Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_SDR_SURVEY_HOUR

5/14/2025

Table AGT_SDR_SURVEY_HOUR

Description

> **Introduced:** 8.5.0
>
> In partitioned databases, this table is not partitioned.

This table contains a record of survey data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_* tables.

> **Tip**
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> - 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
GROUP_COMBINATION_KEY	NUMBER(38,0)			X	-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
SDR_APPLICATION_KEY	NUMBER(38,0)			X	-1
OFFERED	NUMBER(38,0)				
ACCEPTED	NUMBER(38,0)				
ANSWERED	NUMBER(38,0)				
NO_INPUT_ERROR	NUMBER(38,0)				
NO_MATCH_ERROR	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 at which the caller's participation in the interaction began.

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.

SDR_APPLICATION_KEY

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

OFFERED

The total number of survey interactions that were accepted or rejected by a handling resource.

ACCEPTED

The total number of survey interactions that were accepted by a handling resource.

ANSWERED

The total count of instances when a caller answered a survey.

NO_INPUT_ERROR

The total count of instances when the caller's input was not heard or not received.

NO_MATCH_ERROR

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

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.