

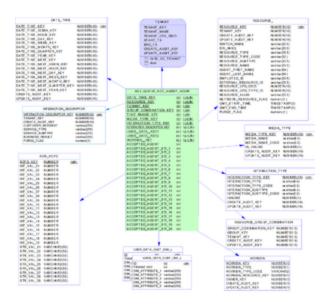
GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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.