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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

AGT_AGENT Subject Area

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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.