Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

View AG2_I_STATE_RSN

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Description

This view represents the interval-based aggregate table AGT_I_STATE_RSN_HOUR, which provides a rollup of hardware- and software-related reasons for summarized agent states on voice devices. Rollups are derived primarily from the SM_RES_STATE_REASON_FACT and SM_RES_STATE_FACT tables.

Aggregation is performed along the TENANT, DATE_TIME, MEDIA_TYPE, RESOURCE_, RESOURCE_STATE, RESOURCE_STATE_REASON, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in the underlying table.

The same columns and column descriptions apply to other AG2_I_STATE_RSN_* views.

Column List

Column	Description
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.
TENANT_KEY	The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.
RESOURCE_STATE_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 to which the queue was a member when the interaction entered the queue.
RESOURCE_STATE_REASON_KEY	The surrogate key that is used to join this aggregate table to the RESOURCE_STATE_REASON dimension to identify the specific reason that the

Column	Description
	agent was in the state that is indicated by the RESOURCE_STATE_KEY field.
MEDIA_TYPE_KEY	The surrogate key that is used to join this aggregate table to the MEDIA_TYPE dimension table.
STATE_RSN	The total number of times within the reporting interval that this agent was in a particular state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.
STATE_RSN_TIME	The total amount of time, in seconds, within the reporting interval that this agent was in a particular state on a particular media channel (including Do Not Disturb duration, if configured) for this reason.