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# Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT\_CHAT\_AGENT\_HOUR

# 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 asynchronous (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_DURATION | 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_TIME | NUMBER(38,0) |   |   |   |    |
| CONSULT_RECEIVED      | NUMBER(38,0) |   |   |   |    |
| CONSULT_RECEIVED      | NUMBER(38,0) |   |   |   |    |
| CONSULT_RECEIVED      | NUMBER(38,0) |   |   |   |    |
| CONSULT_RECEIVED      | NUMBER(38,0) |   |   |   |    |
| CONSULT_RCV_WAITTIME  | NUMBER(38,0) |   |   |   |    |

Table AGT\_CHAT\_AGENT\_HOUR

| Column                | Data Type    | P | M | F | DV |
|-----------------------|--------------|---|---|---|----|
| CONSULT_RCV_WAIT_TIME | NUMBER(38,0) |   |   |   |    |
| CONSULT_RCV_WAIT_TIME | NUMBER(38,0) |   |   |   |    |
| CONSULT_RCV_WAIT_TIME | NUMBER(38,0) |   |   |   |    |
| INVITE_ACC_TIME       | NUMBER(38,0) |   |   | X |    |
| INVITE_ACC_TIME       | 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.