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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

RAA Views

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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_CAMPAIN	• AG2_AGENT_CAMPAIN_SUBHR • AG2_AGENT_CAMPAIN_HOUR • AG2_AGENT_CAMPAIN_DAY • AG2_AGENT_CAMPAIN_WEEK • AG2_AGENT_CAMPAIN_MONTH • AG2_AGENT_CAMPAIN_QRTR • AG2_AGENT_CAMPAIN_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_CAMPAIN	• AG2_CAMPAIN_SUBHR • AG2_CAMPAIN_HOUR • AG2_CAMPAIN_DAY • AG2_CAMPAIN_WEEK • AG2_CAMPAIN_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