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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

AGT_QUEUE_ACC_AGENT Subject Area

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. |