GENESYS™

Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

RAA 9.0.0

12/30/2021

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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Separate versions of this guide are available for each RDBMS that is supported by Reporting and Analytics Aggregates (RAA); choose the one that best matches your deployment:

- Microsoft SQL Server
- Oracle (this document)
- PostgreSQL

This document acquaints you with the database objects that make up Reporting and Analytics Aggregates (RAA) — the aggregation layer of Genesys Info Mart — and will help you understand the meaning of the data that is aggregated by the Genesys Info Mart aggregation engine.

In brief, you will find the following information in this document:

- Subject area diagrams (depicting each hierarchy of aggregation tables and the dimensions that support them).
- Descriptions of each aggregate table and its columns.
- Descriptions of indexes and views.

This document is valid only for the 8.5.x releases of this product.

Intended Audience

This reference manual is for IT reporting specialists, business-intelligence team members, and data-warehousing team members who want to understand how aggregated data is defined and what information custom or Genesys-provided reports portray. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Contact-center functions and operations.
- The Genesys telephony and multimedia models.

This reference manual is helpful for users of two Genesys products:

- Genesys Info Mart users who design their own reports—this reference manual serves as an extension to the Genesys Info Mart Physical Data Model Documentation (available from Genesys Info Mart documentation), which provide descriptions of the fact, dimension, and service tables as well as other database objects, such as views and indexes.

- Genesys CX Insights (GCXI) users—this manual serves as an extension to the *Genesys CX Insights Projects Reference Guide*, which describes database columns that are available within the GCXI projects. For GCXI users, RAA is a necessary and invisible layer that is seamlessly integrated within GCXI deployments

New In This Release

This section describes the changes that have been incorporated within this guide since the 9.0.0 release of RAA.

RAA 8.5.011

- The following new columns are added to the CHAT_STATS aggregate: table: SESSIONS_PARKED, PARKING_DURATION, PARKING_DURATION_MAX, SESSIONS_PARKED_SHORT, SESSIONS_PARKED_LONG.
- Updates to the following tables:
    - Table-AGT_SDR_ACTIVITY_HOUR
    - Table-AGT_SDR_SURVEY_HOUR
    - Table-AGT_SDR_SURVEY_ANS_HOUR
    - Table-AGT_SDR_SESSION_HOUR
    - Table-AGT_SDR_SESS_BLOCK_HOUR
    - Table-AGT_SDR_SESS_MILESTONE_HOUR

RAA 8.5.010

- Renamed the table AGT_CHAT_THREAD_STATS_HOUR as Table-AGT_CHAT_THREAD_HOUR.
- Updated AGT_CHAT_AGENT_GRP_HOUR and AGT_CHAT_AGENT_HOUR

RAA 8.5.009

- Added anew table to support Chat Thread reporting: AGT_CHAT_THREAD_STATS_HOUR

RAA8.5.008

- Updated CHAT_AGENT..
- Updated CHAT_AGENT_GRP.
- Updated CHAT_STATS.
- Updated AGT_I_SESS_STATE_HOUR.

- Added new table: I_MN_SESS_STATE
- Updated the following tables to include AGR_SET_KEY: AGT_AGENT_HOUR, AGT_AGENT_GRP_HOUR, AGT_AGENT_QUEUE_HOUR, AGT_ID_HOUR

RAA 8.5.007

- Added new tables to support asynchronous chat (Async chat): AGT_CHAT_AGENT_GROUP_HOUR
- Added a new table to support Co-browse: AGT_COBROWSE_AGENT_HOUR
- Updated AGT_CALLBACK_HOUR

RAA 8.5.005

- Added new tables to support asynchronous chat (Async chat):
  - AGT_CHAT_AGENT_GRP_HOUR
  - AGT_CHAT_AGENT_HOUR
  - Updated Table AGT_CHAT_STATS_HOUR with new columns to support Async chat.
- Updated Table AGT_CALLBACK_HOUR to add a new column, FORCE_DIALED.

RAA 8.5.003

- Added new tables to support Chat and Genesys Chatbot, provided by Bot Gateway Server (BGS). This includes:
  - Table-AGT_CHAT_STATS_HOUR
  - Table-AGT_BGS_SESSION_HOUR

Genesys CX Insights 8.5.002

- Added new tables, and updated others, to support reporting on Genesys Predictive Routing. This includes:
  - Table-AGT_ID_FCR
  - Table-AGT_ID_HOUR
  - Table-AGT_I_AGENT_HOUR
  - Table-AGT_QUEUE_HOUR
  - Table-AGT_QUEUE_GRP_HOUR

Other Changes

For information about other changes since the initial release, refer to the *New in 9.0.0* and *9.0 Product Alerts* links on the Genesys CX Insights page.

Overview of the Reporting and Analytics Aggregation Layer

RAA provides several aggregate tables to facilitate reporting in (for example) Genesys CX Insights (GCXI), or in your custom reporting applications. The tables (prefixed with AGT_*) store aggregated data for voice, chat, email, SMS, and open media interactions and summarized resource states that occur at voice devices. These tables enable a wider range of reporting than the FACT tables from which they are derived.

Aggregate Data Organization
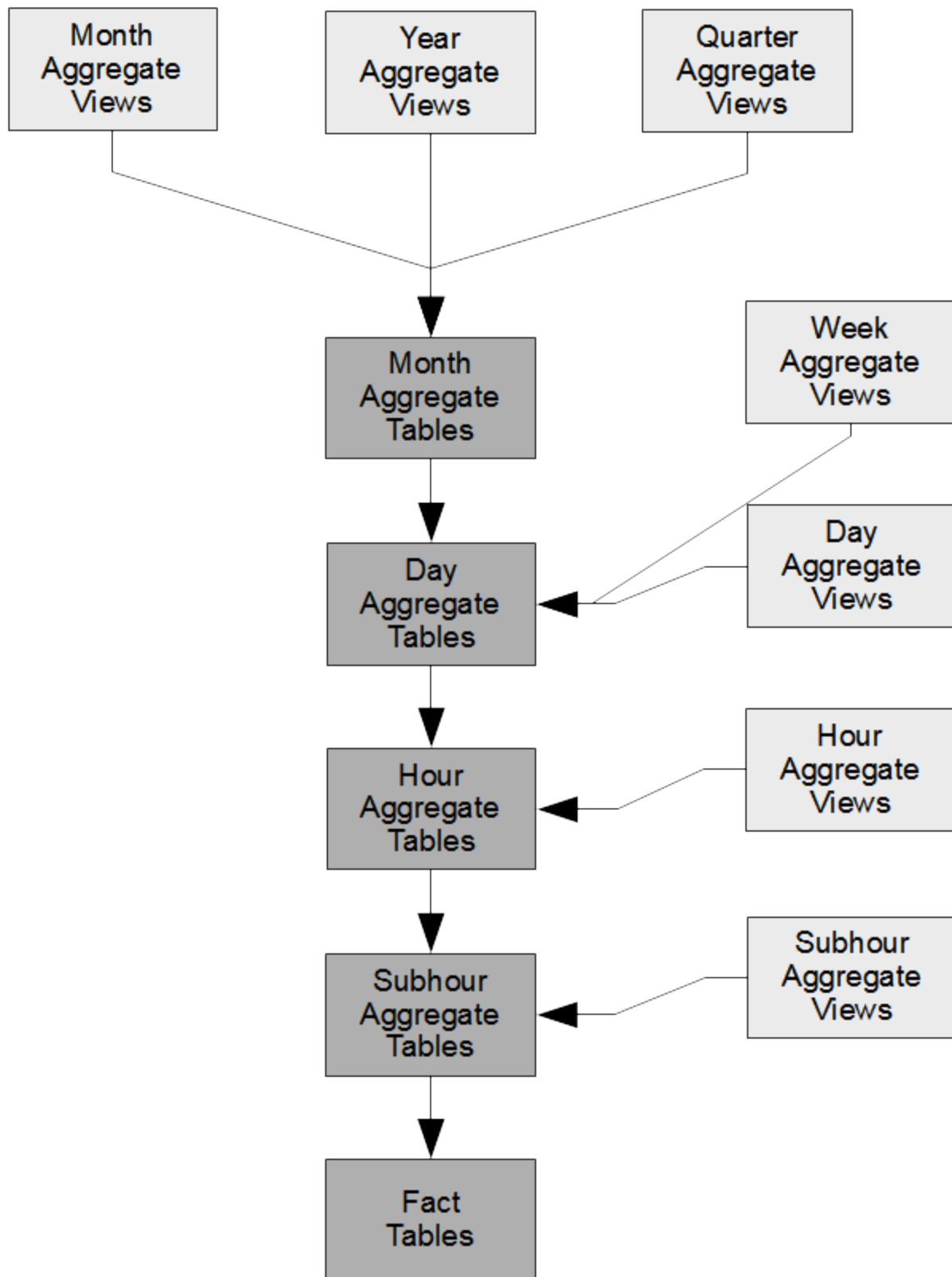
For the disposition-based metrics, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. For the interval-based metrics, tables are provided for the subhour, hour, day, and month levels; views are provided for the week, quarter, and year levels.

These models determine to which reporting interval measures are attributed—RAA attributes measure counts and durations in the disposition-based tables to the interval at which the underlying fact started and, for the interval-based model, RAA attributes measures to the interval(s) in which they occurred, whether or not the interactions completed during the interval and whether or not the interval completed.

Counts and durations of such interval metrics are clipped where interactions cross over multiple intervals and are attributed to each of the intervals in which the activities occur. Subhour aggregates for both types provide either 15- or 30-minute aggregations based on user-defined configuration.

RAA Subject Area Diagrams

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. This document illustrates selected subject areas, each of which is presented as a star schema that contains a central fact or aggregate table surrounded by the dimension tables that describe it.

The subject area diagrams combine intraday and historical data. They represent the dimensions and aggregates that are accessed through the Genesys Info Mart Views database schema. A given fact or aggregate table, and the read-only views defined on it, have exactly the same columns. For more information about the relationship between tables and views in Genesys Info Mart schemas, see the "Genesys Info Mart Database" page in the Genesys Info Mart Physical Data Model documentation for your RDBMS (see Genesys Info Mart documentation).

Legend

The subject area diagrams use the following conventions:

- The aggregate tables have a shaded green background.
- Dimension tables have a white background.
- Views have a shaded purple background.
- Surrogate key references from aggregate tables to dimension tables are represented by solid lines.

To improve legibility of each subject area diagram, only the following are shown:

- HOUR tables.
- Column data types.
- A few columns of the DATE_TIME table (which consists of over 50 fields).

Refer to the specific table for a listing and complete description of all columns. The following dimension tables are described in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation):

- DATE_TIME
- INTERACTION_DESCRIPTOR
- INTERACTION_TYPE
- MEDIA_TYPE
- RESOURCE_
- RESOURCE_GROUP_COMBINATION
- RESOURCE_STATE
- RESOURCE_STATE_REASON

- USER_DATA_CUST_DIM_
- WORKBIN

Also, refer to Genesys Info Mart Physical Data Model documentation for descriptions of the following views:

- CALLING_LIST
- CAMPAIGN
- GROUP_
- TENANT

Aggregation subject area diagrams

- AGT_AGENT
- AGT_AGENT_CAMPAIGN
- AGT_AGENT_GRP
- AGT_AGENT_QUEUE
- AGT_CALLBACK
- AGT_CAMPAIGN
- AGT_ID
- AGT_I_AGENT
- AGT_I_SESS_STATE
- AGT_I_STATE_RSN
- AGT_QUEUE
- AGT_QUEUE_ABN
- AGT_QUEUE_ACC_AGENT
- AGT_QUEUE_GRP

AGT_AGENT Subject Area

This subject area represents agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.

AGT_AGENT Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_HOUR	Rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.

AGT_AGENT_CAMPAIGN Subject Area

AGT_AGENT_CAMPAIGN Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_CAMPAIGN_HOUR	Agent rollup of interaction handling based on the campaign from which interactions originated.

AGT_AGENT_GRP Subject Area
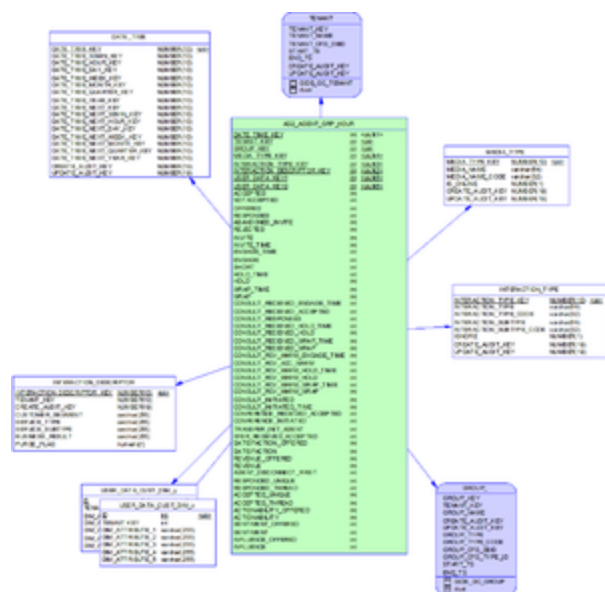
AGT_AGENT_GRP Subject Area View Large

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.

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.

AGT_CALLBACK Subject Area

AGT_CALLBACK Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_CALLBACK_HOUR	Rollup of interactions associated with callbacks.

AGT_CAMPAIGN Subject Area
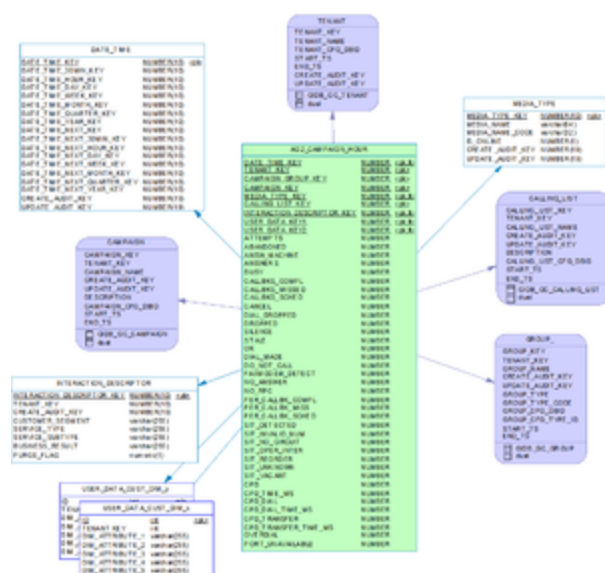
AGT_CAMPAIGN Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_CAMPAIGN_HOUR	Rollup of interactions generated by a particular campaign.

AGT_I_AGENT Subject Area

AGT_I_AGENT Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_I_AGENT_HOUR	Rollup of an agent's handling of interactions.

AGT_I_SESS_STATE Subject Area
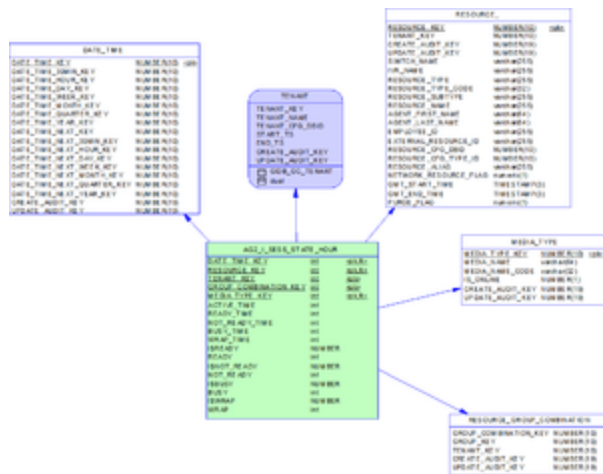
AGT_I_SESS_STATE Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_I_SESS_STATE_HOUR	Rollup of summarized agent session states.

AGT_I_STATE_RSN Subject Area
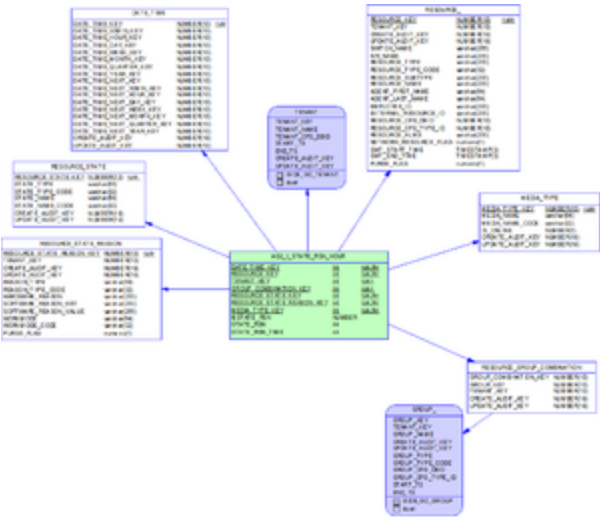
AGT_I_STATE_RSN Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices.

AGT_ID Subject Area

AGT_ID Subject Area View Large

Subject Area Dimensional Model Tables

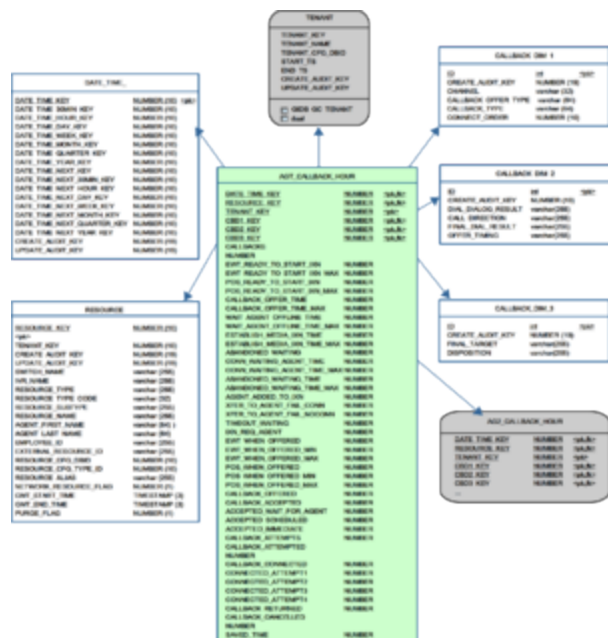| Table/View	Description
AGT_ID_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.

AGT_QUEUE Subject Area
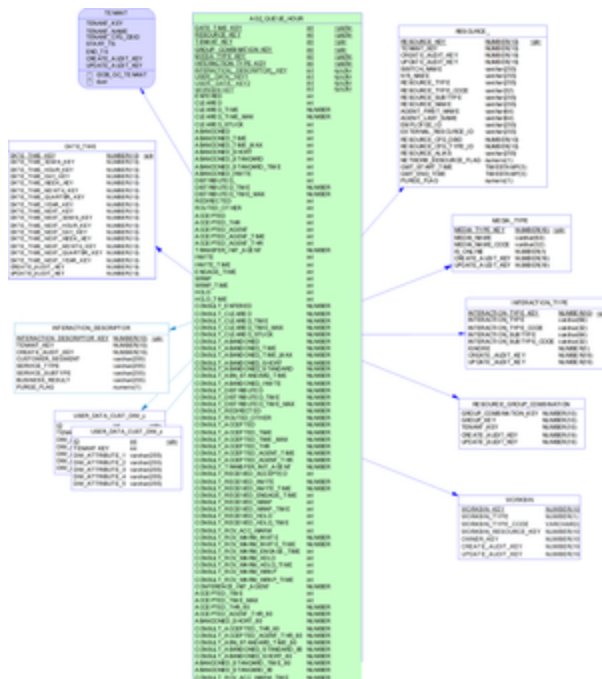
AGT_QUEUE Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_QUEUE_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.

AGT_QUEUE_ABN Subject Area
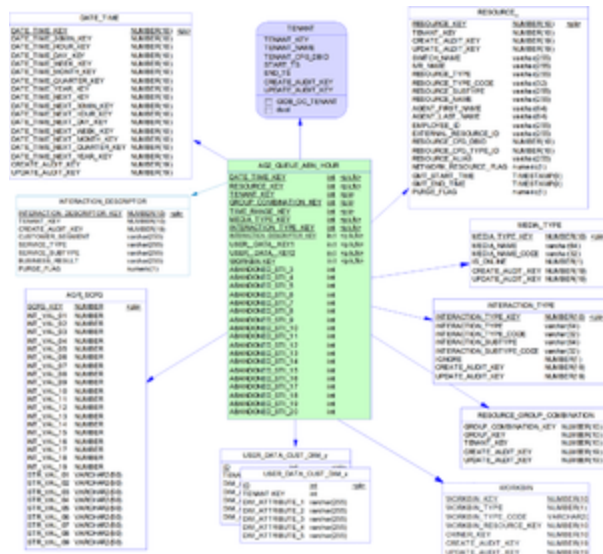
AGT_QUEUE_ABN Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ABN_HOUR	Rollup of interactions that were abandoned within an ACD queue, Virtual queue, Interaction queue, or Workbin.

AGT_QUEUE_ACC_AGENT Subject Area

AGT_QUEUE_ACC_AGENT Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ACC_AGENT_HOUR	Rollup of interactions that were accepted by agents after having been distributed from an ACD queue, Virtual queue, Interaction queue, or Workbin.

AGT_QUEUE_GRP Subject Area
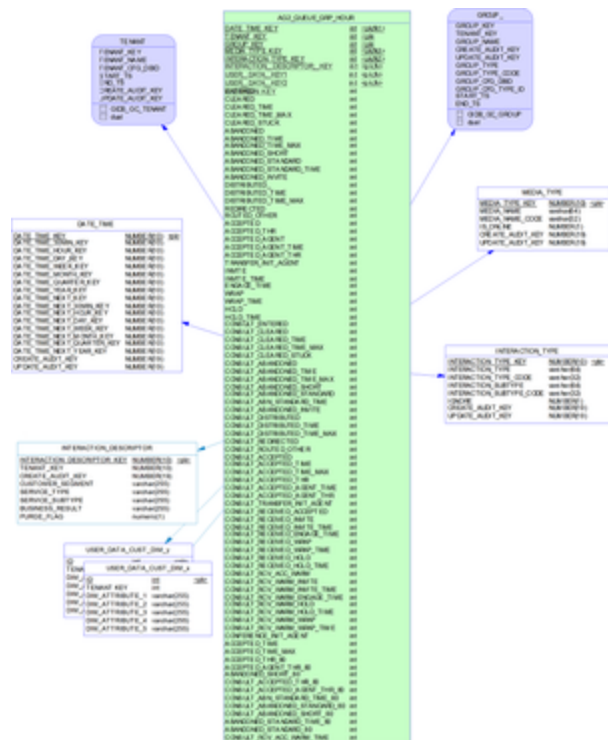
AGT_QUEUE_GRP Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_QUEUE_GRP_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.

RAA Tables

Genesys Info Mart tables fall into one of the following categories:

- Fact tables
- Dimension tables
- Aggregate tables
- Info Mart service tables

Many aggregate tables depend on the population of other Genesys Info Mart tables and the values of the configuration options that pertain to them. This document does not discuss the controlling factors that determine whether a table is written to or not; to learn the circumstances under which Info Mart tables are populated, see the following documents:

- *Genesys Info Mart Deployment Guide*
- *Genesys Info Mart Operations Guide*

This document provides subject area diagrams and descriptions only for the hour aggregation tables (AGT_*_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

RAA also provides aggregation tables:

- For the interval-based tables (those prefixed with AGT_I_), RAA provides _SUBHR, _HOUR, _DAY, and _MONTH versions.
- For disposition-based tables (all others), RAA provides _HOUR, _DAY, and _MONTH versions.

Legend

The following abbreviations characterize fields throughout this section:

- P, for primary key
- M, for mandatory field
- F, for foreign key
- DV, for Default Value

Where referenced, INTERACTION_RESOURCE_FACT (IRF) resources include:

- Handling resources (such as self service IVR ports, agents, or DNs that are not associated with agents).
- Mediation resources (such as 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.

For the after call–related (ACW [or Wrap]) fields, whether measures reflect interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) depends on the configuration of the ICON application that supplies data to Info Mart. Refer to the *Interaction Concentrator Deployment Guide* for information about the **gls-enable-acw-busy** configuration option.

The AGT_AGENT_*, AGT_CAMPAIGN_*, AGT_QUEUE_*, and AGT_ID_* tables include a join to the INTERACTION_ DESCRIPTOR table. This means that the business attributes that are assigned to an interaction are stored with the other interaction information that is stored within a record. Genesys Info Mart assigns a DEFAULT business attribute for all records in this table if one is not otherwise explicitly assigned.

Aggregation Tables

Table	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGR_TIME_RANGE	RAA populates this table; however, RAA uses the boundaries that are defined by options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections for computation of STI measures.
AGT_AGENT_CAMPAIGN_HOUR	Agent rollup of interaction handling based on the campaign from which interactions originated.
AGT_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.
AGT_AGENT_HOUR	Rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.
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.
AGT_BGS_SESSION_HOUR	This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) interactions.
AGT_CALLBACK_HOUR	Rollup of interactions associated with callbacks.
AGT_CAMPAIGN_HOUR	Rollup of interactions generated by a particular campaign.
AGT_CHAT_AGENT_GRP_HOUR	This aggregate table provides a rollup of interactions associated with agent participation in asyncronous (Async) Chat Server sessions (multimedia interactions), organized by agent group.
AGT_CHAT_AGENT_HOUR	This aggregate table provides a rollup of interactions associated with agent participation in

Table	Description
	asyncronous (Async) Chat Server sessions (multimedia interactions).
AGT_CHAT_STATS_HOUR	This disposition-based aggregate table provides a rollup of interactions associated with chat interactions. The same columns and column descriptions apply to other AGT_CHAT_STATS_* tables.
AGT_CHAT_THREAD_HOUR	This disposition-based aggregate table provides a summary of thread-related interactions.
AGT_COBROWSE_AGENT_HOUR	This aggregate table provides a rollup of agent participation in Voice and Chat interactions that include Co-browse sessions.
AGT_ID_FCR_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.
AGT_ID_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.
AGT_I_AGENT_HOUR	Rollup of an agent's handling of interactions.
AGT_I_MN_SESS_STATE_HOUR	Rollup of summarized agent session states.
AGT_I_SESS_STATE_HOUR	Rollup of summarized agent session states.
AGT_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices.
AGT_QUEUE_ABN_HOUR	Rollup of interactions that were abandoned within an ACD queue, Virtual queue, Interaction queue, or Workbin.
AGT_QUEUE_ACC_AGENT_HOUR	Rollup of interactions that were accepted by agents after having been distributed from an ACD queue, Virtual queue, Interaction queue, or Workbin.
AGT_QUEUE_GRP_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.
AGT_QUEUE_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.
AGT_SDR_ACTIVITY_HOUR	This table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity. The same columns and column descriptions apply to other AGT_SDR_ACTIVITY_* tables.
AGT_SDR_BOT_HOUR	This disposition-based aggregate table provides a rollup of interactions involving bots, and associated with Designer applications.
AGT_SDR_SESSION_HOUR	This table describes caller activity within an SDR session. The same columns and column

Table	Description
	descriptions apply to other AGT_SDR_SESSION_* tables.
AGT_SDR_SESS_BLOCK_HOUR	This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.
AGT_SDR_SESS_MILESTONE_HOUR	This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.
AGT_SDR_SURVEY_ANS_HOUR	This table contains a record of survey answer data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_ANS_* tables.
AGT_SDR_SURVEY_HOUR	This table contains a record of survey data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_* tables.

Table AGT_AGENT_HOUR

Description

> In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction.

Within this table, these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Measures are attributed to the interval in which interactions were offered to the agent.

Interactions that occur at DNs that have no associated agent are excluded from this table. 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, RESOURCE_, RESOURCE_GROUP_COMBINATION, MEDIA_ TYPE, INTERACTION_TYPE, INTERACTION_DESCRIPTOR, and USER_DATA_CUST_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_AGENT_* tables.

> ### 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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVEY1	NUMBER(38,0)				-1
POST_CALL_SURVEY2	NUMBER(38,0)				-1
ACCEPTED_THREAD	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED_UNIQUE	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
NOTACCEPTED	NUMBER(18,0)				
OFFERED	NUMBER(18,0)				
RESPONDED_THREAD	NUMBER(18,0)				
RESPONDED_UNIQUE	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
REJECTED	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
SHORT	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPT	NUMBER(18,0)				
CONSULT_RESPONSES	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_WARM_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WARM	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPT	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM	NUMBER(18,0)				
CONSULT_INITIATED	NUMBER(18,0)				
CONSULT_INITIATED_TIME	NUMBER(18,0)				
CONFERENCE_INITIATED	NUMBER(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
XFER_RECEIVED_ACCEPTED	NUMBER(18,0)				
SATISFACTION_OFFERED	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_OFFERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
AGENT_DISCONNECT_FIRST	NUMBER(18,0)				
ACTIONABILITY_OFFERED	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_OFFERED	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				
INFLUENCE_OFFERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				

AGR_SET_KEY

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

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.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled for the first time by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED_UNIQUE for media other than e-mail.

FOCUS

The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.

For voice media, this measure is identical to RESPONSES.

NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by this agent. This measure includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

The total number of times that interactions were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received.

RESPONDED_THREAD

The total number of customer-interaction threads for which a first-time response was created by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

RESPONDED_UNIQUE

The total number of first-time outbound replies in which this agent participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were answered or accepted by this agent. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that the agent prepared an outbound reply.

ABANDONED_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at this agent.

REJECTED

The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted or answered.

INVITE

The total number of customer interactions that alerted or rang at this agent before the interactions were accepted, answered, or pulled plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

ENGAGE

The total number of interactions for which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

SHORT

The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that this agent had customer interactions on hold.

HOLD

The total number of customer interactions that this agent had on hold.

WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by this agent. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that this agent had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with this agent.

CONSULT_RCV_ACC_WARM

The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that this agent had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD

The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions
- Internal contact center interactions, where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

CONSULT_INITIATED_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.

CONFERENCE_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

CONFERENCE_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

TRANSFER_INIT_AGENT

The total number of times that this agent transferred customer interactions. Both warm and blind transfers are reflected in this measure.

XFER_RECEIVED_ACCEPTED

The total number of times that this agent received customer interactions that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

SATISFACTION_OFFERED

The total number of customer interactions handled by this agent for which customer-satisfaction scores were recorded.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent.

REVENUE_OFFERED

The total number of customer interactions that entered or began within the contact center, were handled by this agent, and had associated revenue.

REVENUE

The total revenue that is generated during the interval by customer interactions handled by this agent.

AGENT_DISCONNECT_FIRST

The total number of times during the reporting interval that this agent released customer interactions before the other party did. The tally is incremented only when the system (such as the switch) provides such information.

ACTIONABILITY_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by this agent.

SENTIMENT_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent.

INFLUENCE_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent.

Subject Areas

- AGT_AGENT — Represents agent handling of interactions.

Table AGT_AGENT_CAMPAIGN_HOUR

Description

> In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that originated from a particular campaign. Rollups are derived primarily from the CONTACT_ATTEMPT_FACT and INTERACTION_RESOURCE_FACT tables.

This table includes two sets of measures:

- Nonconsult-related interactions
- Consult interactions

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent, who received the consultation request, was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE_TIME, CAMPAIGN, MEDIA_TYPE, INTERACTION_DESCRIPTOR, INTERACTION_TYPE, RESOURCE_, RESOURCE_GROUP_COMBINATION, and USER_DATA_CUST_DIM dimensions.

The same columns and column descriptions apply to other AGT_AGENT_CAMPAIGN_* tables.

> ### 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	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
CAMPAIGN_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
CAMPAIGN_GROUP_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ACCEPTED	NUMBER(18,0)				
PREVIEW	NUMBER(18,0)				
PREVIEW_TIME	NUMBER(18,0)				
OFFERED	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
SHORT	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_HOLD_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPTED	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				

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 campaign groups of which the campaign was a member when a contact attempt was made.

RESOURCE_KEY

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

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

CAMPAIGN_KEY

The surrogate key that is used to join this aggregate table to the CAMPAIGN view to identify a specific Genesys Outbound Contact campaign.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

CAMPAIGN_GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific group which the Genesys Outbound Contact campaign was a member of when the interaction was generated.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ACCEPTED

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

PREVIEW

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

PREVIEW_TIME

The total amount of time, in seconds, that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.

OFFERED

The total number of times that customer interactions were received or initiated by an agent. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count includes abandoned interactions and excludes simple consultations whether initiated or received.

INVITE

The total number of customer interactions that are associated with this campaign and that rang at this agent before the interactions were answered plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

INVITE_TIME

The total amount of time, in seconds, that customer interactions that are associated with this campaign alerted at this agent plus the total duration of dialing performed by this agent.

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.

This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers for interactions that were associated with this campaign. This measure excludes engagement time that is associated with simple consultations and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.

SHORT

The total number of times that customer interactions from this campaign were accepted by this agent and then released, transferred, or stopped within the short-talk threshold.

This measure relies on the value of the **short-talk threshold** option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that this agent had customers on hold for interactions that were associated with this campaign.

HOLD

The total number of customer interactions that were associated with this campaign that this agent had on hold.

WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state for customer interactions that the agent received and that were associated with this campaign.

WRAP

The total number of times that agents entered ACW state for customer interactions that this agent received and that were associated with this campaign.

CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted simple consultations that were associated with customer interactions and this campaign.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions and this campaign.

CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions that were sourced from this campaign.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.

CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this

campaign.

CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this campaign.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_ACC_WARM

The total number of times this agent participated in consultations that the agents received, where the consultations were associated with customer interactions from this campaign, and the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that this agent spent in consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD

The total number of consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

• ACW that was associated with conferences where the customer leaves the interactions.

- Internal contact center interactions where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW durations associated with conferences where the customer leaves the interactions.
- Internal contact center interactions where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

TRANSFER_INIT_AGENT

The total number of customer interactions that are associated with this campaign that this agent transferred. Both warm and blind transfers are reflected in this measure.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions from this outbound campaign.

REVENUE

The total revenue generated by customer interactions that are associated with this campaign.

Subject Areas

- AGT_AGENT_CAMPAIGN

Table AGT_AGENT_GRP_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

Where so indicated, the measures in this table include either warm consult or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Measures are attributed to the interval in which interactions were offered to agents belong to a particular agent group.

Interactions that occur at DNs that have no associated agent are excluded from this table. 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, RESOURCE_, GROUP_, MEDIA_TYPE, INTERACTION_ TYPE, INTERACTION_DESCRIPTOR, and USER_DATA_CUST_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined by the moment at which the agent receives an interaction. If the agent belongs to more than one agent group, agent measures are attributed to all of the groups of which the agent was a member when s/he received the interaction.

The same columns and column descriptions apply to other AGT_AGENT_GRP_* tables.

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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY1	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY2	NUMBER(38,0)				-1
ACCEPTED_THREAD	NUMBER(18,0)				
ACCEPTED_UNIQUE	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED	NUMBER(18,0)				
NOTACCEPTED	NUMBER(18,0)				
OFFERED	NUMBER(18,0)				
RESPONDED_UNIQUE	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
REJECTED	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
SHORT	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPT	NUMBER(18,0)				
CONSULT_RESPONSES	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPT	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_INITIATED	NUMBER(18,0)				
CONSULT_INITIATED_TIME	NUMBER(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONFERENCE_INITIATED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
XFER_RECEIVED_ACCEPTED	NUMBER(18,0)				
SATISFACTION_OFFERED	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_OFFERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
AGENT_DISCONNECT_FIRST	NUMBER(18,0)				
ACTIONABILITY_OFFERED	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_OFFERED	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				
INFLUENCE_OFFERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				

AGR_SET_KEY

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

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_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled for the first time by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED_UNIQUE for media other than e-mail.

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The total number of times that agents who belong to this agent group were in the focus state while working on media sessions. Includes only cases where an agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that agents who belong to this agent group spent in the focus state while working on media sessions. Includes only time that an agent spent actively processing the interaction, as reported by the agent desktop.

ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. For voice media, this measure is identical to RESPONSES.

NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by agents who belong to this agent group or were otherwise not accepted or answered by such agents. This measure includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

The total number of times that interactions were received or initiated by agents who belong to this agent group. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received.

RESPONDED_UNIQUE

The total number of first-time outbound replies in which agents, who belong to this agent group, participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were answered or accepted by agents who belong to this agent group. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that agents who belong to this agent group prepared an outbound reply.

ABANDONED_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at agents who belong to this agent group.

REJECTED

The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted or answered.

INVITE

The total number of customer interactions that alerted or rang at agents who belong to this agent group before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at agents who belong to this agent group plus the total duration of the dialing that the 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

ENGAGE

The total number of interactions in which agents, who belong to this agent group, were engaged with customers for interactions that the agents received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

SHORT

The total number of times that customer interactions were accepted by agents who belong to this agent group and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, had customer interactions on hold.

HOLD

The total number of customer interactions that agents, who belong to this agent group, had on hold.

WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

WRAP

The total number of times that agents who belong to this agent group were in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

CONSULT_RECEIVED_ACCEPTED

The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that agents who belong to this agent group had collaborations or simple consultations on hold where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD

The total number of times that agents from this agent group were on hold during simple

consultations that they received where the consultations were associated with customer interactions.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

CONSULT_RECEIVED_WRAP

The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, were engaged in collaborations or consultations where the collaborations/consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_ACC_WARM

The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD_TIME

The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents from this agent group spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences where the customer leaves the interaction.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of times that agents, who belong to this agent group were in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions, where interactions were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_INITIATED

The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

CONSULT_INITIATED_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/ consultations were associated with customer interactions.

CONFERENCE_RECEIVED_ACCEPTED

The total number of times that agents from this agent group joined conferences to participate in customer interactions.

CONFERENCE_INITIATED

The total number of times that agents who belong to this agent group initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

TRANSFER_INIT_AGENT

The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this measure.

XFER_RECEIVED_ACCEPTED

The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this measure.

SATISFACTION_OFFERED

The total number of customer interactions handled by agents who belong with this agent group for which customer-satisfaction scores were recorded.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by agents who belong to this agent group.

REVENUE_OFFERED

The total number of customer interactions that entered or began within the contact center, were handled by agents who belong to this agent group, and had associated revenue.

REVENUE

The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

AGENT_DISCONNECT_FIRST

The total number of times during the reporting interval that agents from this agent group released customer interactions before the other party did. The tally is incremented only when the system

(such as the switch) provides such information.

ACTIONABILITY_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by agents who belong to this agent group.

SENTIMENT_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by agents belonging to this agent group.

INFLUENCE_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by agents belonging to this agent group.

Subject Areas

- AGT_AGENT_GRP

Table AGT_AGENT_QUEUE_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that were distributed from the following queue types:

- ACD queue

- Virtual queues

- Interaction queues

- Workbins

Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_ FACT and tables. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that were distributed from the preceding queue-type devices to agents-namely, measures for:

- Nonconsult-related interactions.

- Consult interactions.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent who received the consultation request was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are

interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE TIME, MEDIA_TYPE, INTERACTION_DESCRIPTOR, INTERACTION_TYPE, RESOURCE_, USER_DATA_CUST_DIM, and RESOURCE_GROUP_COMBINATION dimensions. Each of the latter two dimensions is referenced twice in this table, because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply to other AGT_AGENT_QUEUE_* tables.

> ## 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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)				-1
AGENT_GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
AGENT_RESOURCE_KEY	NUMBER(38,0)				-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
QUEUE_GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
QUEUE_RESOURCE_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY1	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY2	NUMBER(38,0)				-1
ACCEPTED_THREAD	NUMBER(18,0)				
ACCEPTED_UNIQUE	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED	NUMBER(18,0)				
NOTACCEPTED	NUMBER(18,0)				
OFFERED	NUMBER(18,0)				
RESPONDED_UNIQUE	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
REJECTED	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
SHORT	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONSULT_RESPONSES	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_WARM_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WARM	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPTED	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP	NUMBER(18,0)				
CONSULT_INITIATED	NUMBER(18,0)				
CONSULT_INITIATED_TIME	NUMBER(18,0)				
CONFERENCE_INITIATED	NUMBER(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
XFER_RECEIVED_ACCEPTED	NUMBER(18,0)				
SATISFACTION_OFFERED	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_OFFERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
AGENT_DISCONNECT_FIRST	NUMBER(18,0)				
ACTIONABILITY_OFFERED	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_OFFERED	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				
INFLUENCE_OFFERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				

AGR_SET_KEY

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

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 that correspond to the start of the aggregated

interval.

AGENT_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

AGENT_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific agent.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

QUEUE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the groups of which the queue was a member when the agent was offered the interaction.

QUEUE_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific queue.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled from this queue for the first time by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED_UNIQUE for media other than e-mail.

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled from this queue by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

ACCEPTED

The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, or pulled by this agent. For voice media, this measure is identical to RESPONSES.

NOTACCEPTED

The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by the agent. This measure includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

The total number of times that interactions, distributed or pulled from this queue, were received or initiated by this agent, excluding interactions that were abandoned within the short-abandoned threshold. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count

excludes simple consultations, whether they were initiated or received.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

RESPONDED_UNIQUE

The total number of first-time outbound replies made by this agent in response to customer interactions that were pulled or transferred from this queue. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were distributed or pulled from this queue and answered or accepted by this agent. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that the agent created an outbound reply for interactions that were distributed or pulled from this interaction queue or workbin.

ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from this queue, were abandoned or dropped for any reason while the interactions were alerting at this agent.

REJECTED

The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted or answered.

INVITE

The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted, answered, or pulled, plus the total number of dials that the agent performed where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue. 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that was spent in collaboration or consultation.

ENGAGE

For interactions that were distributed or pulled from this queue, the total number of interactions in which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

SHORT

The total number of times that customer interactions were distributed or pulled from this queue, accepted by this agent, and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that this agent had on hold customer interactions that were distributed from this queue.

HOLD

The total number of customer interactions that were distributed from this queue that this agent had on hold.

WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that

the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount time, in seconds, that this agent was engaged in collaborations and simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that this agent had collaborations or simple consultations on hold where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions and were distributed from this queue.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in consultations that were distributed or pulled from this queue where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_ACC_WARM

The total number of times that this agent participated in consultations that the agent received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that this agent had consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from this queue that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and

were associated with customer interactions that were transferred to or conferenced with the agent.

This measure includes:

- ACW durations that were associated with conferences where the customer leaves the interaction.
- Internal interactions that were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following consultations that were distributed from this queue and that the agent requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions, where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established, distributed or pulled from this queue, and associated with customer interactions.

CONSULT_INITIATED_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.

CONFERENCE_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received, where the interactions were distributed or pulled from this queue and, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

CONFERENCE_RECEIVED_ACCEPTED

The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.

TRANSFER_INIT_AGENT

The total number of times that this agent transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

XFER_RECEIVED_ACCEPTED

The total number of times that this agent received customer interactions that were distributed or pulled from this queue that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

SATISFACTION_OFFERED

The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.

REVENUE_OFFERED

The total number of customer interactions that entered or began within the contact center, were distributed from this queue, had associated revenue, and were handled by this agent.

REVENUE

The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

AGENT_DISCONNECT_FIRST

The total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. The tally is incremented only when the system (such as the switch) provides such information.

ACTIONABILITY_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled this agent and distributed from this queue.

SENTIMENT_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent and distributed from this queue.

INFLUENCE_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent and distributed from this queue.

Subject Areas

- AGT_AGENT_QUEUE

Table AGT_BGS_SESSION_HOUR

Description

> **Introduced:** 8.5.003
>
> In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) 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 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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
BGS_BOT_DIM_KEY	NUMBER(38,0)			X	-1
BGS_BOT_NAME_DIM_KEY	NUMBER(38,0)			X	-1
BGS_SESSION_DIM_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INITIATED	NUMBER(38,0)				
FAILED	NUMBER(38,0)				
CUSTOMER_TERMINATED	NUMBER(38,0)				
REJECTED	NUMBER(38,0)				
SESSION_TIME	NUMBER(38,0)				
MESSAGES_SENT	NUMBER(38,0)				
MESSAGES_RECEIVED	NUMBER(38,0)				

AGR_SET_KEY

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

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.

BGS_BOT_DIM_KEY

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

BGS_BOT_NAME_DIM_KEY

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

BGS_SESSION_DIM_KEY

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

MEDIA_TYPE_KEY

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

INITIATED

Indicates that the session was initiated.

FAILED

Indicates that the session was ended abnormally (due to some technical issue).

CUSTOMER_TERMINATED

Indicates that the session was terminated by the customer.

REJECTED

Indicates that the session was rejected to start.

SESSION_TIME

The duration, in seconds, of the ChatServer session.

MESSAGES_SENT

The total number of messages sent by a bot in the BGS session.

MESSAGES_RECEIVED

The total number of messages received by a bot in the BGS session.

Subject Areas

No subject area information available.

Table AGT_CALLBACK_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with callbacks. Data is derived primarily from the CALLBACK_FACT table and IRF table.

Aggregation is performed along the TENANT, DATE TIME, RESOURCE, CALLBACK_* dimensions.

The same columns and column descriptions apply to the AGT_CALLBACK_SUBHOUR, AGT_CALLBACK_DAY, AGT_CALLBACK_WEEK, AGT_CALLBACK_MONTH, AGT_CALLBACK_QRTR, and AGT_CALLBACK_YEAR views.

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	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
CBD1_KEY	NUMBER(38,0)				-1
CBD2_KEY	NUMBER(38,0)				-1
CBD3_KEY	NUMBER(38,0)				-1
CALLBACKS	NUMBER(18,0)				
EWT_READY_TO_START	NUMBER(18,0)				
EWT_READY_TO_START_MAX	NUMBER(18,0)				
POS_READY_TO_START	NUMBER(18,0)				
POS_READY_TO_START_MAX	NUMBER(18,0)				
CALLBACK_OFFER_TIME	NUMBER(18,0)				
CALLBACK_OFFER_TIME_MAX	NUMBER(18,0)				
WAIT_AGENT_OFFLINE	NUMBER(18,0)				
WAIT_AGENT_OFFLINE_MAX	NUMBER(18,0)				
ESTABLISH_MEDIA	NUMBER(18,0)				
ESTABLISH_MEDIA_MAX	NUMBER(18,0)				
ABANDONED_WAITING	NUMBER(18,0)				
CONN_WAITING_AGENT	NUMBER(18,0)				
CONN_WAITING_AGENT_MAX	NUMBER(18,0)				
ABANDONED_WAITING	NUMBER(18,0)				
ABANDONED_WAITING_MAX	NUMBER(18,0)				
AGENT_ADDED_TO	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
XFER_TO_AGENT_FAIL	NUMBER(18,0)				
XFER_TO_AGENT_FAIL_SIT	NUMBER(18,0)				
TIMEOUT_WAITING	NUMBER(18,0)				
IXN_REQ_AGENT	NUMBER(18,0)				
EWT_WHEN_OFFERED	NUMBER(18,0)				
EWT_WHEN_OFFERED_MIN	NUMBER(18,0)				
EWT_WHEN_OFFERED_MAX	NUMBER(18,0)				
POS_WHEN_OFFERED	NUMBER(18,0)				
POS_WHEN_OFFERED_MIN	NUMBER(18,0)				
POS_WHEN_OFFERED_MAX	NUMBER(18,0)				
CALLBACK_OFFERED	NUMBER(18,0)				
CALLBACK_ACCEPTED	NUMBER(18,0)				
ACCEPTED_WAIT_FOR_AGENT	NUMBER(18,0)				
ACCEPTED_SCHEDULED	NUMBER(18,0)				
ACCEPTED_IMMEDIATE	NUMBER(18,0)				
CALLBACK_ATTEMPTS	NUMBER(18,0)				
CALLBACK_ATTEMPTED	NUMBER(18,0)				
CALLBACK_CONNECTED	NUMBER(18,0)				
CONNECTED_ATTEMPT1	NUMBER(18,0)				
CONNECTED_ATTEMPT2	NUMBER(18,0)				
CONNECTED_ATTEMPT3	NUMBER(18,0)				
CONNECTED_ATTEMPT4	NUMBER(18,0)				
CALLBACK_RETURNED	NUMBER(18,0)				
CALLBACK_CANCELLED	NUMBER(18,0)				
SAVED_TIME	NUMBER(18,0)				
FORCE_DIALED	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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.

CBD1_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_1 table.

CBD2_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_2 table.

CBD3_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_3 table.

CALLBACKS

The total number of callbacks processed.

EWT_READY_TO_START_IXN

The customer expected wait time when the callback dial attempt was ready to begin.

EWT_READY_TO_START_IXN_MAX

The maximum expected wait time any customer had when the callback dial attempt was ready to begin.

POS_READY_TO_START_IXN

The customer position in the queue when the callback dial attempt was ready to begin.

POS_READY_TO_START_IXN_MAX

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

CALLBACK_OFFER_TIME

The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

CALLBACK_OFFER_TIME_MAX

The maximum amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

WAIT_AGENT_OFFLINE_TIME

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

WAIT_AGENT_OFFLINE_TIME_MAX

The longest amount of time, in seconds, that a customer was waiting offline for an agent to become available.

ESTABLISH_MEDIA_IXN_TIME

The amount of time required to establish an outbound call.

ESTABLISH_MEDIA_IXN_TIME_MAX

The maximum amount of time required to establish the outbound call.

ABANDONED_WAITING

Indicates whether the call was abandoned by the customer while waiting for an agent to connect.

CONN_WAITING_AGENT_TIME

The total amount of time that elapsed between when customers connected to callback calls and when an agent was connected.

CONN_WAITING_AGENT_TIME_MAX

The maximum amount of time that elapsed between when a customer connected to the callback call and when an agent was connected.

ABANDONED_WAITING_TIME

After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.

ABANDONED_WAITING_TIME_MAX

After a successful callback, the maximum amount of time any customer spent waiting before abandoning the call.

AGENT_ADDED_TO_IXN

Indicates whether an agent was successfully added to the callback call.

XFER_TO_AGENT_FAIL_CONN

The number of attempts to transfer the callback interaction to the agent that failed after connecting.

XFER_TO_AGENT_FAIL_NOCONN

The number of attempts to transfer the callback interaction to the agent that failed without connecting.

TIMEOUT_WAITING

The number of times that a customer was disconnected because the max timeout limit was reached.

IXN_REQ_AGENT

The number of callbacks that were offered to customers who had requested agent assistance.

EWT_WHEN_OFFERED

The expected wait time (EWT) before an agent was available to call back a customer, as of the time callback was offered.

EWT_WHEN_OFFERED_MIN

The minimum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

EWT_WHEN_OFFERED_MAX

The maximum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

POS_WHEN_OFFERED

The customer's position in the queue when the callback dial attempt was ready to begin.

POS_WHEN_OFFERED_MIN

The minimum position a customer held in the queue when the callback dial attempt was ready to begin.

POS_WHEN_OFFERED_MAX

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

CALLBACK_OFFERED

The total number of times that callback was offered to a customer.

CALLBACK_ACCEPTED

The total number of times that callback was accepted by a customer.

ACCEPTED_WAIT_FOR_AGENT

The total number of times that "WAIT FOR AGENT" callback was accepted by a customer.

ACCEPTED_SCHEDULED

The total number of times that "SCHEDULED" callback was accepted by a customer.

ACCEPTED_IMMEDIATE

The total number of times that "IMMEDIATE" callback was accepted by a customer.

CALLBACK_ATTEMPTS

The number of times the system attempted to call the customer back.

CALLBACK_ATTEMPTED

The total number of callback attempts, including the one that succeeded.

CALLBACK_CONNECTED

The total number of times a customer was connected after callback dialout, including instances where no agent was connected.

CONNECTED_ATTEMPT1

The total number of callback connections that were successfully completed on the first callback attempt.

CONNECTED_ATTEMPT2

The total number of callback connections that were successfully completed on the second callback attempt.

CONNECTED_ATTEMPT3

The total number of callback connections that were successfully completed on the third callback attempt.

CONNECTED_ATTEMPT4

The total number of callback connections that were successfully completed on the fourth callback attempt.

CALLBACK_RETURNED

The total number of callbacks that successfully connected the customer with an agent.

CALLBACK_CANCELLED

The number of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether was canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.

SAVED_TIME

The total number of minutes of call time that were saved because of callback.

FORCE_DIALED

Introduced: Release 8.5.005.03
The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.

Subject Areas

- AGT_CALLBACK

Table AGT_CAMPAIGN_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions generated by a particular campaign. Rollups are derived primarily from the CONTACT_ATTEMPT_FACT table with an inner join on CALL_RESULT. Counts and durations are attributed to the interval in which contact attempts were made.

Aggregation is performed along the TENANT, DATE TIME, CAMPAIGN, MEDIA_TYPE, INTERACTION_ DESCRIPTOR, GROUP_ and USER_DATA_CUST_DIM dimensions.

The determination of special information tone (SIT) values in this table depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.

The same columns and column descriptions apply to other AGT_CAMPAIGN_* tables.

> ### Tip
>
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>
> - 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

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Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	NUMBER(38,0)				-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
CAMPAIGN_GROUP_KEY	NUMBER(38,0)				-1
CAMPAIGN_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
CALLING_LIST_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ATTEMPTS	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
ANSW_MACHINE	NUMBER(18,0)				
ANSWERS	NUMBER(18,0)				
BUSY	NUMBER(18,0)				
CALLBKS_COMPL	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CALLBKS_MISSED	NUMBER(18,0)				
CALLBKS_SCHED	NUMBER(18,0)				
CANCEL	NUMBER(18,0)				
DIAL_DROPPED	NUMBER(18,0)				
DROPPED	NUMBER(18,0)				
SILENCE	NUMBER(18,0)				
STALE	NUMBER(18,0)				
OK	NUMBER(18,0)				
DIAL_MADE	NUMBER(18,0)				
DO_NOT_CALL	NUMBER(18,0)				
FAXMODEM_DETECT	NUMBER(18,0)				
NO_ANSWER	NUMBER(18,0)				
NO_RPC	NUMBER(18,0)				
PER_CALLBK_COMPL	NUMBER(18,0)				
PER_CALLBK_MISS	NUMBER(18,0)				
PER_CALLBK_SCHED	NUMBER(18,0)				
SIT_DETECTED	NUMBER(18,0)				
SIT_INVALID_NUM	NUMBER(18,0)				
SIT_NO_CIRCUIT	NUMBER(18,0)				
SIT_OPER_INTER	NUMBER(18,0)				
SIT_REORDER	NUMBER(18,0)				
SIT_UNKNOWN	NUMBER(18,0)				
SIT_VACANT	NUMBER(18,0)				
CPD	NUMBER(18,0)				
CPD_TIME_MS	NUMBER(18,0)				
CPD_DIAL	NUMBER(18,0)				
CPD_DIAL_TIME_MS	NUMBER(18,0)				
CPD_TRANSFER	NUMBER(18,0)				
CPD_TRANSFER_TIME_MS	NUMBER(18,0)				
OVERDIAL	NUMBER(18,0)				
PORT_UNAVAILABLE	NUMBER(18,0)				

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.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR
dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific
tenant.

CAMPAIGN_GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific
group which the Genesys Outbound Contact campaign was a member of when the interaction was
generated.

CAMPAIGN_KEY

The surrogate key that is used to join this aggregate table to the CAMPAIGN view to identify a specific
Genesys Outbound Contact campaign.

MEDIA_TYPE_KEY

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

CALLING_LIST_KEY

The surrogate key that is used to join this aggregate table to the CALLING_LIST view to identify a
specific Genesys Outbound Contact list from which the interaction originated.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to
identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to
identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ATTEMPTS

The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.

ABANDONED

The total number of times attributed to the reporting interval that contact attempts from this campaign returned an abandoned call result (CALL_RESULT_CODE='ABANDONED').

ANSW_MACHINE

The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE= 'ANSWERING_MACHINE_DETECTED').

ANSWERS

The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').

BUSY

The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY').

CALLBKS_COMPL

The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks. This metric includes callbacks that were scheduled by agents.

CALLBKS_MISSED

The total number of times attributed to the reporting interval that campaign callbacks were missed.

CALLBKS_SCHED

The total number of times (attributed to the reporting interval) that a call treatment scheduled callback contact attempts from this campaign. This metric does not include callbacks scheduled by agents.

CANCEL

The total number of canceled records that were dialed from this campaign during the reporting interval.

DIAL_DROPPED

The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').

DROPPED

The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='DROPPED').

SILENCE

The total number of times attributed to the interval that the system detected silence during contact attempts made from this campaign (CALL_RESULT_CODE='SILENCE').

STALE

The total number of times attributed to the interval that the system detected a stale call result during contact attempts made from this campaign (CALL_RESULT_CODE='STALE').

OK

The total number of times attributed to the interval that the system detected a call result of OK during contact attempts made from this campaign (CALL_RESULT_CODE='OK').

DIAL_MADE

The total number of contact attempts made by this campaign within the interval.

DO_NOT_CALL

The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL').

This measure, as well as Canceled, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy.

FAXMODEM_DETECT

The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').

NO_ANSWER

The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').

NO_RPC

The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').

PER_CALLBK_COMPL

The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign, excluding missed callbacks. This metric includes personal callbacks that were scheduled by agents.

PER_CALLBK_MISS

The total number of times attributed to the interval that callbacks were missed by the agent who

requested them for contact attempts made from this campaign.

PER_CALLBK_SCHED

The total number of times attributed to the interval that a call treatment scheduled personal callback contact attempts from this campaign. This metric does not include callbacks personal scheduled by agents.

SIT_DETECTED

The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_INVALID_NUM

The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL_RESULT_ CODE='SIT_INVALID_NUMBER'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_NO_CIRCUIT

The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_ RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_OPER_INTER

The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_REORDER

The total number of times attributed to the interval that the system detected a special information tone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_UNKNOWN

The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_ UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

SIT_VACANT

The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

CPD

The total number of contact attempts that were initiated during this reporting interval in which call-progress detection was performed.

CPD_TIME_MS

The total duration, in milliseconds, of call-progress detection for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed.

CPD_DIAL

The total number of dialing events for which the CPD Server provided dial duration.

CPD_DIAL_TIME_MS

The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released.

Dial duration for established calls is available only when the CPD Server is used for dialing.

CPD_TRANSFER

The total number of transfers that were used to deliver calls from the point of call-progress detection to agents or IVR.

CPD_TRANSFER_TIME_MS

The total duration, in milliseconds, of CPD transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or IVR DN.

OVERDIAL

The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.

PORT_UNAVAILABLE

The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').

Subject Areas

- AGT_CAMPAIGN

Table AGT_CHAT_AGENT_GRP_HOUR

Description

Introduced: 8.5.005.03

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of interactions associated with agent participation in asyncronous (Async) Chat Server sessions (multimedia interactions), organized by agent group.

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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)			X	-1
GROUP_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
CHAT_SESSION_DIM_KEY	NUMBER(38,0)			X	-1
ACCEPTED_UNIQUE	NUMBER(38,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED	NUMBER(38,0)				
NOTACCEPTED	NUMBER(38,0)				
OFFERED	NUMBER(38,0)				
REJECTED	NUMBER(38,0)				
ENGAGE_TIME	NUMBER(38,0)				
ENGAGE	NUMBER(38,0)				
WRAP_TIME	NUMBER(38,0)				
WRAP	NUMBER(38,0)				
HOLD_TIME	NUMBER(38,0)				
HOLD	NUMBER(38,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(38,0)				
CONSULT_RECEIVED_ENGAGE	NUMBER(38,0)				
CONSULT_RECEIVED_WRAP_TIME	NUMBER(38,0)				
CONSULT_RECEIVED_WRAP	NUMBER(38,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(38,0)				
CONSULT_RCV_WARM_ENGAGE	NUMBER(38,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(38,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(38,0)				
INVITE_ACC_TIME	NUMBER(38,0)				
INVITE_ACC_TIME_MAX	NUMBER(38,0)				
ACCEPTED_LONG	NUMBER(38,0)				
ACCEPTED_SHORT	NUMBER(38,0)				

AGR_SET_KEY

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

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_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

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.

CHAT_SESSION_DIM_KEY

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

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by agents who are members of this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The number of times agents in this agent group were in the focus state while working on media sessions.

FOCUS_TIME

The total amount of time (in seconds) that agents in this agent group actually spent working directly or indirectly on media sessions.

ACCEPTED

Introduced: Release 8.5.008.00
Number of assigned sessions that were accepted by agents in this group.

NOTACCEPTED

Introduced: Release 8.5.008.00
The total number of times that customer interactions were redirected to another resource upon no answer by agents in this group or were otherwise not accepted by agents in this group. This metric includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

Introduced: Release 8.5.008.00
Number of sessions that were offered to agents in this group.

REJECTED

Introduced: Release 8.5.008.00
Number of sessions that were rejected by agents in this group.

ENGAGE_TIME

Introduced: Release 8.5.008.00
Duration of engagement, measured from the time an agent in this group joined a chat, until the

agent left the chat or chat ends.

ENGAGE

Introduced: Release 8.5.008.00
Number of times that agents in this group were engaged with customers.

WRAP_TIME

Introduced: Release 8.5.008.00
Amount of time that agents in this group spent performing after-call work for customer interactions that were distributed from this chat.

WRAP

Introduced: Release 8.5.008.00
The total number of times the ACW (Wrap) state was recorded for customer interactions.

HOLD_TIME

Introduced: Release 8.5.008.00
The total number of customer interactions that agents in this group had on hold.

HOLD

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group had customer interactions on hold.

CONSULT_RECEIVED_ENGAGE_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group were engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

CONSULT_RECEIVED_HOLD_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_WRAP_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group were in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

CONSULT_RECEIVED_WRAP

Introduced: Release 8.5.008.00
The total number of times that agents in this group were in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group were engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that agents in this group spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP

Introduced: Release 8.5.008.00
The total number of times that agents in this group were in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

INVITE_ACC_TIME

Introduced: Release 8.5.010.01

The total amount of time that elapsed after notifications reached agents in this agent group, and before the agents accepted the interactions. (This metric is not calculated and reserved for future use.)

INVITE_ACC_TIME_MAX

Introduced: Release 8.5.010.01
The maximum amount of time that elapsed after a notification reached an agent in this agent group, and before the agent accepted the interaction. (This metric is not calculated and reserved for future use.)

ACCEPTED_LONG

Introduced: Release 8.5.010.01
The total number of interactions that were accepted, by an agent in this agent group, after the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

ACCEPTED_SHORT

Introduced: Release 8.5.010.01
The total number of interactions that were accepted, by an agent in this agent group, before the amount of time configured as accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

Subject Areas

No subject area information available.

Table AGT_CHAT_AGENT_HOUR

Description

Introduced: 8.5.005.03

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of interactions associated with agent participation in asyncronous (Async) Chat Server sessions (multimedia 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 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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
GROUP_COMBINATION_KEY	NUMBER(38,0)			X	-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
CHAT_SESSION_DIM_KEY	NUMBER(38,0)			X	-1
ACCEPTED_UNIQUE	NUMBER(38,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED	NUMBER(38,0)				
NOTACCEPTED	NUMBER(38,0)				
OFFERED	NUMBER(38,0)				
REJECTED	NUMBER(38,0)				
ENGAGE_TIME	NUMBER(38,0)				
ENGAGE	NUMBER(38,0)				
WRAP_TIME	NUMBER(38,0)				
WRAP	NUMBER(38,0)				
HOLD_TIME	NUMBER(38,0)				
HOLD	NUMBER(38,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(38,0)				
CONSULT_RECEIVED_ENGAGE	NUMBER(38,0)				
CONSULT_RECEIVED_HOLD	NUMBER(38,0)				
CONSULT_RECEIVED	NUMBER(38,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(38,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(38,0)				
CONSULT_RCV_WARM_WRAP_TIME	NUMBER(38,0)				
CONSULT_RCV_WARM_WRAP	NUMBER(38,0)				
INVITE_ACC_TIME	NUMBER(38,0)			X	
INVITE_ACC_TIME_MAX	NUMBER(38,0)			X	
ACCEPTED_LONG	NUMBER(38,0)			X	
ACCEPTED_SHORT	NUMBER(38,0)			X	

AGR_SET_KEY

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

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.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

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.

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.

CHAT_SESSION_DIM_KEY

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

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The number of times the agent was in the focus state while working on media sessions.

FOCUS_TIME

The total amount of time (in seconds) the agent actually spent working directly or indirectly on media sessions.

ACCEPTED

Introduced: Release 8.5.008.00
Number of assigned sessions that were accepted by agents.

NOTACCEPTED

Introduced: Release 8.5.008.00
The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent. This metric includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

Introduced: Release 8.5.008.00
Number of sessions that were offered to the agents.

REJECTED

Introduced: Release 8.5.008.00
Number of sessions that were rejected by the agents.

ENGAGE_TIME

Introduced: Release 8.5.008.00
Duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.

ENGAGE

Introduced: Release 8.5.008.00
Number of times that this agent was engaged with customers.

WRAP_TIME

Introduced: Release 8.5.008.00
Amount of time, that agents spent performing after-call work for customer interactions that were distributed from this chat.

WRAP

Introduced: Release 8.5.008.00
The total number of times the ACW (Wrap) state was recorded for customer interactions

HOLD_TIME

Introduced: Release 8.5.008.00
The total number of customer interactions that this agent had on hold.

HOLD

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent had customer interactions on hold.

CONSULT_RECEIVED_ENGAGE_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

CONSULT_RECEIVED_HOLD_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_WRAP_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

CONSULT_RECEIVED_WRAP

Introduced: Release 8.5.008.00
The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent was engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with this agent.

CONSULT_RCV_WARM_HOLD_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP_TIME

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.

CONSULT_RCV_WARM_WRAP

Introduced: Release 8.5.008.00
The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

INVITE_ACC_TIME

Introduced: Release 9.0.010.01
The total amount of time interactions alerted at the agent's DN before the agent accepted the interactions. (This metric is not calculated and reserved for future use.)

INVITE_ACC_TIME_MAX

Introduced: Release 9.0.010.01
The maximum amount of time that it took for an agent to accept an interaction after it began alerting. (This metric is not calculated and reserved for future use.)

ACCEPTED_LONG

Introduced: Release 9.0.010.01
The number of interactions that were accepted by an agent after the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

ACCEPTED_SHORT

Introduced: Release 9.0.010.01
The number of interactions that were accepted by an agent before the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

Subject Areas

No subject area information available.

Table AGT_CHAT_STATS_HOUR

Description

Introduced: 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with chat interactions. The same columns and column descriptions apply to other AGT_CHAT_STATS_* tables.

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

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> **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
AGR_SET_KEY	NUMBER(38,0)		X	X	
DATE_TIME_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
CHAT_SESSION_DIM_KEY	NUMBER(38,0)			X	-1
SESSION_TIME	NUMBER(38,0)				
MSG_FROM_AGENTS	NUMBER(38,0)				
MSG_FROM_AGENTS_MAX	NUMBER(38,0)				
MSG_FROM_BOTS	NUMBER(38,0)				
MSG_FROM_BOTS_MAX	NUMBER(38,0)				
MSG_FROM_CUSTOMERS	NUMBER(38,0)				
MSG_FROM_CUSTOMERS_MAX	NUMBER(38,0)				
AGENT_RESPONSES	NUMBER(38,0)				
AGENT_RESPONSE_TIME_MAX	NUMBER(38,0)				
AGENT_RESPONSE_TIME	NUMBER(38,0)				
AGENT_WAIT	NUMBER(38,0)				
AGENT_WAIT_TIME_MAX	NUMBER(38,0)				
AGENT_WAIT_TIME	NUMBER(38,0)				
CUSTOMER_RESPONSES	NUMBER(38,0)				
CUSTOMER_RESPONSE_TIME_MAX	NUMBER(38,0)				
CUSTOMER_RESPONSE_TIME	NUMBER(38,0)				
CUSTOMER_WAIT	NUMBER(38,0)				
CUSTOMER_WAIT_TIME_MAX	NUMBER(38,0)				
CUSTOMER_WAIT_TIME	NUMBER(38,0)				
FIRST_AGENT_WAIT	NUMBER(38,0)				
FIRST_RESPONSE_WAIT_TIME	NUMBER(38,0)				

Column	Data Type	P	M	F	DV
FIRST_BOT_WAIT_TIME	NUMBER(38,0)				
AGENTS	NUMBER(38,0)				
BOTS	NUMBER(38,0)				
SESSIONS	NUMBER(38,0)				
SESSIONS_WITH_BOT	NUMBER(38,0)				
SESSIONS_ONLY_WITH_BOT	NUMBER(38,0)				
SESSIONS_CUSTOMER_TERMINATED	NUMBER(38,0)				
SESSIONS_AGENT_TERMINATED	NUMBER(38,0)				
SESSIONS_ENDED_NORMALLY	NUMBER(38,0)				
SESSIONS_DISCONNECTED	NUMBER(38,0)				
SESSIONS_INACTIVE	NUMBER(38,0)				
SESSIONS_MISSED	NUMBER(38,0)				
SESSIONS_TRANSFERRED	NUMBER(38,0)				
ABANDONED_WAITING	NUMBER(38,0)				
DORMANT	NUMBER(38,0)				
DORMANT_TIME	NUMBER(38,0)				
ASYNC_IDLE	NUMBER(38,0)				
ASYNC_IDLE_TIME	NUMBER(38,0)				
ACTIVE_IDLE	NUMBER(38,0)				
ACTIVE_IDLE_TIME	NUMBER(38,0)				
HANDLE	NUMBER(38,0)				
HANDLE_TIME	NUMBER(38,0)				
FIRST_TOUCH_RESOLUTION	NUMBER(38,0)				
SESSIONS_PARKED	NUMBER(38,0)				
PARKING_DURATION	NUMBER(38,0)				
PARKING_DURATION_MAX	NUMBER(38,0)				
SESSIONS_PARKED_SHORT	NUMBER(38,0)				
SESSIONS_PARKED_LONG	NUMBER(38,0)				

AGR_SET_KEY

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

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.

CHAT_SESSION_DIM_KEY

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

SESSION_TIME

The total duration, in seconds, of the ChatServer session.

MSG_FROM_AGENTS

The total number of messages (that are visible to customer) that all agents sent. Note: there could be several agents in a chat session, for instance because of a conference or transfer.

MSG_FROM_AGENTS_SIZE

The total size of all messages sent by agents.

MSG_FROM_BOTS

The total number of messages (that are visible to customer) that all bots sent. Note: there could be more than one bots in a chat session.

MSG_FROM_BOTS_SIZE

The total size of all messages sent by bots.

MSG_FROM_CUSTOMERS

The total number of messages sent by customers.

MSG_FROM_CUSTOMERS_SIZE

The total size of all messages sent by customers.

AGENT_RESPONSES

The total number of times that agents replied to customers.

AGENT_RESPONSE_TIME_MAX

The maximum amount of time (in seconds) that any agent spent replying to a customer.

AGENT_RESPONSE_TIME

The total amount of time (in seconds) agents spent on replying to a customer.

AGENT_WAIT

The total number of times that agents waited for a reply from a customer.

AGENT_WAIT_TIME_MAX

The maximum amount of time (in seconds) that that any agent spent waiting for a reply from a customer.

AGENT_WAIT_TIME

The total amount of time (in seconds) that agents spent waiting for replies from customers.

CUSTOMER_RESPONSES

The total number of times that a customer replied to an agent.

CUSTOMER_RESPONSE_TIME_MAX

The maximum amount of time (in seconds) that elapsed before a customer replied to an agent.

CUSTOMER_RESPONSE_TIME

The total amount of time (in seconds) that customers spent replying to agents.

CUSTOMER_WAIT

The total number of times that a customer waited for a reply from an agent.

CUSTOMER_WAIT_TIME_MAX

The maximum amount of time (in seconds) that a customer waited for a reply from an agent.

CUSTOMER_WAIT_TIME

The total amount of time (in seconds) that customers spent waiting for a reply from an agent.

FIRST_AGENT_WAIT_TIME

The amount of time the customer waited for the first agent (who was visible to the customer) to join the session. An agent *joining* the session means that interaction was first queued, then attempted to be routed to an agent (possibly more than once, for example if an agent did not answer or rejected the interaction). If the value is 0, and **csg_PartiesAsAgentCount**=0, then no agent joined. If **csg_PartiesAsAgentCount** is not equal to 0, agent joined very early in the session.

FIRST_RESPONSE_WAIT_TIME

The amount of time that passed before the first agent submitted the first greeting/message (that was visible to the customer) into the chat session.

FIRST_BOT_WAIT_TIME

The amount of time that the customer waited for the first bot (that was visible to the customer) to join the session.

AGENTS

The number of parties that participated in session as agents.

BOTS

The number of parties that participated in session as bots.

SESSIONS

The total number of sessions.

SESSIONS_WITH_BOT

The total number of media sessions in which bots participated.

SESSIONS_ONLY_WITH_BOT

The total number of media sessions handled by bots, without agent involvement.

SESSIONS_CUSTOMER_TERMINATED

The total number of sessions that were terminated by the customer.

SESSIONS_AGENT_TERMINATED

The total number of sessions that were terminated by an agent.

SESSIONS_ENDED_NORMALLY

The total number of sessions that terminated normally. (ENDED_ABNORMALLY = 0)

SESSIONS_DISCONNECTED

The total number of sessions that were terminated due to disconnection.

SESSIONS_INACTIVE

The total number of sessions that were terminated due to inactivity.

SESSIONS_MISSED

Introduced: Release 8.5.008.00
Modified: 8.5.010.01
Total number of chats requested by clients that were not answered by agents.

SESSIONS_TRANSFERRED

Introduced: Release 8.5.008.00
Total number of chats that were transferred from one agent to another.

ABANDONED_WAITING_TIME

Introduced: Release 8.5.008.00
Modified: 8.5.010.01
Total time clients waited for a response before leaving.

DORMANT

Introduced: Release 8.5.005.03
The total number of times sessions entered the dormant state.

DORMANT_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds) that customer interactions were in the dormant state or on hold (with no agent participant). Routing time is excluded.

ASYNC_IDLE

Introduced: Release 8.5.005.03
The total number of times, exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

ASYNC_IDLE_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

ACTIVE_IDLE

Introduced: Release 8.5.005.03
The total number of times, exceeding configured threshold, without any activity when interactions were in the active state (at least one Agent participated).

ACTIVE_IDLE_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the active state (and at least one agent participated).

HANDLE

Introduced: Release 8.5.005.03
The total number of times that sessions were in an active state (as opposed to a dormant state).

HANDLE_TIME

Introduced: Release 8.5.005.03
The total duration (in seconds) of the media session.

FIRST_TOUCH_RESOLUTION

Introduced: Release 8.5.005.03
The total number of Async chat sessions handled with one touch (session was either never placed in dormant state or never woken from it). Session are included whether ended by agent, by customer, or by timeout.

SESSIONS_PARKED

Introduced: Release 8.5.011
The number of interactions that were placed in the parking queue and routed during business hours. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

PARKING_DURATION

Introduced: Release 8.5.011
The total amount of time that the interaction spent in the parking queue during the reporting period. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

PARKING_DURATION_MAX

Introduced: Release 8.5.011
The maximum amount of time that any interaction spent in the parking queue. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

SESSIONS_PARKED_SHORT

Introduced: Release 8.5.011
The number of interactions that were in the parking queue for a period of time less than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

SESSIONS_PARKED_LONG

Introduced: Release 8.5.011
The number of interactions that were in the parking queue for a period of time greater than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

Subject Areas

No subject area information available.

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 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	NUMBER(38,0)				-1
TENANT_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)				-1
MEDIA_ORIGIN_KEY	NUMBER(38,0)				-1
THREADS	NUMBER(38,0)				-1
SESSIONS	NUMBER(38,0)				-1
AGENTS	NUMBER(38,0)				-1
ENGAGEMENTS	NUMBER(38,0)				-1
HANDLE_DURATION	NUMBER(38,0)				-1
MSG_FROM_CUSTOMER	NUMBER(38,0)				-1
MSG_FROM_CUSTOMER_SIZE	NUMBER(38,0)				-1
MSG_FROM_AGENT	NUMBER(38,0)				-1
MSG_FROM_AGENT_SIZE	NUMBER(38,0)				-1
AGENT_REPLY_DURATION	NUMBER(38,0)				-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.

Table AGT_COBROWSE_AGENT_HOUR

Description

Introduced: 8.5.006

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of agent participation in Voice and Chat interactions that include Co-browse sessions. This table is used to produce the Co-browse Summary Report.

> **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
AGR_SET_KEY	NUMBER(38,0)		X	X	
DATE_TIME_KEY	NUMBER(38,0)		X	X	-1
TENANT_KEY	NUMBER(38,0)		X	X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)		X	X	-1
AGENT_RESOURCE_KEY	NUMBER(38,0)		X	X	-1
ENTERED	NUMBER(38,0)		X		
INTERACTIONS	NUMBER(38,0)		X		
SESSIONS	NUMBER(38,0)		X		
RW_SESSIONS	NUMBER(38,0)		X		
FIRST_WAIT_TIME	NUMBER(38,0)		X		
HANDLE_TIME	NUMBER(38,0)		X		

AGR_SET_KEY

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

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 during 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.

AGENT_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to get information such as the Agent Name, Agent ID.

ENTERED

The total number of Voice or Chat interactions that were accepted by the agent, regardless of whether Co-browse sessions were part of the interaction.

INTERACTIONS

The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.

SESSIONS

The total number of Co-browse sessions.

RW_SESSIONS

The total number of Co-browse sessions with WRITE mode. In WRITE mode sessions, the customer enables the agent to remote control the customer browser.

FIRST_WAIT_TIME

The total amount of time (in seconds) that elapses after the interaction starts before the first Co-browse session is initiated. For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST_WAIT_TIME is calculated as seven minutes (420 seconds).

HANDLE_TIME

The total amount of time (in seconds) that this agent spent handling Co-browse sessions.

Subject Areas

No subject area information available.

Table AGT_I_AGENT_HOUR

Description

> In partitioned databases, this table is not partitioned.

This interval-based aggregate table 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 from this table, 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 table.

The same columns and column descriptions apply to other AGT_I_AGENT_* tables.

> **Tip**
>
> The GPM_* columns in this table are populated only if the **enable-gpr** feature is enabled.

> **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	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
OFFERED	NUMBER(18,0)				
ACCEPTED_EVENTNAME	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
WRAP_IN	NUMBER(18,0)				
WRAP_OUT	NUMBER(18,0)				
NOT_READY_IN	NUMBER(18,0)				
NOT_READY_OUT	NUMBER(18,0)				
WRAP_IN_TIME	NUMBER(18,0)				
WRAP_OUT_TIME	NUMBER(18,0)				
NOT_READY_IN_TIME	NUMBER(18,0)				
NOT_READY_OUT_TIME	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)			X	-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	NUMBER(18,0)				

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.

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-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.

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.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

Subject Areas

- AGT_I_AGENT

Table AGT_I_SESS_STATE_HOUR

Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of summarized agent session states. Rollups are derived primarily from the SM_RES_STATE_FACT table. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, MEDIA_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

Note that this table is similar to AGT_I_MN_SESS_STATE_HOUR, but this aggregate table relies on SM_STATE_FACT, where AGT_I_MN_SESS_STATE_HOUR relies on SM_MEDIA_NEUTRAL_STATE_FACT.

The following columns and column descriptions apply to all AGT_I_SESS_STATE_* tables.

> ### 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
AGR_SET_KEY	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
ACTIVE_TIME	NUMBER(18,0)				
READY_TIME	NUMBER(18,0)				
NOT_READY_TIME	NUMBER(18,0)				
BUSY_TIME	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
READY	NUMBER(18,0)				
NOT_READY	NUMBER(18,0)				
BUSY	NUMBER(18,0)				
WRAP	NUMBER(18,0)				

AGR_SET_KEY

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

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 that correspond to the start of the aggregated interval.

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 to 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.

ACTIVE_TIME

The total amount of time, in seconds, between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

READY_TIME

The total amount of time, in seconds, that this agent was in the Ready state on a particular media channel.

NOT_READY_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

BUSY_TIME

The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

WRAP_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

READY

The total number of times within the interval that this agent was in the Ready state on a particular media channel.

NOT_READY

The total number of times within the interval that this agent was in the NotReady state on a particular media channel.

BUSY

The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

WRAP

The total number of times within the interval that this agent was in ACW state.

Subject Areas

- AGT_I_SESS_STATE

Table AGT_I_MN_SESS_STATE_HOUR

Description

Introduced: 8.5.008.00

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of summarized media-neutral agent session states. Rollups are derived primarily from the SM_RES_MEDIA_NEUTRAL_STATE_FACT table. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

Note that this table is similar to AGT_I_SESS_STATE_HOUR, but this aggregate table relies on SM_MEDIA_NEUTRAL_STATE_FACT, where AGT_I_SESS_STATE relies on SM_RES_STATE_FACT.

The following columns and column descriptions apply to all AGT_I_MN_SESS_STATE_* tables.

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

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Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
ACTIVE_TIME	NUMBER(18,0)				
READY_TIME	NUMBER(18,0)				
NOT_READY_TIME	NUMBER(18,0)				
BUSY_TIME	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
READY	NUMBER(18,0)				
NOT_READY	NUMBER(18,0)				
BUSY	NUMBER(18,0)				
WRAP	NUMBER(18,0)				

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 that correspond to the start of the aggregated

interval.

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 to 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.

ACTIVE_TIME

The total amount of time, in seconds, between the beginning and end of this agent's login session(s) irrespective of media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

READY_TIME

The total amount of time, in seconds, that this agent was in the Ready state, irrespective of media channel.

NOT_READY_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

BUSY_TIME

The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

WRAP_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

READY

The total number of times within the interval that this agent was in the Ready state, irrespective of media channel.

NOT_READY

The total number of times within the interval that this agent was in the NotReady state, irrespective of media channel.

BUSY

The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

WRAP

The total number of times within the interval that this agent was in ACW state.

Subject Areas

No subject area information available.

Table AGT_I_STATE_RSN_HOUR

Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of hardware- and software-related reasons for summarized agent states on voice devices. Rollups are derived primarily from the SM_RES_STATE_REASON_FACT and SM_RES_STATE_FACT tables.

Aggregation is performed along the TENANT, DATE_TIME, MEDIA_TYPE, RESOURCE_, RESOURCE_ STATE, RESOURCE_STATE_REASON, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_I_STATE_RSN_* tables.

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.
>
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Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
RESOURCE_STATE_KEY	NUMBER(38,0)			X	-1
RESOURCE_STATE_REASON_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
STATE_RSN	NUMBER(18,0)				
STATE_RSN_TIME	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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.

RESOURCE_STATE_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 to which the queue was a member when the interaction entered the queue.

RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_STATE_REASON dimension to identify the specific reason that the agent was in the state that is indicated by the RESOURCE_STATE_KEY field.

MEDIA_TYPE_KEY

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

STATE_RSN

The total number of times within the reporting interval that this agent was in a particular state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.

STATE_RSN_TIME

The total amount of time, in seconds, within the reporting interval that this agent was in a particular state on a particular media channel (including Do Not Disturb duration, if configured) for this reason.

Subject Areas

- AGT_I_STATE_RSN

Table AGT_ID_FCR

Description

Introduced: 8.5.002.00

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.

FCR (First Contact Resolution Rate) is defined as the rate for all interactions on a day and media type using a predictor and model.

Rollups are derived primarily from the INTERACTION_FACT table and are based on the resource's first attempt in handling interactions. A join to the GPM_FACT provides aggregated data that is dimensioned by model, predictor, and result. When running in embedded mode, the data in this table is delayed by 7-8 days.

This table includes measures pertaining to customer interactions that are distributed to handling resources, which are attributed to the interval in which the interaction entered the contact center.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNs. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_TYPE, MEDIA_TYPE, and INTERACTION_ DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_ID_FCR_* tables.

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	NUMBER(38,0)				-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)			X	-1
USER_DATA_KEY2	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)				-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_RESULT_KEY	NUMBER(38,0)			X	-1

Column	Data Type	P	M	F	DV
ACCEPTED	NUMBER(18,0)				
ACCEPTED_FCR	NUMBER(18,0)				
ACCEPTED_CUSTID	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

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 GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

INTERACTION_TYPE_KEY

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

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

ACCEPTED_FCR

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource, and which were subsequently resolved during the first customer attempt. An issue is considered to be resolved on the first attempt if there are no subsequent customer interactions from the same CUSTOMER_ID for the same SERVICE-TYPE within 7 days.

ACCEPTED_CUSTID

The number of customer interactions with the indicated Customer ID that were accepted, answered, or pulled.

Subject Areas

No subject area information available.

Table AGT_ID_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table and are based on the resource's first attempt in handling interactions. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction.

Within the AGT_ID hierarchy, these two sets of fields are stored as integers. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Numeric data only should be written to these fields. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations in which RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that are assigned a business attribute-namely, measures for:

- Customer interactions that are distributed to handling resources.
- Received consult interactions that are distributed to handling resources, where the consultations are associated with customer interactions.

Counts and durations for the first set of measures are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNs. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_TYPE, MEDIA_TYPE, and INTERACTION_ DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_ID_* tables.

> **Tip**
>
> The GPM_* columns in this table are populated only if the **enable-gpr** feature is enabled.

> **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.

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Column List

Legend

Column	Data Type	P	M	F	DV
AGR_SET_KEY	NUMBER(38,0)			X	

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	NUMBER(38,0)				-1
INTERACTION_DESCRIPT_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY1	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY2	NUMBER(38,0)				-1
ENTERED	NUMBER(18,0)				
ENTERED_THREAD	NUMBER(18,0)				
ENTERED_OBJ_RES	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
DEFERRED	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
SHORT_ABANDONED	NUMBER(18,0)				
ACCEPTED_THREAD	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPT_TIME	NUMBER(18,0)				
ACCEPTED_THR	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
RESPONDED	NUMBER(18,0)				
RESPONDED_THR	NUMBER(18,0)				
FIRST_RESPONSE_TIME	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT_THR	NUMBER(18,0)				
ACCEPT_TIME_AGENT	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ABANDONED_STANDARD_TIME	NUMBER(18,0)				
ABANDONED_TIME_WAIT	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONSULT_RESPONSES	NUMBER(18,0)				
CONSULT_RECEIVED_THR	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_THR	NUMBER(18,0)				
CONSULT_RCV_WARM_THR_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPTED	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP	NUMBER(18,0)				
CONFERENCE_INIT_AGENT	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
FINISHED_RESPONSES	NUMBER(18,0)				
FINISH_RESPONSE_TIME	NUMBER(18,0)				
FINISHED	NUMBER(18,0)				
FINISHED_THR	NUMBER(18,0)				
FINISH_TIME	NUMBER(18,0)				
SATISFACTION_ENTERED	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_ENTERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
ACTIONABILITY_ENTERED	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_ENTERED	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
INFLUENCE_ENTERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)				-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	NUMBER(18,0)				
GPM_WAIT_TIME	NUMBER(18,0)				

AGR_SET_KEY

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

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 corresponding to the start of the aggregated interval.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes assigned to the interaction.

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.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ENTERED

The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.

ENTERED_THREAD

The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This measure is attributed to the first interval of the thread.

ENTERED_OBJ_RES

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold that was greater than zero.

This measure relies on the value of the **response threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ABANDONED

The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

DEFERRED

The total number of customer interactions of this business attribute that were deferred while the interactions were waiting for the first handling resource.

ABANDONED_INVITE

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.

SHORT_ABANDONED

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This measure includes a handling resource's first participation in outbound replies to

inbound interactions.

ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

FOCUS

The total number of times that agents were in the focus state while working on media sessions. Includes only cases where agents were actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that agents spent in the focus state while working on media sessions. Includes only time that agents spent actively processing the interaction, as reported by the agent desktop.

ACCEPT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, or pulled by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by the handling resource. This measure includes alert (ring) time.

ACCEPTED_THR

The total number of times that customer interactions or established warm consultations of this business attribute that were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

RESPONSES

For voice and chat media, the total number of customer interactions of this business attribute that were accepted, answered, or pulled by handling resources.

For email, this measure represents the total number times that resources (for example, agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this measure's value reflects each reply.

The value of this measure is greater than or equal to RESPONDED.

RESPONDED

For voice and chat media, the total number of customer interactions of this business attribute that had been answered by a handling resource.

For e mail, this measure represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this measure's value is either 0 or 1 for each interaction.

The value of this measure is less than or equal to RESPONSES.

RESPONDED_THR

The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this measure.

This measure excludes interactions that were routed to and accepted, answered, or pulled by unmonitored resources.

This measure relies on the value of the **response threshold** option as configured in the [agg-gim-thld-ID-IXN] section.

FIRST_RESPONSE_TIME

The total amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.

For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this measure.

The business-attribute assignment can occur at any moment during the interaction's lifetime for this measure to be tallied.

ACCEPTED_AGENT

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, or pulled by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert time or ring time.

ACCEPT_TIME_AGENT_MAX

The longest amount of time, in seconds, that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled. This measure includes alert (ring) time.

ABANDONED_TIME

The total amount of time, in seconds, associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.

ABANDONED_STANDARD_TIME

The total amount of time, in seconds, that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ABANDONED_TIME_MAX

The maximum amount of time, in seconds, that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged with customers for interactions that were assigned this business attribute. This measure excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.

ENGAGE

The total number of interactions for which agents were engaged with customers for interactions that the agents received and that were assigned this business attribute. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agents received.

HOLD_TIME

The total amount of time, in seconds, that agents had customers on hold for interactions assigned this business attribute.

HOLD

The total number of customer interactions of this business attribute that agents had on hold.

WRAP_TIME

The total amount of time, in seconds, that resources spent in ACW state for customer interactions that were received of this business attribute.

WRAP

The total number of times that agents entered ACW state for customer interactions that the agents received of this business attribute.

INVITE

The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the interactions were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies only to voice media.

INVITE_TIME

The total amount of time, in seconds, that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.

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 interactions only and is applicable only to voice media.

This measure is attributed to the interval in which the alerting/dialing first occurred.

CONSULT_RECEIVED_ACCEPTED

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.

For voice, this measure is the same as CONSULT_RESPONSES.

CONSULT_RESPONSES

For email, the total number of collaboration replies that were initiated within the contact center. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_INVITE

The total number of simple consult interactions of this business attribute that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions.

CONSULT_RECEIVED_INVITE_TIME

The total amount of time, in seconds, that simple consult interactions of this attribute alerted or rang at agent resources. Consultations do not have to be established for this measure to be incremented.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had simple consultations on hold where the consultations were associated with customer interactions of this business attributes and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_HOLD

The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state after consult calls that the agents accepted, where the consultations were associated with customer interactions that were assigned this business attribute.

CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations where the agents were the recipients of the consultation requests and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_INVITE

The total number of warm consult interactions of this business attribute that rang at agent resources before the agents answered the calls.

CONSULT_RCV_WARM_INVITE_TIME

The total amount of time, in seconds, that warm consult interactions of this business attribute that alerted or rang at agents.

CONSULT_RCV_ACC_WARM

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.

CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations that agents had on hold where the consultations were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.

- Internal contact center interactions where interactions were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were associated with customer interactions of this attribute, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONFERENCE_INIT_AGENT

The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.

TRANSFER_INIT_AGENT

The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this measure.

FINISHED_RESPONSE

The total number of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system.

FINISH_RESPONSE_TIME

The total duration, in seconds, of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queuing, and handling.

FINISHED

The total number of completed customer interactions that were assigned this business attribute. This measure is equivalent to ENTERED when there are no remaining active interactions during the interval.

FINISHED_THR

The total number of customer interactions of this business attribute that were completed within the finish threshold.

This measure relies on the value of the **finish threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

FINISH_TIME

The total amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this measure.

SATISFACTION_ENTERED

The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.

This measure might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

REVENUE_ENTERED

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.

Unlike SATISFACTTION_ENTERED, this measure never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.

REVENUE

The total revenue generated during the interval by customer interactions assigned this business attribute.

ACTIONABILITY_ENTERED

The total number of times that actionability scores were recorded for customer interactions of this business attribute.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by this agent.

SENTIMENT_ENTERED

The total number of times that sentiment scores were recorded for customer interactions of this business attribute.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent.

INFLUENCE_ENTERED

The total number of times that influence scores were recorded for customer interactions of this business attribute.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

GPM_WAIT_TIME

The amount of time, in seconds, that the interaction spent in the queue used for Predictive Routing decision-making.

Subject Areas

- AGT_ID

Table AGT_QUEUE_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the following queue-type devices that interactions enter and pass through:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

Rollups are derived primarily from the MEDIATION_SEGMENT_FACT table, and aggregation is performed along the DATE_TIME, TENANT, MEDIA_TYPE, RESOURCE_, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in transfer to or conference with an agent. Simple consultations are consult interactions that begin and end in consult.

The measures suffixed "_80" (for example, ACCEPTED_THR_80) provide backward compatibility. They appear only in upgraded schemas and their values rely on thresholds that are configured in the **[gim-etl*]** section.

The same columns and column descriptions apply to other AGT_QUEUE_* tables.

> **Tip**
>
> The GPM_* columns in this table are populated only if the **enable-gpr** feature is enabled.

> **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	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
WORKBIN_KEY	NUMBER(38,0)			X	-1

Column	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ENTERED	NUMBER(18,0)				
CLEARED	NUMBER(18,0)				
CLEARED_TIME	NUMBER(18,0)				
CLEARED_TIME_MAX	NUMBER(18,0)				
CLEARED_STUCK	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ABANDONED_TIME_MAX	NUMBER(18,0)				
ABANDONED_SHORT	NUMBER(18,0)				
ABANDONED_STANDARD	NUMBER(18,0)				
ABANDONED_STANDARD_TIME	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
DISTRIBUTED_	NUMBER(18,0)				
DISTRIBUTED_TIME	NUMBER(18,0)				
DISTRIBUTED_TIME_MAX	NUMBER(18,0)				
REDIRECTED	NUMBER(18,0)				
ROUTED_OTHER	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
ACCEPTED_THR	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT_TIME	NUMBER(18,0)				
ACCEPTED_AGENT_THR	NUMBER(18,0)				
DEFERRED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_ENTERED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED_MAX	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED_MAX	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED_STD	NUMBER(18,0)				
CONSULT_ABN_STANDARD	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_DISTRIB	NUMBER(18,0)				
CONSULT_DISTRIB	NUMBER(18,0)				
CONSULT_DISTRIB_MAX	NUMBER(18,0)				
CONSULT_REDIRECTED	NUMBER(18,0)				
CONSULT_ROUTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED_MAX	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED_TIME	NUMBER(18,0)				
CONSULT_ACCEPTED_TIME	NUMBER(18,0)				
CONSULT_TRANSFER_AGENT	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPT	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_MAX	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_MAX	NUMBER(18,0)				
CONSULT_RCV_ACCEPT	NUMBER(18,0)				
CONSULT_RCV_ACCEPT_MAX	NUMBER(18,0)				
CONSULT_RCV_WARM	NUMBER(18,0)				
CONSULT_RCV_WARM_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_RANGE_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP	NUMBER(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	NUMBER(18,0)				
CONFERENCE_INIT_AGENT	NUMBER(18,0)				
ACCEPTED_TIME	NUMBER(18,0)				
ACCEPTED_TIME_MAX	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)				-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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 to identify a specific queue.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific

tenant.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation.

For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2). For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ENTERED

The total number of times that customer interactions or established warm consultations entered this queue. If the same interaction enters this queue more than once, this measure counts each entrance separately.

CLEARED

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue.

Clearing involves any of the following actions:

- Distribution to a parallel virtual queue.

- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

- Removing interactions, reported in deployments that rely on Genesys Info Mart 8.5.004.06 or later, that the customer abandoned while parallel queued, except for interactions abandoned in the last-entered virtual queue.

Clearing excludes:

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

- In deployments that rely on Genesys Info Mart 8.5.003.20 or earlier, Interactions that the customer abandoned while still queued.

CLEARED_TIME

The total duration, in seconds, that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CLEARED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in a queue before they

were cleared from this virtual queue, workbin, or interaction queue.

CLEARED_STUCK

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).

ABANDONED

The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.

ABANDONED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed. The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

ABANDONED_TIME_MAX

The longest amount of time, in seconds, that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

ABANDONED_SHORT

The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD

The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This measure excludes interactions that were abandoned while they were alerting at a handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD_TIME

The total amount of time, in seconds, that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

DISTRIBUTED_

The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue.

Distribution includes the interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

DISTRIBUTED_TIME

The time, in seconds, from the moment at which customer interactions or warm consultations entered this queue to the moment at which they were distributed or pulled from this queue.

DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions or warm consultations spent in

this queue before they were distributed.

REDIRECTED

he total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

ROUTED_OTHER

The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

ACCEPTED

The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

ACCEPTED_THR

The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

ACCEPTED_AGENT_THR

The total number of times that customer interactions or established warm consultations that were

distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

DEFERRED

Introduced: Release 8.5.009.04
The total number of times that customer interactions entered this queue and were released because handling was deferred.

TRANSFER_INIT_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

INVITE

The total number of customer interactions (that were distributed from this queue) that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from this queue.

INVITE_TIME

The total amount of time, in seconds, that customer interactions distributed from this queue 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

For customer interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from this queue.

WRAP_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.

HOLD

The total number of times that agents had customer interactions, distributed from this queue, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

HOLD_TIME

The total amount of time, in seconds, that agents had on hold customer interactions that were distributed from this queue. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

CONSULT_ENTERED

The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.

CONSULT_CLEARED

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_TIME

The total duration, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_STUCK

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall).

CONSULT_ABANDONED

The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the short-abandoned threshold, where the consultations were associated with customer interactions.

CONSULT_ABANDONED_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

CONSULT_ABANDONED_TIME_MAX

The longest amount of time, in seconds, that agents waited at this queue before they abandoned their simple consult interactions. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

CONSULT_ABANDONED_SHORT

The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_STANDARD

The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This measure excludes consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABN_STANDARD_TIME

The total amount of time, in seconds, that is associated with simple consult interactions that entered this queue and were abandoned by the agent or dropped for any reason before the consultations could be established. The duration starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed. This measure also excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_INVITE

The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

CONSULT_DISTRIBUTED

The total number of times that simple consult interactions were distributed or pulled from this queue.

CONSULT_DISTRIBUTED_TIME

The time, in seconds, from the moment at which simple consult interactions entered this queue to the moment at which they were distributed or pulled from this queue.

CONSULT_DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in this queue before they were distributed.

CONSULT_REDIRECTED

The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

CONSULT_ROUTED_OTHER

The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

CONSULT_ACCEPTED

The total number of times that simple consult interactions, that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

CONSULT_ACCEPTED_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

CONSULT_ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the consultation enters the member queue and ends when the consultation is accepted, answered, or pulled—thereby, including alert (ring) time.

CONSULT_ACCEPTED_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the 'acceptance threshold for consult interactions' value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that consult interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

CONSULT_ACCEPTED_AGENT_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the 'accepted-by-agent threshold for consult interactions' value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_TRANSFER_INIT_AGENT

The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue.

CONSULT_RECEIVED_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

CONSULT_RECEIVED_INVITE

The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions.

CONSULT_RECEIVED_INVITE_TIME

The total amount of time, in seconds, that simple consult interactions that were distributed from this queue alerted or rang at agents. Consultations do not have to be established for this measure to be incremented.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/ consultations requests.

CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents were in ACW state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

CONSULT_RECEIVED_HOLD

The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RCV_ACC_WARM

The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

CONSULT_RCV_ACC_WARM_TIME

The total amount time, in seconds, that others spent waiting for an agent to respond to the requests for warm consultation that the agent received, where the warm consult interactions were distributed or pulled from this queue.

CONSULT_RCV_WARM_INVITE

The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents answered the calls.

CONSULT_RCV_WARM_INVITE_TIME

The total amount of time, in seconds, that warm consult interactions distributed from this queue alerted or rang at agents. By definition, warm interactions must be established for this measure to be incremented.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from this queue that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONFERENCE_INIT_AGENT

The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established. The count includes the number of established conferences that were initiated for

transferred interactions that agents received.

ACCEPTED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted, answered, or pulled—thereby, including alert (ring) time.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

Subject Areas

- AGT_QUEUE

Table AGT_QUEUE_ABN_HOUR

Description

> In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions that were abandoned within one of the following queue types:

- ACD queue

- Virtual queue

- Interaction queue

- Workbin

Aggregation is performed along the DATE_TIME, TENANT, TIME_RANGE, INTERACTION_TYPE, MEDIA _TYPE, RESOURCE_ (that is, one of the previously listed queue types), and RESOURCE_GROUP_ COMBINATION (the group(s) to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records.

The aggregate provides the classification of interactions by their duration in queue prior to abandonment. When an interaction is abandoned, it is assigned to one of the twenty time-range buckets defined in this table, according to the duration that is recorded in the MEDIATION_SEGMENT_FACT table and the time-range boundaries that are defined by the **abandoned thresholds** that are configured within the **[agg-gim-thld-QUEUE-ABN]** section.

Duration starts when an interaction enters the queue and ends when the line is dropped while it is queued. The counts are attributed to the interval in which interactions entered the queue and only when the interactions are abandoned directly from that queue-without having first been diverted to another the queue prior to abandonment. Interactions that were requeued for consultation are included.

> ## Important
> Some abandoned-while-queued interactions are not attributed to any of the aforementioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being abandoned.

This table does not record abandoned-interaction activity from routing point and virtual routing point queue types.

Because this is a queue-based table, interactions that are abandoned after the interactions were direct-routed from a switch are also not reflected in this table.

If the interaction enters through a queue more than once prior to abandonment, the count reflects only the last entrance to the queue.

The same columns and column descriptions apply to other AGT_QUEUE_ABN_* tables.

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	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
WORKBIN_KEY	NUMBER(38,0)			X	-1
TIME_RANGE_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ABANDONED	NUMBER(18,0)				
ABANDONED_STI_1	NUMBER(18,0)				
ABANDONED_STI_2 through ABANDONED_STI_19	NUMBER(18,0)				
ABANDONED_STI_20	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

TIME_RANGE_KEY

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

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user data dimension table to

identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ABANDONED

The total number of times that interactions entered this queue and were abandoned or dropped for any reason before the interactions could be established. The count includes short-abandoned interactions and excludes interactions that were abandoned following distribution, such as abandoned-while-inviting interactions.

ABANDONED_STI_1

The total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval.

ABANDONED_STI_2 through ABANDONED_STI_19

The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the nth and (n+1)th abandon thresholds. If the (n+1)th abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the nth abandon threshold is not configured, this measure returns 0.

Abandon thresholds are defined within the **[agg-gim-thld-QUEUE-ABN]** section.

ABANDONED_STI_20

The total number of times that interactions entered this queue and were subsequently abandoned beyond the nineteenth abandon threshold. If the nineteenth abandon threshold is not configured, this measure returns 0.

Subject Areas

- AGT_QUEUE_ABN

Table AGT_QUEUE_ACC_AGENT_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions that were accepted by agents after having been distributed from one of the following queue-type devices:

- ACD queue

- Virtual queue

- Interaction queue

- Workbin

The aggregate classifies interactions by the duration that elapsed before interactions were accepted by agents. Aggregation is performed along the TENANT, DATE_TIME, TIME_RANGE, MEDIA_TYPE, RESOURCE_ (one of the queue types listed above), INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION (the groups to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

When an agent accepts an interaction, the Genesys Info Mart Server quantifies the wait duration and assigns it to one of the twenty time-range buckets defined in this table according to the:

- Duration that the interaction was queued.

- Duration that the interaction spent alerting at the agent.

- Time-range boundaries that are defined **accepted-by-agent thresholds**, and are configured within the **[agg-gim-thld-QUEUE-ACC]** section.

Counts and durations are attributed to the interval in which the interaction entered the queue and are tallied for the queue only if the interaction is directly distributed and accepted from the queue and is not first diverted to another queue prior to acceptance. This means that some accepted interactions are not attributed to any of the afore-mentioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being accepted. This table does not record accepted-interaction activity from routing points or virtual routing points but does include interactions that were requeued for consultation.

Because this is a queue-based table, interactions that are accepted after being directly routed from a

switch are also not reflected in the count. If the interaction enters the queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply to other AGT_QUEUE_ACC_AGENT_* tables.

> ## 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	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1

Column	Data Type	P	M	F	DV
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
WORKBIN_KEY	NUMBER(38,0)			X	-1
TIME_RANGE_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT_STI_1	NUMBER(18,0)				
ACCEPTED_AGENT_STI_2 through ACCEPTED_AGENT_STI_19	NUMBER(18,0)				
ACCEPTED_AGENT_STI_20	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

TIME_RANGE_KEY

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

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations distributed from this queue were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_STI_1

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval.

ACCEPTED_AGENT_STI_2 through ACCEPTED_AGENT_STI_19

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the nth and $(n+1)$th service time thresholds. If the $(n+1)$th service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the nth service time threshold is not defined, this measure returns 0.

Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.

ACCEPTED_AGENT_STI_20

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent beyond the nineteenth service time interval. If the nineteenth service time threshold is not defined, this measure returns 0.

Subject Areas

- AGT_QUEUE_ACC_AGENT

Table AGT_QUEUE_GRP_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the queue groups that interactions enter and pass through. Rollups are derived primarily from the MEDIATION_ SEGMENT_FACT table, and aggregation is performed along the DATE_TIME, TENANT, GROUP_, MEDIA_TYPE, and INTERACTION_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined at the moment at which the interaction enters the member queue. If the queue belongs to more than one queue group, its measures are attributed to all of the groups of which the queue was a member when the interactions entered it. Queue group members include the following queue-type devices:

- ACD queues

- Virtual queues

- Interaction queues

- Workbins

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with an agent. Simple consultations are consult interactions that begin and end in consult.

The measures suffixed "_80" (for example, ACCEPTED_THR_80) provide backward compatibility. They appear only in upgraded schemas and their values rely on thresholds that are configured in the **[gim-etl*]** section.

The same columns and column descriptions apply to other AGT_QUEUE_GRP_* tables.

> 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	NUMBER(38,0)				-1
GROUP_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ENTERED	NUMBER(18,0)				
CLEARED	NUMBER(18,0)				
CLEARED_TIME	NUMBER(18,0)				
CLEARED_TIME_MAX	NUMBER(18,0)				
CLEARED_STUCK	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ABANDONED_TIME_MAX	NUMBER(18,0)				
ABANDONED_SHORT	NUMBER(18,0)				
ABANDONED_STANDARD	NUMBER(18,0)				
ABANDONED_STANDARD_TIME	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
DISTRIBUTED_	NUMBER(18,0)				
DISTRIBUTED_TIME	NUMBER(18,0)				
DISTRIBUTED_TIME_MAX	NUMBER(18,0)				
REDIRECTED	NUMBER(18,0)				
ROUTED_OTHER	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
ACCEPTED_THR	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT_TIME	NUMBER(18,0)				
ACCEPTED_AGENT_THR	NUMBER(18,0)				
DEFERRED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
CONSULT_ENTERED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED_TIME	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_CLEARED_TIME	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED_TIME	NUMBER(18,0)				
CONSULT_ABANDONED_TIME_MAX	NUMBER(18,0)				
CONSULT_ABANDONED_INVITE	NUMBER(18,0)				
CONSULT_ABANDONED_STANDARD	NUMBER(18,0)				
CONSULT_ABN_STANDARD_TIME	NUMBER(18,0)				
CONSULT_ABANDONED_INVITE	NUMBER(18,0)				
CONSULT_DISTRIB_TIME	NUMBER(18,0)				
CONSULT_DISTRIB_TIME	NUMBER(18,0)				
CONSULT_DISTRIB_TIME_MAX	NUMBER(18,0)				
CONSULT_REDIRECTED	NUMBER(18,0)				
CONSULT_ROUTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED_MAX	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED_TIME	NUMBER(18,0)				
CONSULT_ACCEPTED_TIME	NUMBER(18,0)				
CONSULT_TRANSFER_AGENT	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPT	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPT	NUMBER(18,0)				
CONSULT_RCV_ACCEPT_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM	NUMBER(18,0)				
CONSULT_RCV_WARM_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_AGE_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_COR	NUMBER(18,0)				
CONSULT_RCV_WARM_COR_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_FA	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_TRANSFER_TIME	NUMBER(18,0)				
CONFERENCE_INIT_TIME	NUMBER(18,0)				
ACCEPTED_TIME	NUMBER(18,0)				
ACCEPTED_TIME_MAX	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)			X	-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

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 GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

INTERACTION_TYPE_KEY

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

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ENTERED

The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group. If the same interaction enters this queue more than once, this measure counts each entrance separately.

CLEARED

The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Clearing involves any of the following:

- Distribution to a parallel virtual queue.
- Default routed by the switch.

- Default routed by a routing strategy.

- Removing interactions that are determined to be stuck.

- Removing interactions for any other reason, such as abnormal stops.

- Removing interactions from a virtual queue by using the URS ClearTargets function.

Clearing excludes:

- Interactions that the customer abandoned while still queued.

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.

- Interactions that were queued for consultation or collaboration.

CLEARED_TIME

The total duration, in seconds, that customer interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group. Interactions can be cleared for many reasons.

CLEARED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

CLEARED_STUCK

The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).

ABANDONED

The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.

ABANDONED_TIME

The total amount of time, in seconds, that customer interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be distributed. The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

ABANDONED_TIME_MAX

The longest amount of time, in seconds, that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

ABANDONED_SHORT

The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD

The total number of customer interactions that entered queues that belong to this queue group, and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This measure excludes interactions that were abandoned while they were alerting at a handling resource. This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD_TIME

The total amount of time, in seconds, that is associated with interactions that entered queues that belong to this queue group, and were abandoned or dropped for any reason before the interactions could be distributed. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

DISTRIBUTED_

The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group.

Distribution includes the interactions that were:

- Distributed to another queue.

- Distributed to an unmonitored resource.

- Accepted, answered, or pulled.

- Rejected/redirected upon no answer.

- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

DISTRIBUTED_TIME

The time, in seconds, from the moment at which customer interactions or warm consultations entered queues that belong to this queue group to the moment at which they were distributed or pulled from the queues.

DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, in seconds, that customer interactions or warm consultations spent in queues that belong to this queue group before they were distributed.

REDIRECTED

The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

ROUTED_OTHER

The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

ACCEPTED

The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN.

ACCEPTED_THR

The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

ACCEPTED_AGENT_THR

The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

DEFERRED

Introduced: Release 8.5.009.04
The total number of times that customer interactions entered queues that belong to this queue group and were released because handling was deferred.

TRANSFER_INIT_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group. Both warm and blind transfers are reflected in this measure.

INVITE

The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.

INVITE_TIME

The total amount of time, in seconds, which customer interactions, distributed from queues that belong to this queue group, 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

For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group.

WRAP_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

HOLD

The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

HOLD_TIME

The total amount of time, in seconds, that agents had customer interactions that were distributed from queues that belong to this queue group on hold. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

CONSULT_ENTERED

The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.

CONSULT_CLEARED

The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

CONSULT_CLEARED_TIME

The total duration, in seconds, that simple consult interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.

CONSULT_CLEARED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

CONSULT_CLEARED_STUCK

The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of StuckCall).

CONSULT_ABANDONED

The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the short-abandoned threshold where the consultations were associated with customer interactions.

CONSULT_ABANDONED_TIME

The total amount of time, in seconds, that simple consult interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

CONSULT_ABANDONED_TIME_MAX

The longest amount of time, in seconds, that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

CONSULT_ABANDONED_SHORT

The total number of times that requests for consultation entered queues that belong to this queue group and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_STANDARD

The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This measure excludes consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABN_STANDARD_TIME

The total amount of time, in seconds, that is associated with simple consult interactions that entered queues that belong to this queue group and were abandoned by the agent or dropped for any reason before the consultations could be established. The duration starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed. This measure also excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_INVITE

The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

CONSULT_DISTRIBUTED

The total number of times that simple consult interactions were distributed or pulled from queues that belong to this queue group.

CONSULT_DISTRIBUTED_TIME

The time, in seconds, from the moment at which simple consult interactions entered queues that belong to this queue group to the moment at which were distributed or pulled from the queues.

CONSULT_DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, in seconds, that customer interactions spent in queues that belong to this queue group before they were distributed.

CONSULT_REDIRECTED

The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

CONSULT_ROUTED_OTHER

The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

CONSULT_ACCEPTED

The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN.

CONSULT_ACCEPTED_TIME

The total amount of time, in seconds, that simple consult interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by handling resources. The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

CONSULT_ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the consultation enters the member queue and ends when the consultation is accepted, answered, or pulled—thereby, including alert (ring) time.

CONSULT_ACCEPTED_THR

The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that consult interactions or warm consultations waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

CONSULT_ACCEPTED_AGENT_THR

The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_TRANSFER_INIT_AGENT

The total number of times that agents transferred simple consult interactions that were distributed or pulled from queues that belong to this queue group.

CONSULT_RECEIVED_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.

CONSULT_RECEIVED_INVITE

The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions, where the calls were established successfully.

CONSULT_RECEIVED_INVITE_TIME

The total amount of time, in seconds, that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents. Consultations do not have to be established for this measure to be incremented.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/ consultations were associated with customer interactions.

CONSULT_RECEIVED_WRAP

The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents were in ACW state, after simple consultations that the agents accepted, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions.

CONSULT_RECEIVED_HOLD

The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RCV_ACC_WARM

The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

CONSULT_RCV_ACC_WARM_TIME

The total amount time, in seconds, that others spent waiting for an agent to respond to the requests for warm consultation that the agent received, where the warm consult interactions were distributed or pulled from queues that belong to this queue group.

CONSULT_RCV_WARM_INVITE

The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents answered the calls.

CONSULT_RCV_WARM_INVITE_TIME

The total amount of time, in seconds, that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents. By definition, warm interactions must be established for this measure to be incremented.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from queues that belong to this queue group that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONFERENCE_INIT_AGENT

The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that agents received.

ACCEPTED_TIME

The total amount of time, in seconds, that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources. The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource-thereby, including alert (ring) time.

ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted, answered, or pulled—thereby, including alert (ring) time.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

Subject Areas

- AGT_QUEUE_GRP

Table AGT_SDR_ACTIVITY_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity. The same columns and column descriptions apply to other AGT_SDR_ACTIVITY_* tables.

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	NUMBER(38,0)			X	-1
SDR_ACTIVITY_KEY	NUMBER(38,0)				-1
COMPLETED	NUMBER(38,0)				-1
SDR_CALL_DISPOSITION_KEY	NUMBER(38,0)			X	-1
ACTIVITIES	NUMBER(38,0)				-1
DURATION	NUMBER(38,0)				-1
AGR_SET_KEY	NUMBER(38,0)		X	X	

DATE_TIME_KEY

Introduced: Release 9.0.011
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.

SDR_ACTIVITY_KEY

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

COMPLETED

Introduced: Release 9.0.011
The total number of activities that were completed during the reporting interval.

SDR_CALL_DISPOSITION_KEY

Introduced: Release 9.0.011

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

ACTIVITIES

Introduced: Release 9.0.011
The total number of activities that began during the reporting interval.

DURATION

Introduced: Release 9.0.011
The total amount of time (in seconds) spent in Designer applications during the reporting period.

AGR_SET_KEY

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

Subject Areas

No subject area information available.

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	NUMBER(38,0)			X	-1
SDR_CALL_TYPE_KEY	NUMBER(38,0)		X	X	-2
SDR_ENTRY_POINT_KEY	NUMBER(38,0)		X	X	-2
SDR_APPLICATION_KEY	NUMBER(38,0)		X	X	-2
SDR_GEO_LOCATION_KEY	NUMBER(38,0)		X	X	-2
SDR_LANGUAGE_KEY	NUMBER(38,0)		X	X	-2
BOT_ATTRIBUTES_KEY	NUMBER(10)		X	X	-2
BOT_INTENT_KEY	NUMBER(10)		X	X	-2
LAST_BOT_INTENT_KEY	NUMBER(38,0)		X	X	-2
AGR_SET_KEY	NUMBER(38,0)		X	X	-1
ENTERED	NUMBER(38,0)				
SS_ENTERED	NUMBER(38,0)				
SS_BOTS_ENTERED	NUMBER(38,0)				
SS_DURATION	NUMBER(38,0)				
SS_BOTS_DURATION	NUMBER(38,0)				
BOT_ENTERED	NUMBER(38,0)				
BOT_SUCCESS	NUMBER(38,0)				
BOT_FAILED	NUMBER(38,0)				
INTENTS	NUMBER(38,0)				
INTENTS_DURATION	NUMBER(38,0)				
LAST_INTENTS	NUMBER(38,0)				
SS_ABANDONED	NUMBER(38,0)				
QUEUE_ABANDONED	NUMBER(38,0)				
AGENT_ROUTED	NUMBER(38,0)				
DN_ROUTED	NUMBER(38,0)				

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.

Table AGT_SDR_SURVEY_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of survey data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_* tables.

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	NUMBER(38,0)			X	-1
GROUP_COMBINATION_KEY	NUMBER(38,0)			X	-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
OFFERED	NUMBER(38,0)				
ACCEPTED	NUMBER(38,0)				
ANSWERED	NUMBER(38,0)				
NO_INPUT_ERROR	NUMBER(38,0)				
NO_MATCH_ERROR	NUMBER(38,0)				
AGR_SET_KEY	NUMBER(38,0)		X	X	

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.

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.

SDR_APPLICATION_KEY

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

OFFERED

The total number of survey interactions that were accepted or rejected by a handling resource.

ACCEPTED

The total number of survey interactions that were accepted by a handling resource.

ANSWERED

The total count of instances when a caller answered a survey.

NO_INPUT_ERROR

The total count of instances when the caller's input was not heard or not received.

NO_MATCH_ERROR

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

AGR_SET_KEY

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

Subject Areas

No subject area information available.

Table AGT_SDR_SURVEY_ANS_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of survey answer data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_ANS_* tables.

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	NUMBER(38,0)			X	-1
GROUP_COMBINATION_KEY	NUMBER(38,0)			X	-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
MULTI_AGENT_FLAG	NUMBER(38,0)				-1
SDR_SURVEY_QUESTION_KEY	NUMBER(38,0)			X	-1
SDR_SURVEY_ANSWER_KEY	NUMBER(38,0)			X	-1
SURVEY_COUNT	NUMBER(38,0)				
AGR_SET_KEY	NUMBER(38,0)		X	X	

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.

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.

SDR_APPLICATION_KEY

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

MULTI_AGENT_FLAG

The number of calls that were successfully transferred by the agent to another agent, where a survey was later accepted and completed by the caller.

SDR_SURVEY_QUESTIONS_KEY

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

SDR_SURVEY_ANSWERS_KEY

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

SURVEY_COUNT

The total number of sessions that included survey interactions.

AGR_SET_KEY

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

Subject Areas

No subject area information available.

Table AGT_SDR_SESSION_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESSION_* tables.

> **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	NUMBER(38,0)			X	-1
SDR_CALL_DISPOSITION_KEY	NUMBER(38,0)			X	-1
SDR_CALL_TYPE_KEY	NUMBER(38,0)			X	-1
SDR_ENTRY_POINT_KEY	NUMBER(38,0)			X	-1
SDR_EXIT_POINT_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
SDR_GEO_LOCATION_KEY	NUMBER(38,0)			X	-1
SDR_LANGUAGE_KEY	NUMBER(38,0)			X	-1
STRIKEOUT_SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
BAILOUT_SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
DEFLECTION_SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
FINAL_SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
DEFLECTION_SDR_MEASURE_KEY	NUMBER(38,0)			X	-1
CALLS	NUMBER(38,0)				
DURATION	NUMBER(38,0)				
AS_DURATION	NUMBER(38,0)				
SS_DURATION	NUMBER(38,0)				
AS_TRANSFERRED	NUMBER(38,0)				
AS_ENTERED	NUMBER(38,0)				
SS_ENTERED	NUMBER(38,0)				
AS_CONTAINED	NUMBER(38,0)				
QUEUE_ABANDONED	NUMBER(38,0)				
AGENT_ROUTED	NUMBER(38,0)				
DN_ROUTED	NUMBER(38,0)				
AGR_SET_KEY	NUMBER(38,0)		X	X	

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 that correspond to the start of the aggregated interval.

SDR_CALL_DISPOSITION_KEY

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

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_EXIT_POINT_KEY

The key that is used to join the SDR_EXIT_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.

STRIKEOUT_SDR_MILESTONE_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

BAILOUT_SDR_MILESTONE_KEY

The key that is used to join the BAILOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MILESTONE_KEY

The key that is used to join the DEFLECTION MESSAGE_FILE value in the SDR_MILESTONE dimension to the fact tables.

FINAL_SDR_MILESTONE_KEY

The key that is used to join the FINAL milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MESSAGE_KEY

The key that is used to join the DEFLECTION_MESSAGE value in the SDR_MESSAGE dimension to the fact tables.

CALLS

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application during the reporting interval.

DURATION

Introduced: Release 8.5.011
The total amount of time that callers spent in the Designer application during the reporting interval.

AS_DURATION

Introduced: Release 8.5.011
The duration, in milliseconds, of the Assisted Service phase.

SS_DURATION

Introduced: Release 8.5.011
The duration, in milliseconds, of the Self-Service phase.

AS_TRANSFERRED

Introduced: Release 8.5.011
The total number of interactions that were transferred from the Self-Service phase to the Assisted-Service phase of the Designer application during the reporting interval.

AS_ENTERED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Assisted-Service.

SS_ENTERED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Self-Service.

AS_CONTAINED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.

QUEUE_ABANDONED

Introduced: Release 8.5.011
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.

AGENT_ROUTED

Introduced: Release 8.5.011
The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.

DN_ROUTED

Introduced: Release 8.5.011
The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.

AGR_SET_KEY

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

Subject Areas

No subject area information available.

Table AGT_SDR_SESS_BLOCK_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.

> ### 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	NUMBER(38,0)			X	-1
SDR_ENTRY_POINT_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
SDR_GEO_LOCATION_KEY	NUMBER(38,0)			X	-1
SDR_LANGUAGE_KEY	NUMBER(38,0)			X	-1
AGR_SET_KEY	NUMBER(38,0)		X	X	
SDR_INPUT_KEY	NUMBER(38,0)			X	-1
SDR_USER_INPUT_KEY	NUMBER(38,0)			X	-1
SDR_INPUT_OUTCOME_KEY	NUMBER(38,0)			X	-1
BLOCKS	NUMBER(38,0)				
STRIKEOUT	NUMBER(38,0)				
SUCCESS	NUMBER(38,0)				
NO_INPUT_ERROR	NUMBER(38,0)				
NO_MATCH_ERROR	NUMBER(38,0)				
DURATION	NUMBER(38,0)				

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 that correspond to the start of the aggregated interval.

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.

AGR_SET_KEY

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

SDR_INPUT_KEY

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

SDR_USER_INPUT_KEY

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

SDR_INPUT_OUTCOME_KEY

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

BLOCKS

The total number of hits to a given block. A session can hit a block more than once.

STRIKEOUT

The total number of times that the maximum number of retries was reached.

SUCCESS

The total number of sessions were routed successfully.

NO_INPUT_ERROR

The total count of instances when the caller's input was not heard or not received.

NO_MATCH_ERROR

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

DURATION

The total amount of time (in seconds) spent in Designer applications during the reporting period.

Subject Areas

No subject area information available.

Table AGT_SDR_SESSION_MILESTONE_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.

> **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	NUMBER(38,0)			X	-1
SDR_CALL_DISPOSITION_KEY	NUMBER(38,0)			X	-1
SDR_CALL_TYPE_KEY	NUMBER(38,0)			X	-1
SDR_ENTRY_POINT_KEY	NUMBER(38,0)			X	-1
SDR_EXIT_POINT_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
SDR_GEO_LOCATION_KEY	NUMBER(38,0)			X	-1
SDR_LANGUAGE_KEY	NUMBER(38,0)			X	-1
SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
CALLS	NUMBER(38,0)				
AGR_SET_KEY	NUMBER(38,0)		X	X	

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 that correspond to the start of the aggregated interval.

SDR_CALL_DISPOSITION_KEY

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

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_EXIT_POINT_KEY

The key that is used to join the SDR_EXIT_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.

SDR_MILESTONE_KEY

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

CALLS

The total number of interactions that entered the Designer application during the reporting interval

AGR_SET_KEY

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

Subject Areas

No subject area information available.

Table AGR_SCFG

Description

In partitioned databases, this table is not partitioned.

This internal table stores the thresholds that are associated with the handling of contact center interactions. Thresholds are defined by the settings of options in the following sections:

- agg-gim-thld-AGENT-IXN
- agg-gim-thld-ID-IXN
- agg-gim-thld-QUEUE-ABN
- agg-gim-thld-QUEUE-ACC
- agg-gim-thld-QUEUE-IXN

Refer to the *Reporting and Analytics Aggregates Deployment Guide* for more information.

> **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
SCFG_KEY	NUMBER(38,0)	X	X		
INT_VAL_01 through INT_VAL_19	NUMBER(38,0)				
STR_VAL_01 through STR_VAL_09	VARCHAR2(50 CHAR)				

SCFG_KEY

The primary key of this table.

INT_VAL_01 through INT_VAL_19

The numeric value that corresponds to the *n*th threshold of the configuration section, where *n* is 1 through 19.

STR_VAL_01 through STR_VAL_09

Reserved for future use.

Subject Areas

- AGT_QUEUE_ABN
- AGT_QUEUE_ACC_AGENT

Table AGR_TIME_RANGE

Description

In partitioned databases, this table is not partitioned.

In RAA release 8.1.0, this internal table was used to describe the time ranges that are associated with the handling of interactions through queue-type devices within the contact center as they pertain to abandoned or accepted interactions.

In 8.5 releases, RAA populates this table; however, RAA uses the boundaries that are defined by options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections for computation of STI measures.

> ### 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
TIME_RANGE_KEY	NUMBER(38,0)	X	X		
BOUND_1 through BOUND_19	NUMBER(38,0)		X		

TIME_RANGE_KEY

The primary key of this table.

BOUND_1 through BOUND_19

The upper boundaries of the 1st through 19th time ranges.

Subject Areas

No subject area information available.

RAA Views

This document provides subject area diagrams and descriptions only for the hour-level aggregation tables and views (AGT_*_HOUR tables, and AG2_*_HOUR views). The AG2_* views represent the corresponding AGT_* aggregate tables. Note the following:

- Except where noted, tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions as the corresponding hour level.

- Genesys recommends that you always use AG2 views rather than AGT tables.

- Where AGT tables are presented only for materialized levels, AG2 views are presented for all levels.

The aggregation process provides predefined views for each table, for example:

View	Levels
AG2_AGENT	• AG2_AGENT_SUBHR • AG2_AGENT_HOUR • AG2_AGENT_DAY • AG2_AGENT_WEEK • AG2_AGENT_MONTH • AG2_AGENT_QRTR • AG2_AGENT_YEAR
AG2_AGENT_CAMPAIGN	• AG2_AGENT_CAMPAIGN_SUBHR • AG2_AGENT_CAMPAIGN_HOUR • AG2_AGENT_CAMPAIGN_DAY • AG2_AGENT_CAMPAIGN_WEEK • AG2_AGENT_CAMPAIGN_MONTH • AG2_AGENT_CAMPAIGN_QRTR • AG2_AGENT_CAMPAIGN_YEAR
AG2_AGENT_GRP	• AG2_AGENT_GRP_SUBHR • AG2_AGENT_GRP_HOUR • AG2_AGENT_GRP_DAY • AG2_AGENT_GRP_WEEK • AG2_AGENT_GRP_MONTH

View	Levels
	• AG2_AGENT_GRP_QRTR • AG2_AGENT_GRP_YEAR
AG2_AGENT_QUEUE	• AG2_AGENT_QUEUE_SUBHR • AG2_AGENT_QUEUE_HOUR • AG2_AGENT_QUEUE_DAY • AG2_AGENT_QUEUE_WEEK • AG2_AGENT_QUEUE_MONTH • AG2_AGENT_QUEUE_QRTR • AG2_AGENT_QUEUE_YEAR
AG2_BGS_SESSION	• AG2_BGS_SESSION_SUBHR • AG2_BGS_SESSION_HOUR • AG2_BGS_SESSION_DAY • AG2_BGS_SESSION_WEEK • AG2_BGS_SESSION_MONTH • AG2_BGS_SESSION_QRTR • AG2_BGS_SESSION_YEAR
AG2_CALLBACK	• AG2_CALLBACK_SUBHR • AG2_CALLBACK_HOUR • AG2_CALLBACK_DAY • AG2_CALLBACK_WEEK • AG2_CALLBACK_MONTH • AG2_CALLBACK_QRTR • AG2_CALLBACK_YEAR
AG2_CAMPAIGN	• AG2_CAMPAIGN_SUBHR • AG2_CAMPAIGN_HOUR • AG2_CAMPAIGN_DAY • AG2_CAMPAIGN_WEEK • AG2_CAMPAIGN_MONTH

View	Levels
	• AG2_CAMPAIGN_QRTR • AG2_CAMPAIGN_YEAR
AG2_CHAT_STATS	• AG2_CHAT_STATS_SUBHR • AG2_CHAT_STATS_HOUR • AG2_CHAT_STATS_DAY • AG2_CHAT_STATS_WEEK • AG2_CHAT_STATS_MONTH • AG2_CHAT_STATS_QRTR • AG2_CHAT_STATS_YEAR
AG2_I_AGENT	• AG2_I_AGENT_SUBHR • AG2_I_AGENT_HOUR • AG2_I_AGENT_DAY • AG2_I_AGENT_WEEK • AG2_I_AGENT_MONTH • AG2_I_AGENT_QRTR • AG2_I_AGENT_YEAR
AG2_I_SESS_STATE	• AG2_I_SESS_STATE_SUBHR • AG2_I_SESS_STATE_HOUR • AG2_I_SESS_STATE_DAY • AG2_I_SESS_STATE_WEEK • AG2_I_SESS_STATE_MONTH • AG2_I_SESS_STATE_QRTR • AG2_I_SESS_STATE_YEAR
AG2_I_STATE_RSN	• AG2_I_STATE_RSN_SUBHR • AG2_I_STATE_RSN_HOUR • AG2_I_STATE_RSN_DAY • AG2_I_STATE_RSN_WEEK • AG2_I_STATE_RSN_MONTH

View	Levels
	• AG2_I_STATE_RSN_QRTR • AG2_I_STATE_RSN_YEAR
AG2_ID_FCR	• AG2_ID_FCR_SUBHR • AG2_ID_FCR_HOUR • AG2_ID_FCR_DAY • AG2_ID_FCR_WEEK • AG2_ID_FCR_MONTH • AG2_ID_FCR_QRTR • AG2_ID_FCR_YEAR
AG2_ID	• AG2_ID_SUBHR • AG2_ID_HOUR • AG2_ID_DAY • AG2_ID_WEEK • AG2_ID_MONTH • AG2_ID_QRTR • AG2_ID_YEAR
AG2_QUEUE	• AG2_QUEUE_SUBHR • AG2_QUEUE_HOUR • AG2_QUEUE_DAY • AG2_QUEUE_WEEK • AG2_QUEUE_MONTH • AG2_QUEUE_QRTR • AG2_QUEUE_YEAR
AG2_QUEUE_ABN	• AG2_QUEUE_ABN_SUBHR • AG2_QUEUE_ABN_HOUR • AG2_QUEUE_ABN_DAY • AG2_QUEUE_ABN_WEEK • AG2_QUEUE_ABN_MONTH

View	Levels
	• AG2_QUEUE_ABN_QRTR • AG2_QUEUE_ABN_YEAR
AG2_QUEUE_ACC	• AG2_QUEUE_ACC_AGENT_SUBHR • AG2_QUEUE_ACC_AGENT_HOUR • AG2_QUEUE_ACC_AGENT_DAY • AG2_QUEUE_ACC_AGENT_WEEK • AG2_QUEUE_ACC_AGENT_MONTH • AG2_QUEUE_ACC_AGENT_QRTR • AG2_QUEUE_ACC_AGENT_YEAR
AG2_QUEUE_GRP	• AG2_QUEUE_GRP_SUBHR • AG2_QUEUE_GRP_HOUR • AG2_QUEUE_GRP_DAY • AG2_QUEUE_GRP_WEEK • AG2_QUEUE_GRP_MONTH • AG2_QUEUE_GRP_QRTR • AG2_QUEUE_GRP_YEAR

RAA Indexes

The aggregation process provides the following predefined indexes:

- RESOURCE_.IDX_AGR_RESOURCE_NAME
- RESOURCE_.IDX_AGR_RESOURCE_AG_NAME
- RESOURCE_.IDX_RES_KEY_TYPE_CODE
- IXN_RESOURCE_STATE_FACT.IDX_IRSF_IRF
- IRF_USER_DATA_GEN_1.IDX_IRFUG_GSWCAG
- SM_RES_STATE_FACT.IDX_RSF_AGR_DB
- SM_RES_SESSION_FACT.IDX_RSSF_AGR_DB
- IXN_RESOURCE_STATE_FACT.IDX_IRSF_AGR_DB
- SM_RES_STATE_REASON_FACT.IDX_RSRF_AGR_DB
- INTERACTION_RESOURCE_FACT.IDX_IRF_AGR_DB
- SM_MEDIA_NEUTRAL_STATE_FACT. IDX_MNSF_AGR_DB

Additional Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources, as necessary.

Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) is available on the Genesys Documentation website:

- *Genesys CX Insights Deployment Guide*, which will help you install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports.

- *Genesys CX Insights User's Guide*, which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.

- *Genesys CX Insights Projects Reference Guide*, which describes objects that are used in Genesys CX Insights projects and reports, focusing on metrics, attributes, and the folders that are used to organize them.

- *Genesys CX Insights Hardware Sizing Guide*, which provides information about hardware sizing for typical contact center scenarios.

- Genesys CX Insights Release Notes, Product Alerts, and What's New are available on the GCXI page of the Genesys documentation site.

MicroStrategy

Documentation for MicroStrategy software is available on the MicroStrategy Learning Center or Help page, or in an electronic format that you can download to your mobile device (QR codes).

Easy search for MicroStrategy topics

- MicroStrategy Community Search Page

> **Tip**
>
> On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Following are some popular topics, and where to find information about them on the MicroStrategy Wiki:

The latest information from MicroStrategy

- What's New in MicroStrategy
- Key information about MicroStrategy Web
- Key information about MicroStrategy Developer

Analyzing data in a MicroStrategy report or dashboard

- Basic Reporting Guide
- Mobile Analysis Guide

Creating dashboards and reports

- Enterprise Reporting
    - Document Creation Guide
    - Dashboard and Widgets Guide
- Slice and Dice Analysis
    - Basic Reporting Guide
    - Advanced Reporting Guide
- Advanced and Predictive Analysis
    - Advanced Reporting Guide
    - Function Reference Guide
- Alerts and Proactive Notification
    - System Administration Guide
    - Mobile Analysis Guide
- OLAP Analysis
    - In-memory Analytics Guide
- Integrate data reporting with Microsoft Office
    - MicroStrategy Office User Guide

Installing or upgrading MicroStrategy

- Installation and Configuration Guide
- Upgrade Guide

Modelling your data and designing a project

- Project Design Guide

- MDX Cube Reporting Guide

Configuring and Administering MicroStrategy

- System Administration Guide
- Timeout settings in MicroStrategy Web
- User Session Idle Timeout

MicroStrategy Quick Start

- Quick Start Guide

Docker

- About Docker

Kubernetes Installation

- Kubernetes Getting Started
- Installing kubeadm

OpenShift

- OpenShift documentation

Helm

- Helm documentation

Genesys Info Mart

Documentation for Genesys Info Mart is available on the Genesys Documentation website:

- *Genesys Info Mart Operations Guide*, for information about Genesys Info Mart jobs such as Job_AggregateGIM and the Genesys Info Mart Manager for managing Genesys Info Mart jobs.
- *Genesys Info Mart Deployment Guide*, for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the Genesys Documentation website:

- *Reporting and Analytics Aggregates Deployment Guide*, which describes the runtime parameters and configuration options mentioned in this document.

- *Reporting and Analytics Aggregates User's Guide*, which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates (RAA) to aggregate data based on these user-defined dimensions.

- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:

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

  - *Reporting and Analytics Aggregates Physical Data Model for an Oracle Database*

  - *Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database*

Genesys

Additional documentation for Genesys products is available, as follows:

- The Genesys Glossary provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.

- *Genesys Migration Guide*, available on the Genesys Documentation website, provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.

- Release Notes and Product Advisories for each Genesys product, which are available on the Genesys Documentation website.

Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- The Genesys CX Insights page in the *Genesys Supported Operating Environment Reference Guide*

- *Genesys Supported Media Interfaces Reference Manual*

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of System-Level Documents on the Genesys Documentation website (docs.genesys.com).

Other Genesys product documentation is available on the:

- Genesys My Support website (formerly Customer Care)

- Genesys Documentation website

- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at Genesys Order Management.