only the last intent.

Subject Areas

No subject area information available.