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

Table AGT\_QUEUE\_HOUR

# Table AGT\_QUEUE\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the following queue-type devices that interactions enter and pass through:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

Rollups are derived primarily from the MEDIATION\_SEGMENT\_FACT table, and aggregation is performed along the DATE\_TIME, TENANT, MEDIA\_TYPE, RESOURCE\_, INTERACTION\_TYPE, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in transfer to or conference with an agent. Simple consultations are consult interactions that begin and end in consult.

The measures suffixed “\_80” (for example, ACCEPTED\_THR\_80) provide backward compatibility. They appear only in upgraded schemas and their values rely on thresholds that are configured in the **[gim-etl\*]** section.

The same columns and column descriptions apply to other AGT\_QUEUE\_\* tables.

### Tip

The GPM\_\* columns in this table are populated only if the **enable-gpr** feature is enabled.

### 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
<b>DATE_TIME_KEY</b>	NUMBER(38,0)				-1
<b>GROUP_COMBINAT</b>	NUMBER(38,0)				-1
<b>RESOURCE_KEY</b>	NUMBER(38,0)			X	-1
<b>INTERACTION_DES</b>	NUMBER(38,0)			X	-1
<b>TENANT_KEY</b>	NUMBER(38,0)			X	-1
<b>WORKBIN_KEY</b>	NUMBER(38,0)			X	-1

Table AGT\_QUEUE\_HOUR

Column	Data Type	P	M	F	DV
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
ENTERED	NUMBER(18,0)				
CLEARED	NUMBER(18,0)				
CLEARED_TIME	NUMBER(18,0)				
CLEARED_TIME_MAX	NUMBER(18,0)				
CLEARED_STUCK	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ABANDONED_TIME_MAX	NUMBER(18,0)				
ABANDONED_SHORT	NUMBER(18,0)				
ABANDONED_STANDTIME	NUMBER(18,0)				
ABANDONED_STANDTIME_MAX	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
DISTRIBUTED_	NUMBER(18,0)				
DISTRIBUTED_TIME	NUMBER(18,0)				
DISTRIBUTED_TIME_MAX	NUMBER(18,0)				
REDIRECTED	NUMBER(18,0)				
ROUTED_OTHER	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
ACCEPTED_THR	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT_TIME	NUMBER(18,0)				
ACCEPTED_AGENT_TIME_MAX	NUMBER(18,0)				
DEFERRED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				

Table AGT QUEUE HOUR

Column	Data Type	P	M	F	DV
CONSULT_ENTERED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_CLEARED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_ABN_STAT	NUMBER(18,0)				
CONSULT_ABANDONED	NUMBER(18,0)				
CONSULT_DISTRIBUTION	NUMBER(18,0)				
CONSULT_DISTRIBUTION	NUMBER(18,0)				
CONSULT_DISTRIBUTION	NUMBER(18,0)				
CONSULT_REDIRECTION	NUMBER(18,0)				
CONSULT_ROUTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_ACCEPTED	NUMBER(18,0)				
CONSULT_TRANSFERT	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RCV_ACQ	NUMBER(18,0)				
CONSULT_RCV_ACQ	NUMBER(18,0)				
CONSULT_RCV_WARNING	NUMBER(18,0)				
CONSULT_RCV_WARNING	NUMBER(18,0)				
CONSULT_RCV_WARNING	NUMBER(18,0)				

Table AGT\_QUEUE\_HOUR

Column	Data Type	P	M	F	DV
CONSULT_RCV_WAIT	NUMBER(18,0)				
CONSULT_RCV_WAIT	NUMBER(18,0)				
CONSULT_RCV_WAIT	NUMBER(18,0)				
CONSULT_RCV_WAIT	NUMBER(18,0)				
CONFERENCE_INIT	NUMBER(18,0)				
ACCEPTED_TIME	NUMBER(18,0)				
ACCEPTED_TIME_MIN	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)				-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	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 to identify a specific queue.

## 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*.

## 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.

## ENTERED

The total number of times that customer interactions or established warm consultations entered this queue. If the same interaction enters this queue more than once, this measure counts each entrance separately.

## CLEARED

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue.

Clearing involves any of the following actions:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.
- Removing interactions, reported in deployments that rely on Genesys Info Mart 8.5.004.06 or later, that the customer abandoned while parallel queued, except for interactions abandoned in the last-entered virtual queue.

Clearing excludes:

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.
- In deployments that rely on Genesys Info Mart 8.5.003.20 or earlier, Interactions that the customer abandoned while still queued.

## CLEARED\_TIME

The total duration, in seconds, that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

## CLEARED\_TIME\_MAX

The longest amount of time, in seconds, that customer interactions spent in a queue before they



were cleared from this virtual queue, workbin, or interaction queue.

## CLEARED\_STUCK

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).

## ABANDONED

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

## ABANDONED\_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed. The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

## ABANDONED\_TIME\_MAX

The longest amount of time, in seconds, that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

## ABANDONED\_SHORT

The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## ABANDONED\_STANDARD

The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This measure excludes interactions that were abandoned while they were alerting at a handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## ABANDONED\_STANDARD\_TIME

The total amount of time, in seconds, that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## ABANDONED\_INVITE

The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

## DISTRIBUTED\_

The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue.

Distribution includes the interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

## DISTRIBUTED\_TIME

The time, in seconds, from the moment at which customer interactions or warm consultations entered this queue to the moment at which they were distributed or pulled from this queue.

## DISTRIBUTED\_TIME\_MAX

The longest amount of time, in seconds, that customer interactions or warm consultations spent in

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this queue before they were distributed.

## REDIRECTED

the total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

## ROUTED\_OTHER

The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

## ACCEPTED

The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

## ACCEPTED\_THR

The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## ACCEPTED\_AGENT

The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.

## ACCEPTED\_AGENT\_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

## ACCEPTED\_AGENT\_THR

The total number of times that customer interactions or established warm consultations that were

distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## DEFERRED

**Introduced:** Release 8.5.009.04

The total number of times that customer interactions entered this queue and were released because handling was deferred.

## TRANSFER\_INIT\_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

## INVITE

The total number of customer interactions (that were distributed from this queue) that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from this queue.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only.

## ENGAGE\_TIME

For customer interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

## WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from this queue.

## WRAP\_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.

## HOLD

The total number of times that agents had customer interactions, distributed from this queue, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

## HOLD\_TIME

The total amount of time, in seconds, that agents had on hold customer interactions that were distributed from this queue. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

## CONSULT\_ENTERED

The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.

## CONSULT\_CLEARED

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.

## CONSULT\_CLEARED\_TIME

The total duration, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

## CONSULT\_CLEARED\_TIME\_MAX

The longest amount of time, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

## CONSULT\_CLEARED\_STUCK

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall).

## CONSULT\_ABANDONED

The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the short-abandoned threshold, where the consultations were associated with customer interactions.

## CONSULT\_ABANDONED\_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

## CONSULT\_ABANDONED\_TIME\_MAX

The longest amount of time, in seconds, that agents waited at this queue before they abandoned their simple consult interactions. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

## CONSULT\_ABANDONED\_SHORT

The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## CONSULT\_ABANDONED\_STANDARD

The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This measure excludes consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## CONSULT\_ABN\_STANDARD\_TIME

The total amount of time, in seconds, that is associated with simple consult interactions that entered this queue and were abandoned by the agent or dropped for any reason before the consultations could be established. The duration starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed. This measure also excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## CONSULT\_ABANDONED\_INVITE

The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

## CONSULT\_DISTRIBUTED

The total number of times that simple consult interactions were distributed or pulled from this queue.

## CONSULT\_DISTRIBUTED\_TIME

The time, in seconds, from the moment at which simple consult interactions entered this queue to the moment at which they were distributed or pulled from this queue.

## CONSULT\_DISTRIBUTED\_TIME\_MAX

The longest amount of time, in seconds, that customer interactions spent in this queue before they were distributed.

## CONSULT\_REDIRECTED

The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

## CONSULT\_ROUTED\_OTHER

The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

## CONSULT\_ACCEPTED

The total number of times that simple consult interactions, that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

## CONSULT\_ACCEPTED\_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

## CONSULT\_ACCEPTED\_TIME\_MAX

The longest amount of time, in seconds, that simple consult interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the consultation enters the member queue and ends when the consultation is accepted, answered, or pulled—thereby, including alert (ring) time.

## CONSULT\_ACCEPTED\_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the 'acceptance threshold for consult interactions' value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

## CONSULT\_ACCEPTED\_AGENT\_TIME

The total amount of time, in seconds, that consult interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

## CONSULT\_ACCEPTED\_AGENT\_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the 'accepted-by-agent threshold for consult interactions' value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.



## CONSULT\_TRANSFER\_INIT\_AGENT

The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue.

## CONSULT\_RECEIVED\_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

## CONSULT\_RECEIVED\_INVITE

The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions.

## CONSULT\_RECEIVED\_INVITE\_TIME

The total amount of time, in seconds, that simple consult interactions that were distributed from this queue alerted or rang at agents. Consultations do not have to be established for this measure to be incremented.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.

## CONSULT\_RECEIVED\_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

## CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that agents were in ACW state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

## CONSULT\_RECEIVED\_HOLD

The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

## CONSULT\_RECEIVED\_HOLD\_TIME

The total amount time, in seconds, that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

## CONSULT\_RCV\_ACC\_WARM

The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

## CONSULT\_RCV\_ACC\_WARM\_TIME

The total amount time, in seconds, that others spent waiting for an agent to respond to the requests for warm consultation that the agent received, where the warm consult interactions were distributed or pulled from this queue.

## CONSULT\_RCV\_WARM\_INVITE

The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents answered the calls.

## CONSULT\_RCV\_WARM\_INVITE\_TIME

The total amount of time, in seconds, that warm consult interactions distributed from this queue alerted or rang at agents. By definition, warm interactions must be established for this measure to be incremented.

## CONSULT\_RCV\_WARM\_ENGAGE\_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

## CONSULT\_RCV\_WARM\_HOLD\_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

## CONSULT\_RCV\_WARM\_HOLD

The total number of consultations distributed from this queue that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

## CONSULT\_RCV\_WARM\_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

## CONSULT\_RCV\_WARM\_WRAP\_TIME

The total amount of time, in seconds, that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

## CONFERENCE\_INIT\_AGENT

The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established. The count includes the number of established conferences that were initiated for

transferred interactions that agents received.

### ACCEPTED\_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

### ACCEPTED\_TIME\_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted, answered, or pulled—thereby, including alert (ring) time.

### GPM\_RESULT\_KEY

The surrogate key that is used to join the GPM\_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

### GPM\_PREDICTOR\_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

### GPM\_MODEL\_KEY

The surrogate key that is used to join the GPM\_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

### GPM\_AGENT\_SCORE

The score of the agent to whom the interaction was routed.

### GPM\_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM\_RESULT.GPM\_USE contains a result other than 'null'.

## GPM\_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM\_RESULT.GPM\_USE contains an 'unknown' result.

## Subject Areas

- AGT\_QUEUE