Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_QUEUE_ABN_HOUR

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Table AGT_QUEUE_ABN_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions that were abandoned within one of the following queue types:

- ACD queue

- Virtual queue

- Interaction queue

- Workbin

Aggregation is performed along the DATE_TIME, TENANT, TIME_RANGE, INTERACTION_TYPE, MEDIA _TYPE, RESOURCE_ (that is, one of the previously listed queue types), and RESOURCE_GROUP_ COMBINATION (the group(s) to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records.

The aggregate provides the classification of interactions by their duration in queue prior to abandonment. When an interaction is abandoned, it is assigned to one of the twenty time-range buckets defined in this table, according to the duration that is recorded in the MEDIATION_SEGMENT_FACT table and the time-range boundaries that are defined by the **abandoned thresholds** that are configured within the **[agg-gim-thld-QUEUE-ABN]** section.

Duration starts when an interaction enters the queue and ends when the line is dropped while it is queued. The counts are attributed to the interval in which interactions entered the queue and only when the interactions are abandoned directly from that queue-without having first been diverted to another the queue prior to abandonment. Interactions that were requeued for consultation are included.

> **Important**
> Some abandoned-while-queued interactions are not attributed to any of the aforementioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being abandoned.

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> This table does not record abandoned-interaction activity from routing point and virtual routing point queue types.

Because this is a queue-based table, interactions that are abandoned after the interactions were direct-routed from a switch are also not reflected in this table.

If the interaction enters through a queue more than once prior to abandonment, the count reflects only the last entrance to the queue.

The same columns and column descriptions apply to other AGT_QUEUE_ABN_* tables.

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
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_COMBINATION_KEY	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
WORKBIN_KEY	NUMBER(38,0)			X	-1
TIME_RANGE_KEY	NUMBER(38,0)				-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
ABANDONED	NUMBER(18,0)				
ABANDONED_STI_1	NUMBER(18,0)				
ABANDONED_STI_2 through ABANDONED_STI_19	NUMBER(18,0)				
ABANDONED_STI_20	NUMBER(18,0)				

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 that correspond to the start of the aggregated interval.

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.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

TIME_RANGE_KEY

The surrogate key that is used to join this aggregate table to the TIME_RANGE 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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user data dimension table to

identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ABANDONED

The total number of times that interactions entered this queue and were abandoned or dropped for any reason before the interactions could be established. The count includes short-abandoned interactions and excludes interactions that were abandoned following distribution, such as abandoned-while-inviting interactions.

ABANDONED_STI_1

The total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval.

ABANDONED_STI_2 through ABANDONED_STI_19

The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the nth and $(n+1)$th abandon thresholds. If the $(n+1)$th abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the nth abandon threshold is not configured, this measure returns 0.

Abandon thresholds are defined within the **[agg-gim-thld-QUEUE-ABN]** section.

ABANDONED_STI_20

The total number of times that interactions entered this queue and were subsequently abandoned beyond the nineteenth abandon threshold. If the nineteenth abandon threshold is not configured, this measure returns 0.

Subject Areas

- AGT_QUEUE_ABN