GENESYS™

Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_SDR_SESSION_MILESTONE_HOUR

5/14/2025

Table AGT_SDR_SESSION_MILESTONE_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* 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)			X	-1
SDR_CALL_DISPOSITION_KEY	NUMBER(38,0)			X	-1
SDR_CALL_TYPE_KEY	NUMBER(38,0)			X	-1
SDR_ENTRY_POINT_KEY	NUMBER(38,0)			X	-1
SDR_EXIT_POINT_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
SDR_GEO_LOCATION_KEY	NUMBER(38,0)			X	-1
SDR_LANGUAGE_KEY	NUMBER(38,0)			X	-1
SDR_MILESTONE_KEY	NUMBER(38,0)			X	-1
CALLS	NUMBER(38,0)				
AGR_SET_KEY	NUMBER(38,0)		X	X	

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.

SDR_CALL_DISPOSITION_KEY

The key that is used to join the SDR_CALL_DISPOSITION dimension to the fact tables.

SDR_CALL_TYPE_KEY

The key that is used to join the SDR_CALL_TYPE dimension to the fact tables.

SDR_ENTRY_POINT_KEY

The key that is used to join the SDR_ENTRY_POINT dimension to the fact tables.

SDR_EXIT_POINT_KEY

The key that is used to join the SDR_EXIT_POINT dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

SDR_GEO_LOCATION_KEY

The key that is used to join the SDR_GEO_LOCATION dimension to the fact tables.

SDR_LANGUAGE_KEY

The key that is used to join the SDR_LANGUAGE dimension to the fact tables.

SDR_MILESTONE_KEY

The key that is used to join the the SDR_MILESTONE dimension to the fact tables.

CALLS

The total number of interactions that entered the Designer application during the reporting interval

AGR_SET_KEY

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

Subject Areas

No subject area information available.