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# Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

RAA 9.0.0

12/29/2021

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# Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Server Database

Separate versions of this guide are available for each RDBMS that is supported by Reporting and Analytics Aggregates (RAA); choose the one that best matches your deployment:

- [Microsoft SQL Server](#)
- [Oracle](#)
- [PostgreSQL](#) (this document)

This document acquaints you with the database objects that make up Reporting and Analytics Aggregates (RAA) — the aggregation layer of Genesys Info Mart — and will help you understand the meaning of the data that is aggregated by the Genesys Info Mart aggregation engine.

In brief, you will find the following information in this document:

- Subject area diagrams (depicting each hierarchy of aggregation tables and the dimensions that support them).
- Descriptions of each aggregate table and its columns.
- Descriptions of indexes and views.

This document is valid only for the 9.0.x releases of this product.

## Intended Audience

This reference manual is for IT reporting specialists, business-intelligence team members, and data-warehousing team members who want to understand how aggregated data is defined and what information custom or Genesys-provided reports portray. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Contact-center functions and operations.
- The Genesys telephony and multimedia models.

This reference manual is helpful for users of two Genesys products:

- Genesys Info Mart users who design their own reports—this reference manual serves as an extension to the Genesys Info Mart Physical Data Model Documentation (available from [Genesys Info Mart documentation](#)), which provide descriptions of the fact, dimension, and service tables as well as other database objects, such as views and indexes.
- Genesys CX Insights (GCXI) users—this manual serves as an extension to the [Genesys CX Insights Projects Reference Guide](#), which describes database columns that are available within the GCXI projects. For GCXI users, RAA is a necessary and invisible layer that is seamlessly integrated within GCXI deployments

## New In This Release

This section describes the changes that have been incorporated within this guide since the 9.0.0 release of Reporting and Analytics Aggregates (RAA).

### RAA 9.0.001

This is the first 9.0 release of RAA, which introduces the Table-AGT\_SDR\_BOT\_HOUR aggregate.

### Other Changes

For information about other changes since the initial release, refer to the *New in 9.0.0* and *9.0 Product Alerts* links on the [Reporting and Analytics Aggregates](#) page.

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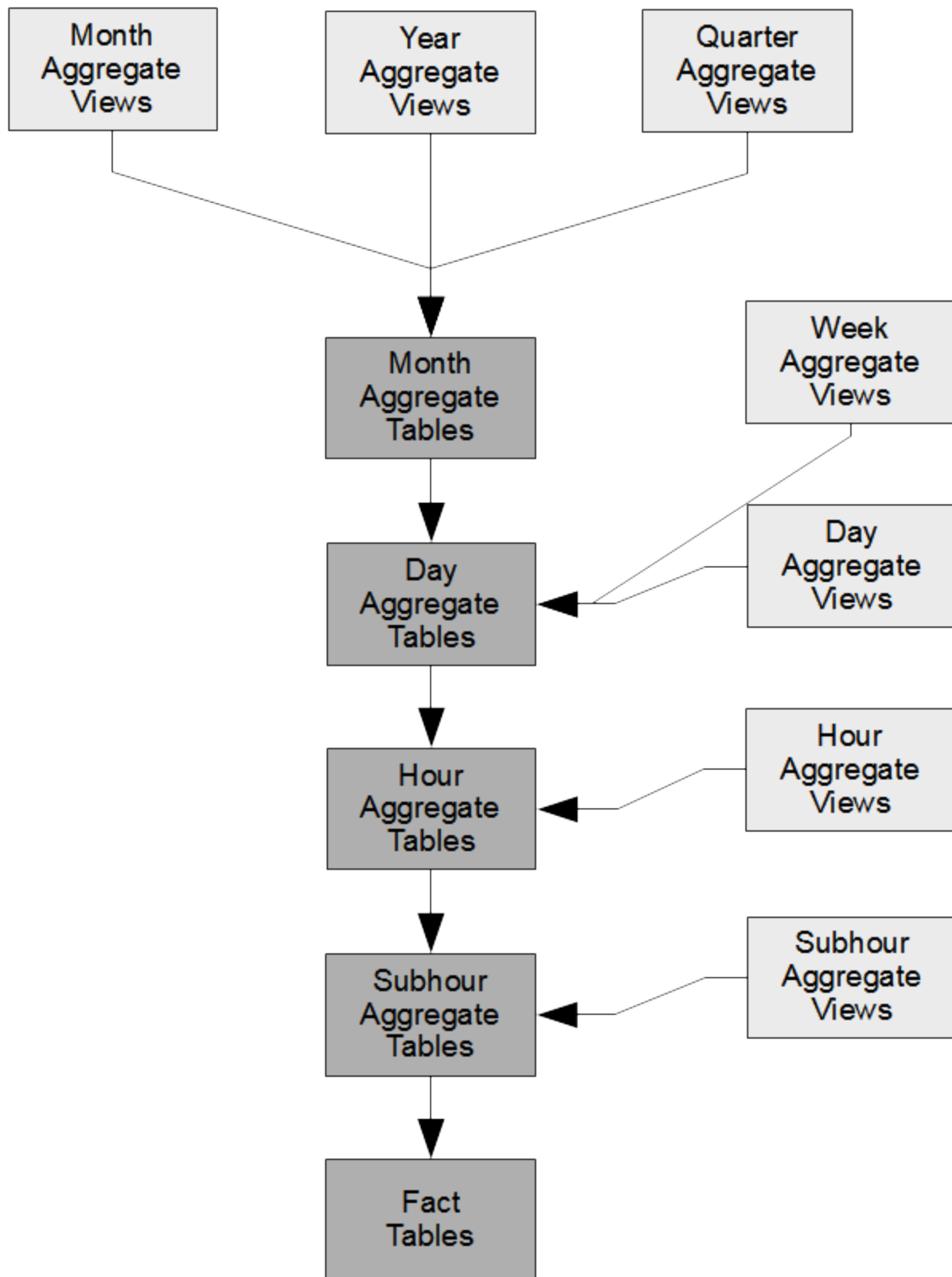
# Overview of the Reporting and Analytics Aggregation Layer

RAA provides several aggregate tables to facilitate reporting in (for example) Genesys CX Insights (GCXI), or in your custom reporting applications. The tables (prefixed with AGT\_\*) store aggregated data for voice, chat, email, SMS, and open media interactions and summarized resource states that occur at voice devices. These tables enable a wider range of reporting than the FACT tables from which they are derived.

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## Aggregate Data Organization





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For the disposition-based metrics, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. For the interval-based metrics, tables are provided for the subhour, hour, day, and month levels; views are provided for the week, quarter, and year levels.

These models determine to which reporting interval measures are attributed—RAA attributes measure counts and durations in the disposition-based tables to the interval at which the underlying fact started and, for the interval-based model, RAA attributes measures to the interval(s) in which they occurred, whether or not the interactions completed during the interval and whether or not the interval completed.

Counts and durations of such interval metrics are clipped where interactions cross over multiple intervals and are attributed to each of the intervals in which the activities occur. Subhour aggregates for both types provide either 15- or 30-minute aggregations based on user-defined configuration.

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# RAA Subject Area Diagrams

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. This document illustrates selected subject areas, each of which is presented as a star schema that contains a central fact or aggregate table surrounded by the dimension tables that describe it.

The subject area diagrams combine intraday and historical data. They represent the dimensions and aggregates that are accessed through the Genesys Info Mart Views database schema. A given fact or aggregate table, and the read-only views defined on it, have exactly the same columns. For more information about the relationship between tables and views in Genesys Info Mart schemas, see the "Genesys Info Mart Database" page in the Genesys Info Mart Physical Data Model documentation for your RDBMS (see [Genesys Info Mart documentation](#)).

## Legend

The subject area diagrams use the following conventions:

- The aggregate tables have a shaded green background.
- Dimension tables have a white background.
- Views have a shaded purple background.
- Surrogate key references from aggregate tables to dimension tables are represented by solid lines.

To improve legibility of each subject area diagram, only the following are shown:

- HOUR tables.
- Column data types.
- A few columns of the DATE\_TIME table (which consists of over 50 fields).

Refer to the specific [table](#) for a listing and complete description of all columns. The following dimension tables are described in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from [Genesys Info Mart documentation](#)):

- DATE\_TIME
- INTERACTION\_DESCRIPTOR
- INTERACTION\_TYPE
- MEDIA\_TYPE
- RESOURCE\_
- RESOURCE\_GROUP\_COMBINATION
- RESOURCE\_STATE
- RESOURCE\_STATE\_REASON

- 
- USER\_DATA\_CUST\_DIM\_
  - WORKBIN

Also, refer to Genesys Info Mart Physical Data Model documentation for descriptions of the following views:

- CALLING\_LIST
- CAMPAIGN
- GROUP\_
- TENANT

## Aggregation subject area diagrams

- AGT\_AGENT
- AGT\_AGENT\_CAMPAIGN
- AGT\_AGENT\_GRP
- AGT\_AGENT\_QUEUE
- AGT\_CALLBACK
- AGT\_CAMPAIGN
- AGT\_ID
- AGT\_I\_AGENT
- AGT\_I\_SESS\_STATE
- AGT\_I\_STATE\_RSN
- AGT\_QUEUE
- AGT\_QUEUE\_ABN
- AGT\_QUEUE\_ACC\_AGENT
- AGT\_QUEUE\_GRP

# AGT\_AGENT Subject Area

This subject area represents agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.



AGT\_AGENT Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_HOUR	Rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.

# AGT AGENT CAMPAIGN Subject Area

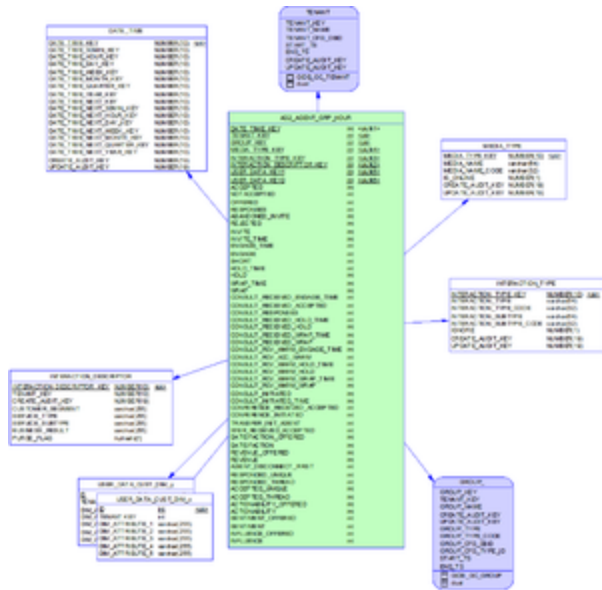


AGT\_AGENT\_CAMPAIGN Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_CAMPAIGN_HOUR	Agent rollup of interaction handling based on the campaign from which interactions originated.

# AGT\_AGENT\_GRP Subject Area



AGT\_AGENT\_GRP Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.

# AGT\_AGENT\_QUEUE Subject Area



AGT\_AGENT\_QUEUE Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_QUEUE_HOUR	Rollup of interaction-handling activities of agent resources who received interactions that were distributed from ACD queues, Virtual queues, Interaction queues, and Workbins.



# AGT\_CALLBACK Subject Area

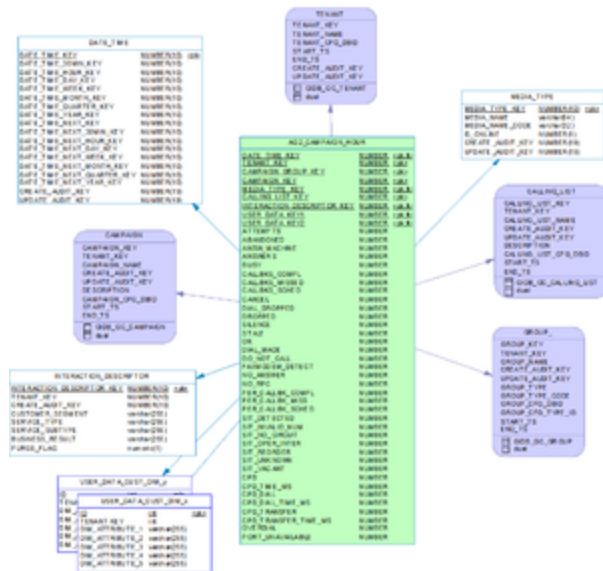


AGT\_CALLBACK Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>AGT_CALLBACK_HOUR</b>	Rollup of interactions associated with callbacks.

# AGT\_CAMPAIGN Subject Area



AGT\_CAMPAIGN Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_CAMPAIGN_HOUR	Rollup of interactions generated by a particular campaign.

# AGT | AGENT Subject Area

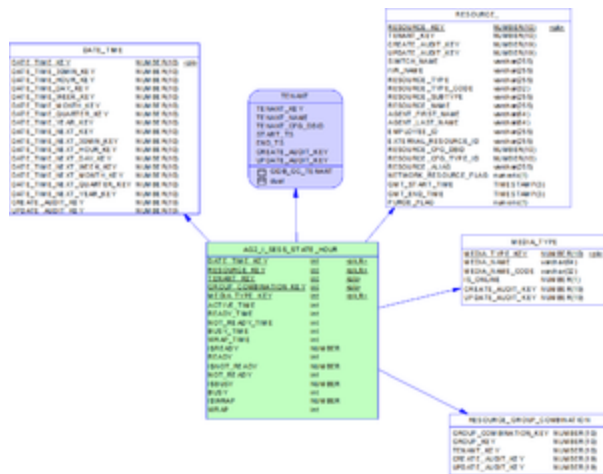


AGT\_I\_AGENT Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT   AGENT HOUR	Rollup of an agent's handling of interactions.

# AGT\_I\_SESS\_STATE Subject Area

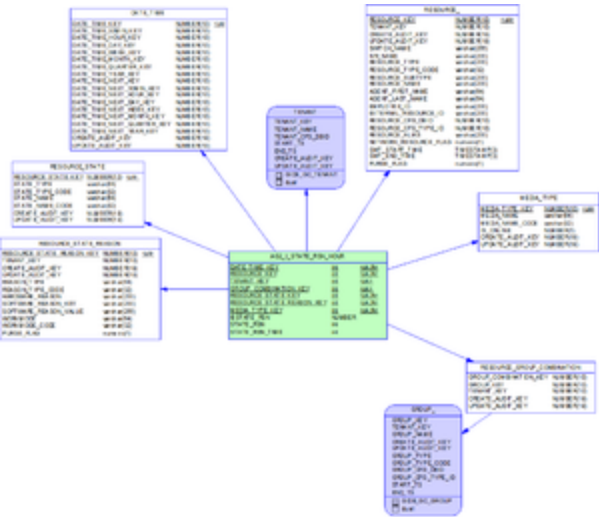


AGT\_I\_SESS\_STATE Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_I_SESS_STATE_HOUR	Rollup of summarized agent session states.

# AGT\_I\_STATE\_RSN Subject Area



AGT\_I\_STATE\_RSN Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGT_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices.

# AGT\_ID Subject Area



AGT\_ID Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>AGT_ID_HOUR</b>	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.



[illegible]

## Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ABN_HOUR	Rollup of interactions that were abandoned within an ACD queue, Virtual queue, Interaction queue, or Workbin.



## AGT QUEUE ACC AGENT Subject Area

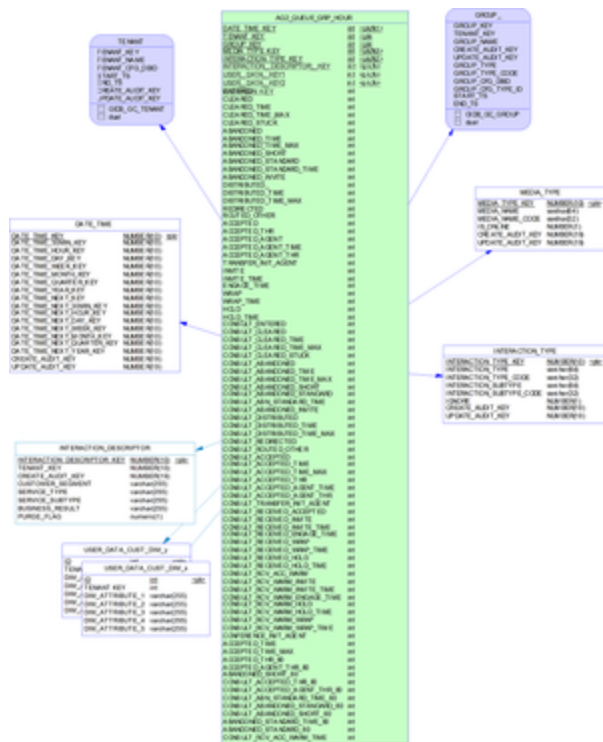


AGT\_QUEUE\_ACC\_AGENT Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ACC_AGENT_HOUR	Rollup of interactions that were accepted by agents after having been distributed from an ACD queue, Virtual queue, Interaction queue, or Workbin.

# AGT\_QUEUE\_GRP Subject Area



AGT\_QUEUE\_GRP Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
<b>AGT_QUEUE_GRP_HOUR</b>	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.

# RAA Tables

Genesys Info Mart tables fall into one of the following categories:

- Fact tables
- Dimension tables
- Aggregate tables
- Info Mart service tables

Many aggregate tables depend on the population of other Genesys Info Mart tables and the values of the configuration options that pertain to them. This document does not discuss the controlling factors that determine whether a table is written to or not; to learn the circumstances under which Info Mart tables are populated, see the following documents:

- [Genesys Info Mart Deployment Guide](#)
- [Genesys Info Mart Operations Guide](#)

This document provides subject area diagrams and descriptions only for the hour aggregation tables (AGT\_\*\_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

RAA also provides aggregation tables:

- For the interval-based tables (those prefixed with AGT\_I\_), RAA provides \_SUBHR, \_HOUR, \_DAY, and \_MONTH versions.
- For disposition-based tables (all others), RAA provides \_HOUR, \_DAY, and \_MONTH versions.

## Legend

The following abbreviations characterize fields throughout this section:

- P, for primary key
- M, for mandatory field
- F, for foreign key
- DV, for Default Value

Where referenced, INTERACTION\_RESOURCE\_FACT (IRF) resources include:

- Handling resources (such as self service IVR ports, agents, or DNs that are not associated with agents).
- Mediation resources (such as 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.

For the after call-related (ACW [or Wrap]) fields, whether measures reflect interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) depends on the configuration of the ICON application that supplies data to Info Mart. Refer to the *Interaction Concentrator Deployment Guide* for information about the **gls-enable-acw-busy** configuration option.

The AGT\_AGENT\_\*, AGT\_CAMPAIGN\_\*, AGT\_QUEUE\_\*, and AGT\_ID\_\* tables include a join to the INTERACTION\_DESCRIPTOR table. This means that the business attributes that are assigned to an interaction are stored with the other interaction information that is stored within a record. Genesys Info Mart assigns a DEFAULT business attribute for all records in this table if one is not otherwise explicitly assigned.

## Aggregation Tables

Table	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGR_TIME_RANGE	RAA populates this table; however, RAA uses the boundaries that are defined by options in the <b>[agg-gim-thld-QUEUE-ABN]</b> and <b>[agg-gim-thld-QUEUE-ACC]</b> sections for computation of STI measures.
AGT_AGENT_CAMPAIGN_HOUR	Agent rollup of interaction handling based on the campaign from which interactions originated.
AGT_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.
AGT_AGENT_HOUR	Rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.
AGT_AGENT_QUEUE_HOUR	Rollup of interaction-handling activities of agent resources who received interactions that were distributed from ACD queues, Virtual queues, Interaction queues, and Workbins.
AGT_BGS_SESSION_HOUR	This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) interactions.
AGT_CALLBACK_HOUR	Rollup of interactions associated with callbacks.
AGT_CAMPAIGN_HOUR	Rollup of interactions generated by a particular campaign.
AGT_CHAT_AGENT_GRP_HOUR	This aggregate table provides a rollup of interactions associated with agent participation in asynchronous (Async) Chat Server sessions (multimedia interactions), organized by agent group.
AGT_CHAT_AGENT_HOUR	This aggregate table provides a rollup of interactions associated with agent participation in

Table	Description
	asynchronous (Async) Chat Server sessions (multimedia interactions).
AGT_CHAT_STATS_HOUR	This disposition-based aggregate table provides a rollup of interactions associated with chat interactions. The same columns and column descriptions apply to other AGT_CHAT_STATS_* tables.
AGT_CHAT_THREAD_HOUR	This disposition-based aggregate table provides a summary of thread-related interactions.
AGT_COBROWSE_AGENT_HOUR	This aggregate table provides a rollup of agent participation in Voice and Chat interactions that include Co-browse sessions.
AGT_ID_FCR_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.
AGT_ID_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.
AGT_I_AGENT_HOUR	Rollup of an agent's handling of interactions.
AGT_I_MN_SESS_STATE_HOUR	Rollup of summarized agent session states.
AGT_I_SESS_STATE_HOUR	Rollup of summarized agent session states.
AGT_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices.
AGT_QUEUE_ABN_HOUR	Rollup of interactions that were abandoned within an ACD queue, Virtual queue, Interaction queue, or Workbin.
AGT_QUEUE_ACC_AGENT_HOUR	Rollup of interactions that were accepted by agents after having been distributed from an ACD queue, Virtual queue, Interaction queue, or Workbin.
AGT_QUEUE_GRP_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.
AGT_QUEUE_HOUR	Rollup of contact center activities from the perspective of queue-type devices through which interactions pass.
AGT_SDR_ACTIVITY_HOUR	This table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity. The same columns and column descriptions apply to other AGT_SDR_ACTIVITY_* tables.
AGT_SDR_BOT_HOUR	This disposition-based aggregate table provides a rollup of interactions involving bots, and associated with Designer applications.
AGT_SDR_SESSION_HOUR	This table describes caller activity within an SDR session. The same columns and column

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Table	Description
	descriptions apply to other AGT_SDR_SESSION_* tables.
AGT_SDR_SESS_BLOCK_HOUR	This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.
AGT_SDR_SESS_MILESTONE_HOUR	This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.
AGT_SDR_SURVEY_ANS_HOUR	This table contains a record of survey answer data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_ANS_* tables.
AGT_SDR_SURVEY_HOUR	This table contains a record of survey data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_* tables.

# Table AGT\_AGENT\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT table. An inner join to IRF\_USER\_DATA\_GEN\_1 provides aggregated data that is dimensioned by revenue and customer satisfaction.

Within this table, these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF\_USER\_DATA\_GEN\_1 table, they are stored in character format. Refer to “Check for Incorrect Data Type” in the *Reporting and Analytics Aggregates User’s Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

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 a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Measures are attributed to the interval in which interactions were offered to the agent.

Interactions that occur at DNs that have no associated agent are excluded from this table. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, RESOURCE\_GROUP\_COMBINATION, MEDIA\_TYPE, INTERACTION\_TYPE, INTERACTION\_DESCRIPTOR, and USER\_DATA\_CUST\_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT\_AGENT\_\* 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
<a href="#">AGR_SET_KEY</a>	integer			X	
<a href="#">DATE_TIME_KEY</a>	integer				-1
<a href="#">GROUP_COMBINATOR_KEY</a>	integer				-1
<a href="#">RESOURCE_KEY</a>	integer			X	-1
<a href="#">INTERACTION_DESCRIPTOR_KEY</a>	integer			X	-1
<a href="#">TENANT_KEY</a>	integer			X	-1
<a href="#">MEDIA_TYPE_KEY</a>	integer			X	-1
<a href="#">INTERACTION_TYPE_KEY</a>	integer			X	-1



Column	Data Type	P	M	F	DV
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
POST_CALL_SURVEY_KEY1	integer				-1
POST_CALL_SURVEY_KEY2	integer				-1
ACCEPTED_THREAD	numeric(18,0)				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPTED_UNIQUE	numeric(18,0)				
ACCEPTED	numeric(18,0)				
NOTACCEPTED	numeric(18,0)				
OFFERED	numeric(18,0)				
RESPONDED_THREAD	numeric(18,0)				
RESPONDED_UNIQUE	numeric(18,0)				
RESPONSES	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
REJECTED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
ENGAGE	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RESPONSES	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				
CONSULT_RCV_ACCEPTED	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_UP	numeric(18,0)				
CONSULT_RCV_WARM_UP_TIME	numeric(18,0)				
CONSULT_RCV_WARM_UP_RATE	numeric(18,0)				
CONSULT_INITIATED	numeric(18,0)				
CONSULT_INITIATED_TIME	numeric(18,0)				
CONFERENCE_INITIATED	numeric(18,0)				
CONFERENCE_RECEIVED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
XFER_RECEIVED_ACCEPTED	numeric(18,0)				
SATISFACTION_OFFERED	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE_OFFERED	numeric(18,0)				
REVENUE	numeric(18,0)				
AGENT_DISCONNECT_FIRST	numeric(18,0)				
ACTIONABILITY_OFFERED	numeric(18,0)				
ACTIONABILITY	numeric(18,0)				
SENTIMENT_OFFERED	numeric(18,0)				
SENTIMENT	numeric(18,0)				
INFLUENCE_OFFERED	numeric(18,0)				
INFLUENCE	numeric(18,0)				

## AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

## 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 agent'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.

## 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.

## 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.

If you engage the social-media feature, RAA maps this field to GEN\_ES\_KEY in the IRF\_USER\_DATA\_KEYS table.

## 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.

## POST\_CALL\_SURVEY\_KEY1

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## POST\_CALL\_SURVEY\_KEY2

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## ACCEPTED\_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled for the first time by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED\_UNIQUE for media other than e-mail.

## FOCUS

The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

## FOCUS\_TIME

The total time, in seconds, that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

## ACCEPTED\_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

## ACCEPTED

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

For voice media, this measure is identical to RESPONSES.

## NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by this agent. This measure includes interactions that the customer abandoned while they were alerting at the agent.

## OFFERED

The total number of times that interactions were received or initiated by an agent. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received.

## RESPONDED\_THREAD

The total number of customer-interaction threads for which a first-time response was created by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

## RESPONDED\_UNIQUE

The total number of first-time outbound replies in which this agent participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

## RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were answered or accepted by this agent. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that the agent prepared an outbound reply.

## ABANDONED\_INVITE

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

## REJECTED

The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted or answered.

## INVITE

The total number of customer interactions that alerted or rang at this agent before the interactions were accepted, answered, or pulled plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

## ENGAGE\_TIME

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

## ENGAGE

The total number of interactions for which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

## SHORT

The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.

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This measure relies on the value of **short-engagement** (short-talk) as configured in the **[agg-gim-thld-AGENT-IXN]** section.

## HOLD\_TIME

The total amount of time, in seconds, that this agent had customer interactions on hold.

## HOLD

The total number of customer interactions that this agent had on hold.

## WRAP\_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

## WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

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

## CONSULT\_RECEIVED\_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

## CONSULT\_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by this agent. For voice, this measure is the same as CONSULT\_RECEIVED\_ACCEPTED.

### CONSULT\_RECEIVED\_HOLD\_TIME

The total amount of time, in seconds, that this agent had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

### CONSULT\_RECEIVED\_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.

### CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

### CONSULT\_RECEIVED\_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

### CONSULT\_RCV\_WARM\_ENGAGE\_TIME

The total amount of time, in seconds, that this agent was engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with this agent.

### CONSULT\_RCV\_ACC\_WARM

The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.

### CONSULT\_RCV\_WARM\_HOLD\_TIME

The total amount of time, in seconds, that this agent had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.



## CONSULT\_RCV\_WARM\_HOLD

The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

## CONSULT\_RCV\_WARM\_WRAP\_TIME

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

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

## CONSULT\_RCV\_WARM\_WRAP

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions
- Internal contact center interactions, where interactions were transferred to the agent.

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

## CONSULT\_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

## CONSULT\_INITIATED\_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.

## CONFERENCE\_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

### CONFERENCE\_RECEIVED\_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

### TRANSFER\_INIT\_AGENT

The total number of times that this agent transferred customer interactions. Both warm and blind transfers are reflected in this measure.

### XFER\_RECEIVED\_ACCEPTED

The total number of times that this agent received customer interactions that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

### SATISFACTION\_OFFERED

The total number of customer interactions handled by this agent for which customer-satisfaction scores were recorded.

### SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent.

### REVENUE\_OFFERED

The total number of customer interactions that entered or began within the contact center, were handled by this agent, and had associated revenue.

### REVENUE

The total revenue that is generated during the interval by customer interactions handled by this agent.

### AGENT\_DISCONNECT\_FIRST

The total number of times during the reporting interval that this agent released customer interactions before the other party did. The tally is incremented only when the system (such as the switch) provides such information.

## ACTIONABILITY\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

## ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by this agent.

## SENTIMENT\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

## SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent.

## INFLUENCE\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by this agent for whom an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

## INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent.

## Subject Areas

- **AGT\_AGENT** — Represents agent handling of interactions.

# Table AGT\_AGENT\_CAMPAIGN\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that originated from a particular campaign. Rollups are derived primarily from the CONTACT\_ATTEMPT\_FACT and INTERACTION\_RESOURCE\_FACT tables.

This table includes two sets of measures:

- Nonconsult-related interactions
- Consult interactions

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 a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent, who received the consultation request, was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE\_TIME, CAMPAIGN, MEDIA\_TYPE, INTERACTION\_DESCRIPTOR, INTERACTION\_TYPE, RESOURCE\_, RESOURCE\_GROUP\_COMBINATION, and USER\_DATA\_CUST\_DIM dimensions.

The same columns and column descriptions apply to other AGT\_AGENT\_CAMPAIGN\_\* 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
<a href="#">DATE_TIME_KEY</a>	integer				-1
<a href="#">GROUP_COMBINATION_KEY</a>	integer				-1
<a href="#">RESOURCE_KEY</a>	integer			X	-1
<a href="#">INTERACTION_DESCRIPTOR_KEY</a>	integer			X	-1
<a href="#">CAMPAIGN_KEY</a>	integer			X	-1
<a href="#">TENANT_KEY</a>	integer			X	-1
<a href="#">CAMPAIGN_GROUP_KEY</a>	integer				-1
<a href="#">MEDIA_TYPE_KEY</a>	integer			X	-1
<a href="#">INTERACTION_TYPE_KEY</a>	integer			X	-1
<a href="#">USER_DATA_KEY1</a>	integer				-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ACCEPTED	numeric(18,0)				
PREVIEW	numeric(18,0)				
PREVIEW_TIME	numeric(18,0)				
OFFERED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				
CONSULT_RCV_ACCEPTED	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE	numeric(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 at which the agent'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 campaign groups of which the campaign was a member when a contact attempt was made.

### 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.

### CAMPAIGN\_KEY

The surrogate key that is used to join this aggregate table to the CAMPAIGN view to identify a specific Genesys Outbound Contact campaign.

### TENANT\_KEY

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

### CAMPAIGN\_GROUP\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_ view to identify the specific group which the Genesys Outbound Contact campaign was a member of when the interaction was generated.

### 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.

## ACCEPTED

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

## PREVIEW

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

## PREVIEW\_TIME

The total amount of time, in seconds, that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.



## OFFERED

The total number of times that customer interactions were received or initiated by an agent. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count includes abandoned interactions and excludes simple consultations whether initiated or received.

## INVITE

The total number of customer interactions that are associated with this campaign and that rang at this agent before the interactions were answered plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions that are associated with this campaign alerted at this agent plus the total duration of dialing performed by this agent.

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.

This measure is attributed to the interval in which the alerting/dialing first occurred.

## ENGAGE\_TIME

The total amount of time, in seconds, that this agent was engaged with customers for interactions that were associated with this campaign. This measure excludes engagement time that is associated with simple consultations and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.

## SHORT

The total number of times that customer interactions from this campaign were accepted by this agent and then released, transferred, or stopped within the short-talk threshold.

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

## HOLD\_TIME

The total amount of time, in seconds, that this agent had customers on hold for interactions that were associated with this campaign.

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## HOLD

The total number of customer interactions that were associated with this campaign that this agent had on hold.

## WRAP\_TIME

The total amount of time, in seconds, that this agent spent in ACW state for customer interactions that the agent received and that were associated with this campaign.

## WRAP

The total number of times that agents entered ACW state for customer interactions that this agent received and that were associated with this campaign.

## CONSULT\_RECEIVED\_ACCEPTED

The total number of times that this agent received and accepted simple consultations that were associated with customer interactions and this campaign.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions and this campaign.

## CONSULT\_RECEIVED\_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions that were sourced from this campaign.

## CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that this agent spent in ACW state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.

## CONSULT\_RECEIVED\_HOLD\_TIME

The total amount of time, in seconds, that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this

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campaign.

### CONSULT\_RECEIVED\_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this campaign.

### CONSULT\_RCV\_WARM\_ENGAGE\_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

### CONSULT\_RCV\_ACC\_WARM

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

### CONSULT\_RCV\_WARM\_HOLD\_TIME

The total amount of time, in seconds, that this agent spent in consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

### CONSULT\_RCV\_WARM\_HOLD

The total number of consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

### CONSULT\_RCV\_WARM\_WRAP

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences where the customer leaves the interactions.

- Internal contact center interactions where interactions were transferred to the agent.

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 this agent spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW durations associated with conferences where the customer leaves the interactions.
- Internal contact center interactions where interactions were transferred to the agent.

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

## TRANSFER\_INIT\_AGENT

The total number of customer interactions that are associated with this campaign that this agent transferred. Both warm and blind transfers are reflected in this measure.

## SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions from this outbound campaign.

## REVENUE

The total revenue generated by customer interactions that are associated with this campaign.

## Subject Areas

- AGT\_AGENT\_CAMPAIGN

# Table AGT\_AGENT\_GRP\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT table. An inner join to IRF\_USER\_DATA\_GEN\_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF\_USER\_DATA\_GEN\_1 table, they are stored in character format. Refer to “Check for Incorrect Data Type” in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

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

Measures are attributed to the interval in which interactions were offered to agents belong to a particular agent group.

Interactions that occur at DNs that have no associated agent are excluded from this table. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, GROUP\_, MEDIA\_TYPE, INTERACTION\_TYPE, INTERACTION\_DESCRIPTOR, and USER\_DATA\_CUST\_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined by the moment at which the agent receives an interaction. If the agent belongs to more than one agent group, agent measures are attributed to all of the groups of which the agent was a member when s/he received the interaction.

The same columns and column descriptions apply to other AGT\_AGENT\_GRP\_\* 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
<b>AGR_SET_KEY</b>	integer			X	
<b>DATE_TIME_KEY</b>	integer				-1
<b>GROUP_KEY</b>	integer			X	-1
<b>INTERACTION_DESCRIPTOR_KEY</b>	integer			X	-1
<b>TENANT_KEY</b>	integer			X	-1
<b>MEDIA_TYPE_KEY</b>	integer			X	-1
<b>INTERACTION_TYPE_KEY</b>	integer			X	-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
POST_CALL_SURVEY_KEY1	integer				-1
POST_CALL_SURVEY_KEY2	integer				-1
ACCEPTED_THREAD	numeric(18,0)				
ACCEPTED_UNIQUE	numeric(18,0)				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPTED	numeric(18,0)				
NOTACCEPTED	numeric(18,0)				
OFFERED	numeric(18,0)				
RESPONDED_UNIQUE	numeric(18,0)				
RESPONSES	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
REJECTED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
ENGAGE	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RESPONSES	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				
CONSULT_RCV_ACCEPTED	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_UP_TIME	numeric(18,0)				
CONSULT_RCV_WARM_UP	numeric(18,0)				
CONSULT_INITIATED	numeric(18,0)				
CONSULT_INITIATED_TIME	numeric(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	numeric(18,0)				
CONFERENCE_INITIATED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
XFER_RECEIVED_ACCEPTED	numeric(18,0)				
SATISFACTION_OFFERED	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE_OFFERED	numeric(18,0)				
REVENUE	numeric(18,0)				
AGENT_DISCONNECT_FIRST	numeric(18,0)				
ACTIONABILITY_OFFERED	numeric(18,0)				
ACTIONABILITY	numeric(18,0)				
SENTIMENT_OFFERED	numeric(18,0)				
SENTIMENT	numeric(18,0)				
INFLUENCE_OFFERED	numeric(18,0)				
INFLUENCE	numeric(18,0)				

## AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

## 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 agent's participation in the interaction began.

## GROUP\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_view to identify the specific queue group of which the queue was a member when the interaction entered the 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.

## 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.

If you engage the social-media feature, RAA maps this field to GEN\_ES\_KEY in the IRF\_USER\_DATA\_KEYS table.

## 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.

## POST\_CALL\_SURVEY\_KEY1

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## POST\_CALL\_SURVEY\_KEY2

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## ACCEPTED\_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled for the first time by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED\_UNIQUE for media other than e-mail.

## ACCEPTED\_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions.

## FOCUS

The total number of times that agents who belong to this agent group were in the focus state while working on media sessions. Includes only cases where an agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

## FOCUS\_TIME

The total time, in seconds, that agents who belong to this agent group spent in the focus state while working on media sessions. Includes only time that an agent spent actively processing the interaction, as reported by the agent desktop.

## ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. For voice media, this measure is identical to RESPONSES.

## NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by agents who belong to this agent group or were otherwise not accepted or answered by such agents. This measure includes interactions that the customer abandoned while they were alerting at the agent.

## OFFERED

The total number of times that interactions were received or initiated by agents who belong to this agent group. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received.

## RESPONDED\_UNIQUE

The total number of first-time outbound replies in which agents, who belong to this agent group, participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

## RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were answered or accepted by agents who belong to this agent group. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that agents who belong to this agent group prepared an outbound reply.

## ABANDONED\_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at agents who belong to this agent group.

## REJECTED

The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted or answered.

## INVITE

The total number of customer interactions that alerted or rang at agents who belong to this agent group before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions alerted at agents who belong to this agent group plus the total duration of the dialing that the 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

## ENGAGE\_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

## ENGAGE

The total number of interactions in which agents, who belong to this agent group, were engaged with customers for interactions that the agents received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

## SHORT

The total number of times that customer interactions were accepted by agents who belong to this agent group and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) as configured in the **[agg-gim-thld-AGENT-IXN]** section.

## HOLD\_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, had customer interactions on hold.

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## HOLD

The total number of customer interactions that agents, who belong to this agent group, had on hold.

## WRAP\_TIME

The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

## WRAP

The total number of times that agents who belong to this agent group were in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

## CONSULT\_RECEIVED\_ACCEPTED

The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

## CONSULT\_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this measure is the same as CONSULT\_RECEIVED\_ACCEPTED.

## CONSULT\_RECEIVED\_HOLD\_TIME

The total amount of time, in seconds, that agents who belong to this agent group had collaborations or simple consultations on hold where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

## CONSULT\_RECEIVED\_HOLD

The total number of times that agents from this agent group were on hold during simple

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consultations that they received where the consultations were associated with customer interactions.

### CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

### CONSULT\_RECEIVED\_WRAP

The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

### CONSULT\_RCV\_WARM\_ENGAGE\_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, were engaged in collaborations or consultations where the collaborations/consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

### CONSULT\_RCV\_ACC\_WARM

The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

### CONSULT\_RCV\_WARM\_HOLD\_TIME

The total number of consultations that agents, who belong to this agent group, 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\_HOLD

The total number of consultations that agents, who belong to this agent group, 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\_TIME

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

This measure includes:

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

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

## CONSULT\_RCV\_WARM\_WRAP

The total number of times that agents, who belong to this agent group were in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

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

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

## CONSULT\_INITIATED

The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

## CONSULT\_INITIATED\_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/consultations were associated with customer interactions.

## CONFERENCE\_RECEIVED\_ACCEPTED

The total number of times that agents from this agent group joined conferences to participate in customer interactions.

## CONFERENCE\_INITIATED

The total number of times that agents who belong to this agent group initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

## TRANSFER\_INIT\_AGENT

The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this measure.

## XFER\_RECEIVED\_ACCEPTED

The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this measure.

## SATISFACTION\_OFFERED

The total number of customer interactions handled by agents who belong with this agent group for which customer-satisfaction scores were recorded.

## SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by agents who belong to this agent group.

## REVENUE\_OFFERED

The total number of customer interactions that entered or began within the contact center, were handled by agents who belong to this agent group, and had associated revenue.

## REVENUE

The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

## AGENT\_DISCONNECT\_FIRST

The total number of times during the reporting interval that agents from this agent group released customer interactions before the other party did. The tally is incremented only when the system

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(such as the switch) provides such information.

## ACTIONABILITY\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

## ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by agents who belong to this agent group.

## SENTIMENT\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

## SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by agents belonging to this agent group.

## INFLUENCE\_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

## INFLUENCE

The sum of influence scores attached to customer interactions that were handled by agents belonging to this agent group.

## Subject Areas

- AGT\_AGENT\_GRP

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# Table AGT\_AGENT\_QUEUE\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that were distributed from the following queue types:

- ACD queue
- Virtual queues
- Interaction queues
- Workbins

Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT and MEDIATION\_SEGMENT\_FACT and tables. An inner join to IRF\_USER\_DATA\_GEN\_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF\_USER\_DATA\_GEN\_1 table, they are stored in character format. Refer to “Check for Incorrect Data Type” in the *Reporting and Analytics Aggregates User’s Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that were distributed from the preceding queue-type devices to agents-namely, measures for:

- Nonconsult-related interactions.
- Consult interactions.

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 a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent who received the consultation request was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are

interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE TIME, MEDIA\_TYPE, INTERACTION\_DESCRIPTOR, INTERACTION\_TYPE, RESOURCE\_, USER\_DATA\_CUST\_DIM, and RESOURCE\_GROUP\_COMBINATION dimensions. Each of the latter two dimensions is referenced twice in this table, because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply to other AGT\_AGENT\_QUEUE\_\* 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
AGR_SET_KEY	integer			X	
DATE_TIME_KEY	integer				-1
AGENT_GROUP_COMBINATION_KEY	integer				-1
AGENT_RESOURCE_KEY	integer				-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
QUEUE_GROUP_COMBINATION_KEY	integer				-1
QUEUE_RESOURCE_KEY	integer				-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
POST_CALL_SURVEY_KEY1	integer				-1
POST_CALL_SURVEY_KEY2	integer				-1
ACCEPTED_THREAD	numeric(18,0)				
ACCEPTED_UNIQUE	numeric(18,0)				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPTED	numeric(18,0)				
NOTACCEPTED	numeric(18,0)				
OFFERED	numeric(18,0)				
RESPONDED_UNIQUE	numeric(18,0)				
RESPONSES	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
REJECTED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
ENGAGE	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RESPONSES	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RCV_WARMUP_END_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP	numeric(18,0)				
CONSULT_RCV_WARMUP_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP_HOLD	numeric(18,0)				
CONSULT_RCV_WARMUP_WAIT_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP_WAIT	numeric(18,0)				
CONSULT_INITIATED	numeric(18,0)				
CONSULT_INITIATED_TIME	numeric(18,0)				
CONFERENCE_INITIATED	numeric(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
XFER_RECEIVED_ACCEPTED	numeric(18,0)				
SATISFACTION_OFFERED	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE_OFFERED	numeric(18,0)				
REVENUE	numeric(18,0)				
AGENT_DISCONNECT_FIRST	numeric(18,0)				
ACTIONABILITY_OFFERED	numeric(18,0)				
ACTIONABILITY	numeric(18,0)				
SENTIMENT_OFFERED	numeric(18,0)				
SENTIMENT	numeric(18,0)				
INFLUENCE_OFFERED	numeric(18,0)				
INFLUENCE	numeric(18,0)				

## AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

## 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.

### AGENT\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join this aggregate table to a specific combination of agent groups in the RESOURCE\_GROUP\_COMBINATION dimension table. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

### AGENT\_RESOURCE\_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE\_ dimension table to identify a specific agent.

### 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.

### QUEUE\_GROUP\_COMBINATION\_KEY

The surrogate key that is used to join this aggregate table to a specific combination of queue groups in the RESOURCE\_GROUP\_COMBINATION dimension table. This field identifies the groups of which the queue was a member when the agent was offered the interaction.

### QUEUE\_RESOURCE\_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE\_ dimension table to identify a specific queue.

### 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.

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## 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.

If you engage the social-media feature, RAA maps this field to GEN\_ES\_KEY in the IRF\_USER\_DATA\_KEYS table.

## 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.

## POST\_CALL\_SURVEY\_KEY1

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## POST\_CALL\_SURVEY\_KEY2

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## ACCEPTED\_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled from this queue for the first time by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED\_UNIQUE for media other than e-mail.

## ACCEPTED\_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled from this queue by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

## FOCUS

The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

## FOCUS\_TIME

The total time, in seconds, that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

## ACCEPTED

The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, or pulled by this agent. For voice media, this measure is identical to RESPONSES.

## NOTACCEPTED

The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by the agent. This measure includes interactions that the customer abandoned while they were alerting at the agent.

## OFFERED

The total number of times that interactions, distributed or pulled from this queue, were received or initiated by this agent, excluding interactions that were abandoned within the short-abandoned threshold. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count

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excludes simple consultations, whether they were initiated or received.

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

## RESPONDED\_UNIQUE

The total number of first-time outbound replies made by this agent in response to customer interactions that were pulled or transferred from this queue. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

## RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were distributed or pulled from this queue and answered or accepted by this agent. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that the agent created an outbound reply for interactions that were distributed or pulled from this interaction queue or workbin.

## 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 at this agent.

## REJECTED

The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted or answered.

## INVITE

The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted, answered, or pulled, plus the total number of dials that the agent performed where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue. 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

## ENGAGE\_TIME

For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that was spent in collaboration or consultation.

## ENGAGE

For interactions that were distributed or pulled from this queue, the total number of interactions in which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

## SHORT

The total number of times that customer interactions were distributed or pulled from this queue, accepted by this agent, and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

## HOLD\_TIME

The total amount of time, in seconds, that this agent had on hold customer interactions that were distributed from this queue.

## HOLD

The total number of customer interactions that were distributed from this queue that this agent had on hold.

## WRAP\_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that

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the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

## WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

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

## CONSULT\_RECEIVED\_ACCEPTED

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

## CONSULT\_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue. For voice, this measure is the same as CONSULT\_RECEIVED\_ACCEPTED.

## CONSULT\_RECEIVED\_HOLD\_TIME

The total amount time, in seconds, that this agent had collaborations or simple consultations on hold where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

## CONSULT\_RECEIVED\_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions and were distributed from this queue.

## CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

## CONSULT\_RECEIVED\_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.

## CONSULT\_RCV\_WARM\_ENGAGE\_TIME

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

## CONSULT\_RCV\_ACC\_WARM

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

## CONSULT\_RCV\_WARM\_HOLD\_TIME

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

## CONSULT\_RCV\_WARM\_HOLD

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

## CONSULT\_RCV\_WARM\_WRAP\_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and

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were associated with customer interactions that were transferred to or conferenced with the agent.

This measure includes:

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

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

## CONSULT\_RCV\_WARM\_WRAP

The total number of times that this agent was in ACW state following consultations that were distributed from this queue and that the agent requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions, where interactions were transferred to the agent.

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

## CONSULT\_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established, distributed or pulled from this queue, and associated with customer interactions.

## CONSULT\_INITIATED\_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.

## CONFERENCE\_INITIATED

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

## CONFERENCE\_RECEIVED\_ACCEPTED

The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.

## TRANSFER\_INIT\_AGENT

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

## XFER\_RECEIVED\_ACCEPTED

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

## SATISFACTION\_OFFERED

The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

## SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.

## REVENUE\_OFFERED

The total number of customer interactions that entered or began within the contact center, were distributed from this queue, had associated revenue, and were handled by this agent.

## REVENUE

The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

## AGENT\_DISCONNECT\_FIRST

The total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. The tally is incremented only when the system (such as the switch) provides such information.

## ACTIONABILITY\_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

## ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled this agent and distributed from this queue.

## SENTIMENT\_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

## SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent and distributed from this queue.

## INFLUENCE\_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

## INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent and distributed from this queue.

## Subject Areas

- **AGT\_AGENT\_QUEUE**

# Table AGT\_BGS\_SESSION\_HOUR

## Description

**Introduced:** 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) interactions.

### 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
AGR_SET_KEY	integer			X	
DATE_TIME_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
BGS_BOT_DIM_KEY	integer			X	-1
BGS_BOT_NAME_DIM_KEY	integer			X	-1
BGS_SESSION_DIM_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
INITIATED	integer				
FAILED	integer				
CUSTOMER_TERM_REASON	integer				
REJECTED	integer				
SESSION_TIME	integer				
MESSAGES_SENT	integer				
MESSAGES_RECEIVED	integer				

### AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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.

**TENANT\_KEY**

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

**BGS\_BOT\_DIM\_KEY**

The surrogate key that is used to join the BGS\_BOT dimension to the fact tables.

**BGS\_BOT\_NAME\_DIM\_KEY**

The surrogate key that is used to join the BGS\_BOT\_NAME dimension to the fact tables.

**BGS\_SESSION\_DIM\_KEY**

The surrogate key that is used to join the BGS\_SESSION dimension to the fact tables.

**MEDIA\_TYPE\_KEY**

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

**INITIATED**

Indicates that the session was initiated.

**FAILED**

Indicates that the session was ended abnormally (due to some technical issue).

**CUSTOMER\_TERMINATED**

Indicates that the session was terminated by the customer.

**REJECTED**

Indicates that the session was rejected to start.

**SESSION\_TIME**

The duration, in seconds, of the ChatServer session.

**MESSAGES\_SENT**

The total number of messages sent by a bot in the BGS session.

**MESSAGES\_RECEIVED**

The total number of messages received by a bot in the BGS session.

**Subject Areas**

No subject area information available.

# Table AGT\_CALLBACK\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with callbacks. Data is derived primarily from the CALLBACK\_FACT table and IRF table.

Aggregation is performed along the TENANT, DATE TIME, RESOURCE, CALLBACK\_\* dimensions.

The same columns and column descriptions apply to the AGT\_CALLBACK\_SUBHOUR, AGT\_CALLBACK\_DAY, AGT\_CALLBACK\_WEEK, AGT\_CALLBACK\_MONTH, AGT\_CALLBACK\_QRTR, and AGT\_CALLBACK\_YEAR views.

### 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	integer				-1
RESOURCE_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
CBD1_KEY	integer				-1
CBD2_KEY	integer				-1
CBD3_KEY	integer				-1
CALLBACKS	numeric(18,0)				
EWT_READY_TO_START_KEY	numeric(18,0)				
EWT_READY_TO_START_KEY	numeric(18,0)				
POS_READY_TO_START_KEY	numeric(18,0)				
POS_READY_TO_START_KEY	numeric(18,0)				
CALLBACK_OFFER_TIME	numeric(18,0)				
CALLBACK_OFFER_TIME_MAX	numeric(18,0)				
WAIT_AGENT_OFFLINE_TIME	numeric(18,0)				
WAIT_AGENT_OFFLINE_TIME_MAX	numeric(18,0)				
ESTABLISH_MEDIA_IN_TIME	numeric(18,0)				
ESTABLISH_MEDIA_IN_TIME_MAX	numeric(18,0)				
ABANDONED_WAITING_TIME	numeric(18,0)				
CONN_WAITING_AGENT_TIME	numeric(18,0)				
CONN_WAITING_AGENT_TIME_MAX	numeric(18,0)				
ABANDONED_WAITING_TIME	numeric(18,0)				
ABANDONED_WAITING_TIME_MAX	numeric(18,0)				
AGENT_ADDED_TO_KEY	numeric(18,0)				

Column	Data Type	P	M	F	DV
XFER_TO_AGENT_FULLCD	numeric(18,0)				
XFER_TO_AGENT_FULLCD	numeric(18,0)				
TIMEOUT_WAITING	numeric(18,0)				
IXN_REQ_AGENT	numeric(18,0)				
EWT_WHEN_OFFERED	numeric(18,0)				
EWT_WHEN_OFFERED_MIN	numeric(18,0)				
EWT_WHEN_OFFERED_MAX	numeric(18,0)				
POS_WHEN_OFFERED	numeric(18,0)				
POS_WHEN_OFFERED_MIN	numeric(18,0)				
POS_WHEN_OFFERED_MAX	numeric(18,0)				
CALLBACK_OFFERED	numeric(18,0)				
CALLBACK_ACCEPTED	numeric(18,0)				
ACCEPTED_WAIT_FOR_AGENT	numeric(18,0)				
ACCEPTED_SCHEDULED	numeric(18,0)				
ACCEPTED_IMMEDIATE	numeric(18,0)				
CALLBACK_ATTEMPTS	numeric(18,0)				
CALLBACK_ATTEMPTED	numeric(18,0)				
CALLBACK_CONNECTED	numeric(18,0)				
CONNECTED_ATTEMPT1	numeric(18,0)				
CONNECTED_ATTEMPT2	numeric(18,0)				
CONNECTED_ATTEMPT3	numeric(18,0)				
CONNECTED_ATTEMPT4	numeric(18,0)				
CALLBACK_RETURNED	numeric(18,0)				
CALLBACK_CANCELLED	numeric(18,0)				
SAVED_TIME	numeric(18,0)				
FORCE_DIALED	numeric(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.

## 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.

**CBD1\_KEY**

The surrogate key that is used to join this aggregate table to the CALLBACK\_DIM\_1 table.

**CBD2\_KEY**

The surrogate key that is used to join this aggregate table to the CALLBACK\_DIM\_2 table.

**CBD3\_KEY**

The surrogate key that is used to join this aggregate table to the CALLBACK\_DIM\_3 table.

**CALLBACKS**

The total number of callbacks processed.

**EWT\_READY\_TO\_START\_IXN**

The customer expected wait time when the callback dial attempt was ready to begin.

**EWT\_READY\_TO\_START\_IXN\_MAX**

The maximum expected wait time any customer had when the callback dial attempt was ready to begin.

**POS\_READY\_TO\_START\_IXN**

The customer position in the queue when the callback dial attempt was ready to begin.

**POS\_READY\_TO\_START\_IXN\_MAX**

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

**CALLBACK\_OFFER\_TIME**

The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

**CALLBACK\_OFFER\_TIME\_MAX**

The maximum amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

**WAIT\_AGENT\_OFFLINE\_TIME**

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

**WAIT\_AGENT\_OFFLINE\_TIME\_MAX**

The longest amount of time, in seconds, that a customer was waiting offline for an agent to become available.

**ESTABLISH\_MEDIA\_IXN\_TIME**

The amount of time required to establish an outbound call.

**ESTABLISH\_MEDIA\_IXN\_TIME\_MAX**

The maximum amount of time required to establish the outbound call.

**ABANDONED\_WAITING**

Indicates whether the call was abandoned by the customer while waiting for an agent to connect.

**CONN\_WAITING\_AGENT\_TIME**

The total amount of time that elapsed between when customers connected to callback calls and when an agent was connected.

**CONN\_WAITING\_AGENT\_TIME\_MAX**

The maximum amount of time that elapsed between when a customer connected to the callback call and when an agent was connected.



**ABANDONED\_WAITING\_TIME**

After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.

**ABANDONED\_WAITING\_TIME\_MAX**

After a successful callback, the maximum amount of time any customer spent waiting before abandoning the call.

**AGENT\_ADDED\_TO\_IYN**

Indicates whether an agent was successfully added to the callback call.

**XFER\_TO\_AGENT\_FAIL\_CONN**

The number of attempts to transfer the callback interaction to the agent that failed after connecting.

**XFER\_TO\_AGENT\_FAIL\_NOCONN**

The number of attempts to transfer the callback interaction to the agent that failed without connecting.

**TIMEOUT\_WAITING**

The number of times that a customer was disconnected because the max timeout limit was reached.

**IYN\_REQ\_AGENT**

The number of callbacks that were offered to customers who had requested agent assistance.

**EWT\_WHEN\_OFFERED**

The expected wait time (EWT) before an agent was available to call back a customer, as of the time callback was offered.

**EWT\_WHEN\_OFFERED\_MIN**

The minimum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

**EWT\_WHEN\_OFFERED\_MAX**

The maximum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

**POS\_WHEN\_OFFERED**

The customer's position in the queue when the callback dial attempt was ready to begin.

**POS\_WHEN\_OFFERED\_MIN**

The minimum position a customer held in the queue when the callback dial attempt was ready to begin.

**POS\_WHEN\_OFFERED\_MAX**

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

**CALLBACK\_OFFERED**

The total number of times that callback was offered to a customer.

**CALLBACK\_ACCEPTED**

The total number of times that callback was accepted by a customer.

**ACCEPTED\_WAIT\_FOR\_AGENT**

The total number of times that "WAIT FOR AGENT" callback was accepted by a customer.

**ACCEPTED\_SCHEDULED**

The total number of times that "SCHEDULED" callback was accepted by a customer.

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**ACCEPTED\_IMMEDIATE**

The total number of times that "IMMEDIATE" callback was accepted by a customer.

**CALLBACK\_ATTEMPTS**

The number of times the system attempted to call the customer back.

**CALLBACK\_ATTEMPTED**

The total number of callback attempts, including the one that succeeded.

**CALLBACK\_CONNECTED**

The total number of times a customer was connected after callback dialout, including instances where no agent was connected.

**CONNECTED\_ATTEMPT1**

The total number of callback connections that were successfully completed on the first callback attempt.

**CONNECTED\_ATTEMPT2**

The total number of callback connections that were successfully completed on the second callback attempt.

**CONNECTED\_ATTEMPT3**

The total number of callback connections that were successfully completed on the third callback attempt.

**CONNECTED\_ATTEMPT4**

The total number of callback connections that were successfully completed on the fourth callback attempt.

**CALLBACK\_RETURNED**

The total number of callbacks that successfully connected the customer with an agent.

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## CALLBACK\_CANCELLED

The number of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether was canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.

## SAVED\_TIME

The total number of minutes of call time that were saved because of callback.

## FORCE\_DIALED

**Introduced:** Release 8.5.005.03

The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.

## Subject Areas

- **AGT\_CALLBACK**

# Table AGT\_CAMPAIGN\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions generated by a particular campaign. Rollups are derived primarily from the CONTACT\_ATTEMPT\_FACT table with an inner join on CALL\_RESULT. Counts and durations are attributed to the interval in which contact attempts were made.

Aggregation is performed along the TENANT, DATE TIME, CAMPAIGN, MEDIA\_TYPE, INTERACTION\_DESCRIPTOR, GROUP\_ and USER\_DATA\_CUST\_DIM dimensions.

The determination of special information tone (SIT) values in this table depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the [Genesys Outbound Contact documentation set](#) for more information.

The same columns and column descriptions apply to other AGT\_CAMPAIGN\_\* 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	integer				-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
CAMPAIGN_GROUP_KEY	integer				-1
CAMPAIGN_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
CALLING_LIST_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ATTEMPTS	numeric(18,0)				
ABANDONED	numeric(18,0)				
ANSW_MACHINE	numeric(18,0)				
ANSWERS	numeric(18,0)				
BUSY	numeric(18,0)				
CALLBKS_COMPL	numeric(18,0)				

Column	Data Type	P	M	F	DV
CALLBKS_MISSED	numeric(18,0)				
CALLBKS_SCHED	numeric(18,0)				
CANCEL	numeric(18,0)				
DIAL_DROPPED	numeric(18,0)				
DROPPED	numeric(18,0)				
SILENCE	numeric(18,0)				
STALE	numeric(18,0)				
OK	numeric(18,0)				
DIAL_MADE	numeric(18,0)				
DO_NOT_CALL	numeric(18,0)				
FAXMODEM_DETECTED	numeric(18,0)				
NO_ANSWER	numeric(18,0)				
NO_RPC	numeric(18,0)				
PER_CALLBK_COMPLETED	numeric(18,0)				
PER_CALLBK_MISSED	numeric(18,0)				
PER_CALLBK_SCHEDULED	numeric(18,0)				
SIT_DETECTED	numeric(18,0)				
SIT_INVALID_NUM	numeric(18,0)				
SIT_NO_CIRCUIT	numeric(18,0)				
SIT_OPER_INTER	numeric(18,0)				
SIT_REORDER	numeric(18,0)				
SIT_UNKNOWN	numeric(18,0)				
SIT_VACANT	numeric(18,0)				
CPD	numeric(18,0)				
CPD_TIME_MS	numeric(18,0)				
CPD_DIAL	numeric(18,0)				
CPD_DIAL_TIME_MS	numeric(18,0)				
CPD_TRANSFER	numeric(18,0)				
CPD_TRANSFER_TIME_MS	numeric(18,0)				
OVERDIAL	numeric(18,0)				
PORT_UNAVAILABLE	numeric(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 at which the agent's participation in the interaction began.

### 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.

### CAMPAIGN\_GROUP\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_view to identify the specific group which the Genesys Outbound Contact campaign was a member of when the interaction was generated.

### CAMPAIGN\_KEY

The surrogate key that is used to join this aggregate table to the CAMPAIGN view to identify a specific Genesys Outbound Contact campaign.

### MEDIA\_TYPE\_KEY

The surrogate key that is used to join this aggregate table to the MEDIA\_TYPE dimension table.

### CALLING\_LIST\_KEY

The surrogate key that is used to join this aggregate table to the CALLING\_LIST view to identify a specific Genesys Outbound Contact list from which the interaction originated.

### 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.

## ATTEMPTS

The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.

## ABANDONED

The total number of times attributed to the reporting interval that contact attempts from this campaign returned an abandoned call result (CALL\_RESULT\_CODE='ABANDONED').

## ANSW\_MACHINE

The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL\_RESULT\_CODE='ANSWERING\_MACHINE\_DETECTED').

## ANSWERS

The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL\_RESULT\_CODE='ANSWERED').

## BUSY

The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL\_RESULT\_CODE='BUSY').

## CALLBKS\_COMPL

The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks. This metric includes callbacks that were scheduled by agents.

## CALLBKS\_MISSED

The total number of times attributed to the reporting interval that campaign callbacks were missed.

## CALLBKS\_SCHED

The total number of times (attributed to the reporting interval) that a call treatment scheduled callback contact attempts from this campaign. This metric does not include callbacks scheduled by agents.

## CANCEL

The total number of canceled records that were dialed from this campaign during the reporting interval.

## DIAL\_DROPPED

The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL\_RESULT\_CODE='CALL\_DROP\_ERROR').

## DROPPED

The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL\_RESULT\_CODE='DROPPED').

## SILENCE

The total number of times attributed to the interval that the system detected silence during contact attempts made from this campaign (CALL\_RESULT\_CODE='SILENCE').

## STALE

The total number of times attributed to the interval that the system detected a stale call result during contact attempts made from this campaign (CALL\_RESULT\_CODE='STALE').

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## OK

The total number of times attributed to the interval that the system detected a call result of OK during contact attempts made from this campaign (CALL\_RESULT\_CODE='OK').

## DIAL\_MADE

The total number of contact attempts made by this campaign within the interval.

## DO\_NOT\_CALL

The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL\_RESULT\_CODE='DO\_NOT\_CALL').

This measure, as well as Canceled, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy.

## FAXMODEM\_DETECT

The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL\_RESULT\_CODE='FAX\_DETECTED').

## NO\_ANSWER

The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL\_RESULT\_CODE='NO\_ANSWER').

## NO\_RPC

The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL\_RESULT\_CODE='WRONG\_PARTY').

## PER\_CALLBK\_COMPL

The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign, excluding missed callbacks. This metric includes personal callbacks that were scheduled by agents.

## PER\_CALLBK\_MISS

The total number of times attributed to the interval that callbacks were missed by the agent who

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requested them for contact attempts made from this campaign.

### PER\_CALLBK\_SCHED

The total number of times attributed to the interval that a call treatment scheduled personal callback contact attempts from this campaign. This metric does not include callbacks personal scheduled by agents.

### SIT\_DETECTED

The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_DETECTED'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

### SIT\_INVALID\_NUM

The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_INVALID\_NUMBER'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

### SIT\_NO\_CIRCUIT

The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_NC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

### SIT\_OPER\_INTER

The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_IC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

### SIT\_REORDER

The total number of times attributed to the interval that the system detected a special information tone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_RO'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

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## SIT\_UNKNOWN

The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_UNKNOWN\_CALL\_STATE'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

## SIT\_VACANT

The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL\_RESULT\_CODE='SIT\_VC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

## CPD

The total number of contact attempts that were initiated during this reporting interval in which call-progress detection was performed.

## CPD\_TIME\_MS

The total duration, in milliseconds, of call-progress detection for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed.

## CPD\_DIAL

The total number of dialing events for which the CPD Server provided dial duration.

## CPD\_DIAL\_TIME\_MS

The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released.

Dial duration for established calls is available only when the CPD Server is used for dialing.

## CPD\_TRANSFER

The total number of transfers that were used to deliver calls from the point of call-progress detection to agents or IVR.

## CPD\_TRANSFER\_TIME\_MS

The total duration, in milliseconds, of CPD transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or IVR DN.

## OVERDIAL

The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.

## PORT\_UNAVAILABLE

The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL\_RESULT\_CODE='NO\_PORT\_AVAILABLE').

## Subject Areas

- AGT\_CAMPAIGN

# Table AGT\_CHAT\_AGENT\_GRP\_HOUR

## Description

**Introduced:** 8.5.005.03

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of interactions associated with agent participation in asynchronous (Async) Chat Server sessions (multimedia interactions), organized by agent group.

### 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 DNSs)
  - 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
AGR_SET_KEY	integer			X	
DATE_TIME_KEY	integer			X	-1
GROUP_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
CHAT_SESSION_DIM_KEY	integer			X	-1
ACCEPTED_UNIQUE	integer				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPTED	integer				
NOTACCEPTED	integer				
OFFERED	integer				
REJECTED	integer				
ENGAGE_TIME	integer				
ENGAGE	integer				
WRAP_TIME	integer				
WRAP	integer				
HOLD_TIME	integer				
HOLD	integer				
CONSULT_RECEIVED_ENGAGE_TIME	integer				
CONSULT_RECEIVED_HOLD_TIME	integer				
CONSULT_RECEIVED_WRAP_TIME	integer				
CONSULT_RECEIVED_WRAP	integer				
CONSULT_RCV_WAIT_ENGAGE_TIME	integer				
CONSULT_RCV_WAIT_HOLD_TIME	integer				



Column	Data Type	P	M	F	DV
CONSULT_RCV_WAIT_WRAP_TIME	integer				
CONSULT_RCV_WAIT_WRAP	integer				
INVITE_ACC_TIME	integer				
INVITE_ACC_TIME_INV	integer				
ACCEPTED_LONG	integer				
ACCEPTED_SHORT	integer				

### AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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 agent's participation in the interaction began.

### GROUP\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

### TENANT\_KEY

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

### 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.

### CHAT\_SESSION\_DIM\_KEY

The surrogate key that is used to join the CHAT\_SESSION dimension to the fact tables.

## ACCEPTED\_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by agents who are members of this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions.

## FOCUS

The number of times agents in this agent group were in the focus state while working on media sessions.

## FOCUS\_TIME

The total amount of time (in seconds) that agents in this agent group actually spent working directly or indirectly on media sessions.

## ACCEPTED

**Introduced:** Release 8.5.008.00

Number of assigned sessions that were accepted by agents in this group.

## NOTACCEPTED

**Introduced:** Release 8.5.008.00

The total number of times that customer interactions were redirected to another resource upon no answer by agents in this group or were otherwise not accepted by agents in this group. This metric includes interactions that the customer abandoned while they were alerting at the agent.

## OFFERED

**Introduced:** Release 8.5.008.00

Number of sessions that were offered to agents in this group.

## REJECTED

**Introduced:** Release 8.5.008.00

Number of sessions that were rejected by agents in this group.

## ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

Duration of engagement, measured from the time an agent in this group joined a chat, until the

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agent left the chat or chat ends.

## ENGAGE

**Introduced:** Release 8.5.008.00

Number of times that agents in this group were engaged with customers.

## WRAP\_TIME

**Introduced:** Release 8.5.008.00

Amount of time that agents in this group spent performing after-call work for customer interactions that were distributed from this chat.

## WRAP

**Introduced:** Release 8.5.008.00

The total number of times the ACW (Wrap) state was recorded for customer interactions.

## HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total number of customer interactions that agents in this group had on hold.

## HOLD

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that agents in this group had customer interactions on hold.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

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

## CONSULT\_RECEIVED\_HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that agents in this group had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

## CONSULT\_RECEIVED\_WRAP\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that agents in this group were in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

## CONSULT\_RECEIVED\_WRAP

**Introduced:** Release 8.5.008.00

The total number of times that agents in this group were in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

## CONSULT\_RCV\_WARM\_ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that agents in this group were engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

## CONSULT\_RCV\_WARM\_HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that agents in this group had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

## CONSULT\_RCV\_WARM\_WRAP\_TIME

**Introduced:** Release 8.5.008.00

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

## CONSULT\_RCV\_WARM\_WRAP

**Introduced:** Release 8.5.008.00

The total number of times that agents in this group were in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

## INVITE\_ACC\_TIME

**Introduced:** Release 8.5.010.01

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The total amount of time that elapsed after notifications reached agents in this agent group, and before the agents accepted the interactions. (This metric is not calculated and reserved for future use.)

## INVITE\_ACC\_TIME\_MAX

**Introduced:** Release 8.5.010.01

The maximum amount of time that elapsed after a notification reached an agent in this agent group, and before the agent accepted the interaction. (This metric is not calculated and reserved for future use.)

## ACCEPTED\_LONG

**Introduced:** Release 8.5.010.01

The total number of interactions that were accepted, by an agent in this agent group, after the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

## ACCEPTED\_SHORT

**Introduced:** Release 8.5.010.01

The total number of interactions that were accepted, by an agent in this agent group, before the amount of time configured as accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

## Subject Areas

No subject area information available.

# Table AGT\_CHAT\_AGENT\_HOUR

## Description

**Introduced:** 8.5.005.03

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of interactions associated with agent participation in asynchronous (Async) Chat Server sessions (multimedia interactions).

### 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

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## Column List

### Legend

Column	Data Type	P	M	F	DV
AGR_SET_KEY	integer			X	
DATE_TIME_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
GROUP_COMBINATION_KEY	integer			X	-1
RESOURCE_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
CHAT_SESSION_DIM_KEY	integer			X	-1
ACCEPTED_UNIQUE	integer				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPTED	integer				
NOTACCEPTED	integer				
OFFERED	integer				
REJECTED	integer				
ENGAGE_TIME	integer				
ENGAGE	integer				
WRAP_TIME	integer				
WRAP	integer				
HOLD_TIME	integer				
HOLD	integer				
CONSULT_RECEIVED_ENGAGE_TIME	integer				
CONSULT_RECEIVED_HOLD_TIME	integer				
CONSULT_RECEIVED_WRAP_TIME	integer				
CONSULT_RECEIVED_WRAP	integer				
CONSULT_RCV_WAIT_ENGAGE_TIME	integer				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WAIT_HOLD_TIME	integer				
CONSULT_RCV_WAIT_WRAP_TIME	integer				
CONSULT_RCV_WAIT_WRAP	integer				
INVITE_ACC_TIME	integer			X	
INVITE_ACC_TIME_MAX	integer			X	
ACCEPTED_LONG	integer			X	
ACCEPTED_SHORT	integer			X	

### AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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 agent's participation in the interaction began.

### TENANT\_KEY

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

### 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.

### 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.

## CHAT\_SESSION\_DIM\_KEY

The surrogate key that is used to join the CHAT\_SESSION dimension to the fact tables.

## ACCEPTED\_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

## FOCUS

The number of times the agent was in the focus state while working on media sessions.

## FOCUS\_TIME

The total amount of time (in seconds) the agent actually spent working directly or indirectly on media sessions.

## ACCEPTED

**Introduced:** Release 8.5.008.00

Number of assigned sessions that were accepted by agents.

## NOTACCEPTED

**Introduced:** Release 8.5.008.00

The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent. This metric includes interactions that the customer abandoned while they were alerting at the agent.

## OFFERED

**Introduced:** Release 8.5.008.00

Number of sessions that were offered to the agents.

## REJECTED

**Introduced:** Release 8.5.008.00

Number of sessions that were rejected by the agents.

## ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

Duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.

## ENGAGE

**Introduced:** Release 8.5.008.00

Number of times that this agent was engaged with customers.

## WRAP\_TIME

**Introduced:** Release 8.5.008.00

Amount of time, that agents spent performing after-call work for customer interactions that were distributed from this chat.

## WRAP

**Introduced:** Release 8.5.008.00

The total number of times the ACW (Wrap) state was recorded for customer interactions

## HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total number of customer interactions that this agent had on hold.

## HOLD

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that this agent had customer interactions on hold.

## CONSULT\_RECEIVED\_ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

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

## CONSULT\_RECEIVED\_HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that this agent had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

## CONSULT\_RECEIVED\_WRAP\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

## CONSULT\_RECEIVED\_WRAP

**Introduced:** Release 8.5.008.00

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.

## CONSULT\_RCV\_WARM\_ENGAGE\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that this agent was engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with this agent.

## CONSULT\_RCV\_WARM\_HOLD\_TIME

**Introduced:** Release 8.5.008.00

The total amount of time, in seconds, that this agent had consultations on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

## CONSULT\_RCV\_WARM\_WRAP\_TIME

**Introduced:** Release 8.5.008.00

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

## CONSULT\_RCV\_WARM\_WRAP

**Introduced:** Release 8.5.008.00

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.

## INVITE\_ACC\_TIME

**Introduced:** Release 9.0.010.01

The total amount of time interactions alerted at the agent's DN before the agent accepted the interactions. (This metric is not calculated and reserved for future use.)

## INVITE\_ACC\_TIME\_MAX

**Introduced:** Release 9.0.010.01

The maximum amount of time that it took for an agent to accept an interaction after it began alerting. (This metric is not calculated and reserved for future use.)

## ACCEPTED\_LONG

**Introduced:** Release 9.0.010.01

The number of interactions that were accepted by an agent after the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

## ACCEPTED\_SHORT

**Introduced:** Release 9.0.010.01

The number of interactions that were accepted by an agent before the amount of time configured as the accept duration threshold value in the **agg-gim-thld-CHAT-ACC** section. (This metric is not calculated and reserved for future use.)

## Subject Areas

No subject area information available.

# Table AGT\_CHAT\_STATS\_HOUR

## Description

**Introduced:** 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with chat interactions. The same columns and column descriptions apply to other AGT\_CHAT\_STATS\_\* 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

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**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
AGR_SET_KEY	integer		X	X	
DATE_TIME_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
CHAT_SESSION_DIM_KEY	integer			X	-1
SESSION_TIME	integer				
MSG_FROM_AGENTS	integer				
MSG_FROM_AGENTS_SIZE	integer				
MSG_FROM_BOTS	integer				
MSG_FROM_BOTS_SIZE	integer				
MSG_FROM_CUSTOMERS	integer				
MSG_FROM_CUSTOMERS_SIZE	integer				
AGENT_RESPONSES	integer				
AGENT_RESPONSE_TIME_MAX	integer				
AGENT_RESPONSE_TIME	integer				
AGENT_WAIT	integer				
AGENT_WAIT_TIME_MAX	integer				
AGENT_WAIT_TIME	integer				
CUSTOMER_RESPONSES	integer				
CUSTOMER_RESPONSE_TIME_MAX	integer				
CUSTOMER_RESPONSE_TIME	integer				
CUSTOMER_WAIT	integer				
CUSTOMER_WAIT_TIME_MAX	integer				
CUSTOMER_WAIT_TIME	integer				
FIRST_AGENT_WAIT_TIME	integer				
FIRST_RESPONSE_TIME	integer				

Column	Data Type	P	M	F	DV
FIRST_BOT_WAIT_TIME	integer				
AGENTS	integer				
BOTS	integer				
SESSIONS	integer				
SESSIONS_WITH_BOT	integer				
SESSIONS_ONLY_WITH_BOT	integer				
SESSIONS_CUSTOMER_TERMINATED	integer				
SESSIONS_AGENT_TERMINATED	integer				
SESSIONS_ENDED_NATURALLY	integer				
SESSIONS_DISCONNECTED	integer				
SESSIONS_INACTIVE	integer				
SESSIONS_MISSED	integer				
SESSIONS_TRANSFERRED	integer				
ABANDONED_WAITING_TIME	integer				
DORMANT	integer				
DORMANT_TIME	integer				
ASYNC_IDLE	integer				
ASYNC_IDLE_TIME	integer				
ACTIVE_IDLE	integer				
ACTIVE_IDLE_TIME	integer				
HANDLE	integer				
HANDLE_TIME	integer				
FIRST_TOUCH_RESOLUTION	integer				
SESSIONS_PARKED	integer				
PARKING_DURATION	integer				
PARKING_DURATION_MAX	integer				
SESSIONS_PARKED_SHORT	integer				
SESSIONS_PARKED_LONG	integer				

## AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

## 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.

**TENANT\_KEY**

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

**MEDIA\_TYPE\_KEY**

The surrogate key that is used to join this aggregate table to the MEDIA\_TYPE dimension table.

**CHAT\_SESSION\_DIM\_KEY**

The surrogate key that is used to join the CHAT\_SESSION dimension to the fact tables.

**SESSION\_TIME**

The total duration, in seconds, of the ChatServer session.

**MSG\_FROM\_AGENTS**

The total number of messages (that are visible to customer) that all agents sent. Note: there could be several agents in a chat session, for instance because of a conference or transfer.

**MSG\_FROM\_AGENTS\_SIZE**

The total size of all messages sent by agents.

**MSG\_FROM\_BOTS**

The total number of messages (that are visible to customer) that all bots sent. Note: there could be more than one bots in a chat session.

**MSG\_FROM\_BOTS\_SIZE**

The total size of all messages sent by bots.

**MSG\_FROM\_CUSTOMERS**

The total number of messages sent by customers.



**MSG\_FROM\_CUSTOMERS\_SIZE**

The total size of all messages sent by customers.

**AGENT\_RESPONSES**

The total number of times that agents replied to customers.

**AGENT\_RESPONSE\_TIME\_MAX**

The maximum amount of time (in seconds) that any agent spent replying to a customer.

**AGENT\_RESPONSE\_TIME**

The total amount of time (in seconds) agents spent on replying to a customer.

**AGENT\_WAIT**

The total number of times that agents waited for a reply from a customer.

**AGENT\_WAIT\_TIME\_MAX**

The maximum amount of time (in seconds) that that any agent spent waiting for a reply from a customer.

**AGENT\_WAIT\_TIME**

The total amount of time (in seconds) that agents spent waiting for replies from customers.

**CUSTOMER\_RESPONSES**

The total number of times that a customer replied to an agent.

**CUSTOMER\_RESPONSE\_TIME\_MAX**

The maximum amount of time (in seconds) that elapsed before a customer replied to an agent.

### CUSTOMER\_RESPONSE\_TIME

The total amount of time (in seconds) that customers spent replying to agents.

### CUSTOMER\_WAIT

The total number of times that a customer waited for a reply from an agent.

### CUSTOMER\_WAIT\_TIME\_MAX

The maximum amount of time (in seconds) that a customer waited for a reply from an agent.

### CUSTOMER\_WAIT\_TIME

The total amount of time (in seconds) that customers spent waiting for a reply from an agent.

### FIRST\_AGENT\_WAIT\_TIME

The amount of time the customer waited for the first agent (who was visible to the customer) to join the session. An agent *joining* the session means that interaction was first queued, then attempted to be routed to an agent (possibly more than once, for example if an agent did not answer or rejected the interaction). If the value is 0, and **csg\_PartiesAsAgentCount**=0, then no agent joined. If **csg\_PartiesAsAgentCount** is not equal to 0, agent joined very early in the session.

### FIRST\_RESPONSE\_WAIT\_TIME

The amount of time that passed before the first agent submitted the first greeting/message (that was visible to the customer) into the chat session.

### FIRST\_BOT\_WAIT\_TIME

The amount of time that the customer waited for the first bot (that was visible to the customer) to join the session.

### AGENTS

The number of parties that participated in session as agents.

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**BOTS**

The number of parties that participated in session as bots.

**SESSIONS**

The total number of sessions.

**SESSIONS\_WITH\_BOT**

The total number of media sessions in which bots participated.

**SESSIONS\_ONLY\_WITH\_BOT**

The total number of media sessions handled by bots, without agent involvement.

**SESSIONS\_CUSTOMER\_TERMINATED**

The total number of sessions that were terminated by the customer.

**SESSIONS\_AGENT\_TERMINATED**

The total number of sessions that were terminated by an agent.

**SESSIONS\_ENDED\_NORMALLY**

The total number of sessions that terminated normally. (ENDED\_ABNORMALLY = 0)

**SESSIONS\_DISCONNECTED**

The total number of sessions that were terminated due to disconnection.

**SESSIONS\_INACTIVE**

The total number of sessions that were terminated due to inactivity.

## SESSIONS\_MISSED

**Introduced:** Release 8.5.008.00

**Modified:** 8.5.010.01

Total number of chats requested by clients that were not answered by agents.

## SESSIONS\_TRANSFERRED

**Introduced:** Release 8.5.008.00

Total number of chats that were transferred from one agent to another.

## ABANDONED\_WAITING\_TIME

**Introduced:** Release 8.5.008.00

**Modified:** 8.5.010.01

Total time clients waited for a response before leaving.

## DORMANT

**Introduced:** Release 8.5.005.03

The total number of times sessions entered the dormant state.

## DORMANT\_TIME

**Introduced:** Release 8.5.005.03

The total amount of time (in seconds) that customer interactions were in the dormant state or on hold (with no agent participant). Routing time is excluded.

## ASYNC\_IDLE

**Introduced:** Release 8.5.005.03

The total number of times, exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

## ASYNC\_IDLE\_TIME

**Introduced:** Release 8.5.005.03

The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

## ACTIVE\_IDLE

**Introduced:** Release 8.5.005.03

The total number of times, exceeding configured threshold, without any activity when interactions were in the active state (at least one Agent participated).

## ACTIVE\_IDLE\_TIME

**Introduced:** Release 8.5.005.03

The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the active state (and at least one agent participated).

## HANDLE

**Introduced:** Release 8.5.005.03

The total number of times that sessions were in an active state (as opposed to a dormant state).

## HANDLE\_TIME

**Introduced:** Release 8.5.005.03

The total duration (in seconds) of the media session.

## FIRST\_TOUCH\_RESOLUTION

**Introduced:** Release 8.5.005.03

The total number of Async chat sessions handled with one touch (session was either never placed in dormant state or never woken from it). Session are included whether ended by agent, by customer, or by timeout.

## SESSIONS\_PARKED

**Introduced:** Release 8.5.011

The number of interactions that were placed in the parking queue and routed during business hours. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

## PARKING\_DURATION

**Introduced:** Release 8.5.011

The total amount of time that the interaction spent in the parking queue during the reporting period. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

## PARKING\_DURATION\_MAX

**Introduced:** Release 8.5.011

The maximum amount of time that any interaction spent in the parking queue. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

## SESSIONS\_PARKED\_SHORT

**Introduced:** Release 8.5.011

The number of interactions that were in the parking queue for a period of time less than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

## SESSIONS\_PARKED\_LONG

**Introduced:** Release 8.5.011

The number of interactions that were in the parking queue for a period of time greater than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

## Subject Areas

No subject area information available.

# Table AGT\_CHAT\_THREAD\_HOUR

## Description

**Introduced:** 8.5.009

**Modified:** 8.5.010 (Name changed from AGT\_CHAT\_THREAD\_STATS)

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a summary of thread-related interactions.

### 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 DNSs)
  - 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	integer				-1
TENANT_KEY	integer				-1
MEDIA_TYPE_KEY	integer				-1
MEDIA_ORIGIN_KEY	integer				-1
THREADS	integer				-1
SESSIONS	integer				-1
AGENTS	integer				-1
ENGAGEMENTS	integer				-1
HANDLE_DURATION	integer				-1
MSG_FROM_CUSTOMERS	integer				-1
MSG_FROM_CUSTOMERS_SIZE	integer				-1
MSG_FROM_AGENTS	integer				-1
MSG_FROM_AGENTS_SIZE	integer				-1
AGENT_REPLY_DURATION	integer				-1

### 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.

### TENANT\_KEY

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



**MEDIA\_TYPE\_KEY**

The surrogate key that is used to join this aggregate table to the MEDIA\_TYPE dimension table.

**MEDIA\_ORIGIN\_KEY**

The key that is used to join the MEDIA\_ORIGIN dimension to the fact table.

**THREADS**

The numbers of threads.

**SESSIONS**

The numbers of sessions in all threads.

**AGENTS**

The number of unique agents who handled the interaction within the thread.

**ENGAGEMENTS**

The number of engagements.

**HANDLE\_DURATION**

The total time that at least one agent was connected to a thread.

**MSG\_FROM\_CUSTOMERS**

Total number of client messages in the thread.

**MSG\_FROM\_CUSTOMERS\_SIZE**

Total size of client messages in the thread.

**MSG\_FROM\_AGENTS**

Total number of agents messages in the thread.

**MSG\_FROM\_AGENTS\_SIZE**

Total size of agents messages in the thread.

**AGENT\_REPLY\_DURATION**

The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.

**Subject Areas**

No subject area information available.

# Table AGT\_COBROWSE\_AGENT\_HOUR

## Description

**Introduced:** 8.5.006

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of agent participation in Voice and Chat interactions that include Co-browse sessions. This table is used to produce the Co-browse Summary Report.

### 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 DNSs)
  - 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
AGR_SET_KEY	integer		X	X	
DATE_TIME_KEY	integer		X	X	-1
TENANT_KEY	integer		X	X	-1
MEDIA_TYPE_KEY	integer		X	X	-1
AGENT_RESOURCE_KEY	integer		X	X	-1
ENTERED	integer		X		
INTERACTIONS	integer		X		
SESSIONS	integer		X		
RW_SESSIONS	integer		X		
FIRST_WAIT_TIME	integer		X		
HANDLE_TIME	integer		X		

### AGR\_SET\_KEY

[INTERNAL] The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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 during which the caller's participation in the interaction began.

### TENANT\_KEY

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

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join this aggregate table to the MEDIA\_TYPE dimension table.

## AGENT\_RESOURCE\_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE\_ dimension table to get information such as the Agent Name, Agent ID.

## ENTERED

The total number of Voice or Chat interactions that were accepted by the agent, regardless of whether Co-browse sessions were part of the interaction.

## INTERACTIONS

The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.

## SESSIONS

The total number of Co-browse sessions.

## RW\_SESSIONS

The total number of Co-browse sessions with WRITE mode. In WRITE mode sessions, the customer enables the agent to remote control the customer browser.

## FIRST\_WAIT\_TIME

The total amount of time (in seconds) that elapses after the interaction starts before the first Co-browse session is initiated. For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST\_WAIT\_TIME is calculated as seven minutes (420 seconds).

## HANDLE\_TIME

The total amount of time (in seconds) that this agent spent handling Co-browse sessions.

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## Subject Areas

No subject area information available.

# Table AGT\_I\_AGENT\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of an agent's handling of interactions. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT (IRF) and IXN\_RESOURCE\_STATE\_FACT tables.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE\_TIME, MEDIA\_TYPE, RESOURCE\_, INTERACTION\_TYPE, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT\_I\_AGENT\_\* 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 DNSs)
- 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>	integer				-1
<b>GROUP_COMBINATION_KEY</b>	integer				-1
<b>RESOURCE_KEY</b>	integer			X	-1
<b>TENANT_KEY</b>	integer			X	-1
<b>MEDIA_TYPE_KEY</b>	integer			X	-1
<b>INTERACTION_TYPE_KEY</b>	integer			X	-1
<b>OFFERED</b>	numeric(18,0)				
<b>ACCEPTED_EVENT</b>	numeric(18,0)				
<b>ACCEPTED</b>	numeric(18,0)				
<b>HOLD</b>	numeric(18,0)				
<b>HOLD_TIME</b>	numeric(18,0)				
<b>WRAP</b>	numeric(18,0)				
<b>WRAP_TIME</b>	numeric(18,0)				



Column	Data Type	P	M	F	DV
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE	numeric(18,0)				
WRAP_IN	numeric(18,0)				
WRAP_OUT	numeric(18,0)				
NOT_READY_IN	numeric(18,0)				
NOT_READY_OUT	numeric(18,0)				
WRAP_IN_TIME	numeric(18,0)				
WRAP_OUT_TIME	numeric(18,0)				
NOT_READY_IN_TIME	numeric(18,0)				
NOT_READY_OUT_TIME	numeric(18,0)				
GPM_RESULT_KEY	integer			X	-1
GPM_PREDICTOR_KEY	integer			X	-1
GPM_MODEL_KEY	integer			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	numeric(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 at which the agent'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.

## TENANT\_KEY

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

## 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.

## OFFERED

The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because this agent did not answer or accept them.

## ACCEPTED\_EVENTUALLY

The total number of customer interactions and consultations (warm or simple) that were accepted, answered, or pulled by this agent. This measure is bound by the interval in which interactions were received and extends beyond the reporting interval to include interactions that were eventually accepted. This measure is internally used for calculation of not-accepted measures.

## ACCEPTED

The total number of customer interactions and warm consultations that were accepted, answered, or pulled by this agent within the interval or accepted, answered, or pulled in a prior interval but ensued in this interval.

## HOLD

The total number of times within the interval that this agent had customer calls on hold.

## HOLD\_TIME

The total amount of time, in seconds, within the interval that this agent had customer interactions on hold. This measure counts all held durations for interactions, whether they were placed on hold once or more than once.

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## WRAP

The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.

## WRAP\_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state for customer calls that the agent received.

## INVITE\_TIME

The total amount of time, in seconds, attributable to the interval that customer interactions 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

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This measure might include engagement time for interactions that the agent made or received while in the Not Ready or ACW states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This measure excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.

## CONSULT\_RECEIVED\_ACCEPTED

The total number of times within the interval that this agent received and accepted, answered, or pulled requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.

## CONSULT\_RECEIVED\_HOLD

The total number of collaborations or consultations (warm or simple) that this agent had on hold within the interval that were associated with customer interactions where the agent was the recipient of the collaboration/consultation requests.

### CONSULT\_RECEIVED\_HOLD\_TIME

The total amount of time, in seconds, within the interval that this agent had collaborations or consultations that were associated with customer interactions on hold and where the agent was the recipient of the collaboration/ consultation requests.

### CONSULT\_RECEIVED\_WRAP

The total number of consultations (warm or simple) for which this agent entered or was in ACW state within the interval where the interactions were associated with customer interactions and the agent was the recipient of the consultation requests.

### CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that this agent spent in ACW state within the interval following requests for consultations that the agent accepted.

### CONSULT\_RECEIVED\_ENGAGE\_TIME

The total amount of time, in seconds, within the interval that this agent was engaged in collaborations or consultations (warm or simple) where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/ consultation requests

### WRAP\_IN

The total number of times that this agent received customer calls while in ACW state.

### WRAP\_OUT

The total number of times that this agent placed calls while in ACW state. Consultations that the agent participated in while in ACW state are excluded from this measure.

### NOT\_READY\_IN

The total number of times that this agent was handling customer calls that were answered while the agent was in the NotReady state.

### NOT\_READY\_OUT

The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady

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state.

### WRAP\_IN\_TIME

The total amount of time, in seconds, that this agent spent handling customer calls that the agent answered while in ACW state. This duration includes alert (ring) time, hold time, and time of engagement.

### WRAP\_OUT\_TIME

The total amount of time, in seconds, that this agent spent handling internal or outbound interactions that the agent initiated while in ACW state. This duration includes dial time, hold time, and time of engagement and excludes consultations that the agent participated in while in ACW state.

### NOT\_READY\_IN\_TIME

The total amount of time, in seconds, that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.

### NOT\_READY\_OUT\_TIME

The total amount of time, in seconds, that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.

### 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\_I\_AGENT

# Table AGT\_I\_SESS\_STATE\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of summarized agent session states. Rollups are derived primarily from the SM\_RES\_STATE\_FACT table. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, MEDIA\_TYPE, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

Note that this table is similar to AGT\_I\_MN\_SESS\_STATE\_HOUR, but this aggregate table relies on SM\_STATE\_FACT, where AGT\_I\_MN\_SESS\_STATE\_HOUR relies on SM\_MEDIA\_NEUTRAL\_STATE\_FACT.

The following columns and column descriptions apply to all AGT\_I\_SESS\_STATE\_\* 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

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## Column List

### Legend

Column	Data Type	P	M	F	DV
<a href="#">AGR_SET_KEY</a>	integer			X	
<a href="#">DATE_TIME_KEY</a>	integer				-1
<a href="#">GROUP_COMBINATION_KEY</a>	integer				-1
<a href="#">RESOURCE_KEY</a>	integer			X	-1
<a href="#">TENANT_KEY</a>	integer			X	-1
<a href="#">MEDIA_TYPE_KEY</a>	integer			X	-1
<a href="#">ACTIVE_TIME</a>	numeric(18,0)				
<a href="#">READY_TIME</a>	numeric(18,0)				
<a href="#">NOT_READY_TIME</a>	numeric(18,0)				
<a href="#">BUSY_TIME</a>	numeric(18,0)				
<a href="#">WRAP_TIME</a>	numeric(18,0)				
<a href="#">READY</a>	numeric(18,0)				
<a href="#">NOT_READY</a>	numeric(18,0)				
<a href="#">BUSY</a>	numeric(18,0)				
<a href="#">WRAP</a>	numeric(18,0)				



### AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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 to 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.

### MEDIA\_TYPE\_KEY

The surrogate key that is used to join this aggregate table to the MEDIA\_TYPE dimension table.

### ACTIVE\_TIME

The total amount of time, in seconds, between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

### READY\_TIME

The total amount of time, in seconds, that this agent was in the Ready state on a particular media channel.

---

## NOT\_READY\_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

## BUSY\_TIME

The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

## WRAP\_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

## READY

The total number of times within the interval that this agent was in the Ready state on a particular media channel.

## NOT\_READY

The total number of times within the interval that this agent was in the NotReady state on a particular media channel.

## BUSY

The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

## WRAP

The total number of times within the interval that this agent was in ACW state.

## Subject Areas

- **AGT\_I\_SESS\_STATE**

# Table AGT\_I\_MN\_SESS\_STATE\_HOUR

## Description

**Introduced:** 8.5.008.00

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of summarized media-neutral agent session states. Rollups are derived primarily from the SM\_RES\_MEDIA\_NEUTRAL\_STATE\_FACT table. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

Note that this table is similar to AGT\_I\_SESS\_STATE\_HOUR, but this aggregate table relies on SM\_MEDIA\_NEUTRAL\_STATE\_FACT, where AGT\_I\_SESS\_STATE relies on SM\_RES\_STATE\_FACT.

The following columns and column descriptions apply to all AGT\_I\_MN\_SESS\_STATE\_\* 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	integer				-1
GROUP_COMBINATION_KEY	integer				-1
RESOURCE_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
ACTIVE_TIME	numeric(18,0)				
READY_TIME	numeric(18,0)				
NOT_READY_TIME	numeric(18,0)				
BUSY_TIME	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
READY	numeric(18,0)				
NOT_READY	numeric(18,0)				
BUSY	numeric(18,0)				
WRAP	numeric(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 to 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.

### ACTIVE\_TIME

The total amount of time, in seconds, between the beginning and end of this agent's login session(s) irrespective of media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

### READY\_TIME

The total amount of time, in seconds, that this agent was in the Ready state, irrespective of media channel.

### NOT\_READY\_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

### BUSY\_TIME

The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

## WRAP\_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

## READY

The total number of times within the interval that this agent was in the Ready state, irrespective of media channel.

## NOT\_READY

The total number of times within the interval that this agent was in the NotReady state, irrespective of media channel.

## BUSY

The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

## WRAP

The total number of times within the interval that this agent was in ACW state.

## Subject Areas

No subject area information available.

# Table AGT\_I\_STATE\_RSN\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table 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 this table.

The same columns and column descriptions apply to other AGT\_I\_STATE\_RSN\_\* 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 DNSs)
  - 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	integer				-1
GROUP_COMBINATION_KEY	integer				-1
RESOURCE_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
RESOURCE_STATE_KEY	integer			X	-1
RESOURCE_STATE_REASON_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
STATE_RSN	numeric(18,0)				
STATE_RSN_TIME	numeric(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.

## 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 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.

## Subject Areas

- [AGT\\_I\\_STATE\\_RSN](#)

# Table AGT\_ID\_FCR

## Description

**Introduced:** 8.5.002.00

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.

FCR (First Contact Resolution Rate) is defined as the rate for all interactions on a day and media type using a predictor and model.

Rollups are derived primarily from the INTERACTION\_FACT table and are based on the resource's first attempt in handling interactions. A join to the GPM\_FACT provides aggregated data that is dimensioned by model, predictor, and result. When running in embedded mode, the data in this table is delayed by 7-8 days.

This table includes measures pertaining to customer interactions that are distributed to handling resources, which are attributed to the interval in which the interaction entered the contact center.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNs. Aggregation is performed along the TENANT, DATE\_TIME, INTERACTION\_TYPE, MEDIA\_TYPE, and INTERACTION\_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT\_ID\_FCR\_\* 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	integer				-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer			X	-1
USER_DATA_KEY2	integer			X	-1
GPM_PREDICTOR_KEY	integer				-1
GPM_MODEL_KEY	integer			X	-1
GPM_RESULT_KEY	integer			X	-1

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Column	Data Type	P	M	F	DV
ACCEPTED	numeric(18,0)				
ACCEPTED_FCR	numeric(18,0)				
ACCEPTED_CUSTID	numeric(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.

## 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.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

## 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.

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### 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\_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.

### ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

### ACCEPTED\_FCR

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource, and which were subsequently resolved during the first customer attempt. An issue is considered to be resolved on the first attempt if there are no subsequent customer interactions from the same CUSTOMER\_ID for the same SERVICE-TYPE within 7 days.

### ACCEPTED\_CUSTID

The number of customer interactions with the indicated Customer ID that were accepted, answered, or pulled.

## Subject Areas

No subject area information available.

# Table AGT\_ID\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype. Rollups are derived primarily from the INTERACTION\_RESOURCE\_FACT table and are based on the resource's first attempt in handling interactions. An inner join to IRF\_USER\_DATA\_GEN\_1 provides aggregated data that is dimensioned by revenue and customer satisfaction.

Within the AGT\_ID hierarchy, these two sets of fields are stored as integers. In the source IRF\_USER\_DATA\_GEN\_1 table, they are stored in character format. Numeric data only should be written to these fields. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations in which RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that are assigned a business attribute—namely, measures for:

- Customer interactions that are distributed to handling resources.
- Received consult interactions that are distributed to handling resources, where the consultations are associated with customer interactions.

Counts and durations for the first set of measures are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNS. Aggregation is performed along the TENANT, DATE\_TIME, INTERACTION\_TYPE, MEDIA\_TYPE, and INTERACTION\_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT\_ID\_\* 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>AGR_SET_KEY</b>	integer			X	

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	integer				-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
POST_CALL_SURVEY_KEY1	integer				-1
POST_CALL_SURVEY_KEY2	integer				-1
ENTERED	numeric(18,0)				
ENTERED_THREAD	numeric(18,0)				
ENTERED_OBJ_RES	numeric(18,0)				
ABANDONED	numeric(18,0)				
DEFERRED	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
SHORT_ABANDONED	numeric(18,0)				
ACCEPTED_THREAD	numeric(18,0)				
ACCEPTED	numeric(18,0)				
FOCUS	integer				
FOCUS_TIME	integer				
ACCEPT_TIME	numeric(18,0)				
ACCEPTED_THR	numeric(18,0)				
RESPONSES	numeric(18,0)				
RESPONDED	numeric(18,0)				
RESPONDED_THR	numeric(18,0)				
FIRST_RESPONSE_TIME	numeric(18,0)				
ACCEPTED_AGENT	numeric(18,0)				
ACCEPTED_AGENT_TIME	numeric(18,0)				
ACCEPT_TIME_AGENT_MAX	numeric(18,0)				
ABANDONED_TIME	numeric(18,0)				
ABANDONED_STANDARD_TIME	numeric(18,0)				
ABANDONED_TIME_MAX	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
ENGAGE	numeric(18,0)				
HOLD_TIME	numeric(18,0)				



Column	Data Type	P	M	F	DV
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RESPONSES	numeric(18,0)				
CONSULT_RECEIVED_INVITE	numeric(18,0)				
CONSULT_RECEIVED_INVITE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_WARM_TIME	numeric(18,0)				
CONSULT_RECEIVED_WARM	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_ACQ_WARM	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	numeric(18,0)				
CONSULT_RCV_WARM_WRAP	numeric(18,0)				
CONFERENCE_INIT_AGENT	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
FINISHED_RESPONSE	numeric(18,0)				
FINISH_RESPONSE_TIME	numeric(18,0)				
FINISHED	numeric(18,0)				
FINISHED_THR	numeric(18,0)				
FINISH_TIME	numeric(18,0)				
SATISFACTION_ENTERED	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE_ENTERED	numeric(18,0)				
REVENUE	numeric(18,0)				
ACTIONABILITY_ENTERED	numeric(18,0)				
ACTIONABILITY	numeric(18,0)				
SENTIMENT_ENTERED	numeric(18,0)				
SENTIMENT	numeric(18,0)				

Column	Data Type	P	M	F	DV
INFLUENCE_ENTERED	numeric(18,0)				
INFLUENCE	numeric(18,0)				
GPM_RESULT_KEY	integer			X	-1
GPM_PREDICTOR_KEY	integer				-1
GPM_MODEL_KEY	integer			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	numeric(18,0)				
GPM_WAIT_TIME	numeric(18,0)				

### AGR\_SET\_KEY

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

### 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 corresponding to the start of the aggregated interval.

### 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 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.

### 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\_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.

## 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. If you engage the social-media feature, RAA maps this field to GEN\_ES\_KEY in the IRF\_USER\_DATA\_KEYS table.

## 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.

## POST\_CALL\_SURVEY\_KEY1

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## POST\_CALL\_SURVEY\_KEY2

The surrogate key that is used to join this aggregate table to the POST\_CALL\_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

## ENTERED

The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.

## ENTERED\_THREAD

The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This measure is attributed to the first interval of the thread.

## ENTERED\_OBJ\_RES

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold that was greater than zero.

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

## ABANDONED

The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

## DEFERRED

The total number of customer interactions of this business attribute that were deferred while the interactions were waiting for the first handling resource.

## ABANDONED\_INVITE

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.

## SHORT\_ABANDONED

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource.

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

## ACCEPTED\_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This measure includes a handling resource's first participation in outbound replies to

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inbound interactions.

## ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

## FOCUS

The total number of times that agents were in the focus state while working on media sessions. Includes only cases where agents were actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

## FOCUS\_TIME

The total time, in seconds, that agents spent in the focus state while working on media sessions. Includes only time that agents spent actively processing the interaction, as reported by the agent desktop.

## ACCEPT\_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, or pulled by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by the handling resource. This measure includes alert (ring) time.

## ACCEPTED\_THR

The total number of times that customer interactions or established warm consultations of this business attribute that 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-ID-IXN]** section.

## RESPONSES

For voice and chat media, the total number of customer interactions of this business attribute that were accepted, answered, or pulled by handling resources.

For email, this measure represents the total number times that resources (for example, agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this measure's value reflects each reply.

The value of this measure is greater than or equal to RESPONDED.

## RESPONDED

For voice and chat media, the total number of customer interactions of this business attribute that had been answered by a handling resource.

For e mail, this measure represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this measure's value is either 0 or 1 for each interaction.

The value of this measure is less than or equal to RESPONSES.

## RESPONDED\_THR

The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this measure.

This measure excludes interactions that were routed to and accepted, answered, or pulled by unmonitored resources.

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

## FIRST\_RESPONSE\_TIME

The total amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.

For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this measure.

The business-attribute assignment can occur at any moment during the interaction's lifetime for this measure to be tallied.

## ACCEPTED\_AGENT

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by an agent.

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## ACCEPTED\_AGENT\_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, or pulled by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert time or ring time.

## ACCEPT\_TIME\_AGENT\_MAX

The longest amount of time, in seconds, that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled. This measure includes alert (ring) time.

## ABANDONED\_TIME

The total amount of time, in seconds, associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.

## ABANDONED\_STANDARD\_TIME

The total amount of time, in seconds, that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold.

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

## ABANDONED\_TIME\_MAX

The maximum amount of time, in seconds, that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

## ENGAGE\_TIME

The total amount of time, in seconds, that agents were engaged with customers for interactions that were assigned this business attribute. This measure excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.

## ENGAGE

The total number of interactions for which agents were engaged with customers for interactions that the agents received and that were assigned this business attribute. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agents received.

## HOLD\_TIME

The total amount of time, in seconds, that agents had customers on hold for interactions assigned this business attribute.

## HOLD

The total number of customer interactions of this business attribute that agents had on hold.

## WRAP\_TIME

The total amount of time, in seconds, that resources spent in ACW state for customer interactions that were received of this business attribute.

## WRAP

The total number of times that agents entered ACW state for customer interactions that the agents received of this business attribute.

## INVITE

The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the interactions were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies only to voice media.

## INVITE\_TIME

The total amount of time, in seconds, that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.

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 interactions only and is applicable only to voice media.



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This measure is attributed to the interval in which the alerting/dialing first occurred.

### CONSULT\_RECEIVED\_ACCEPTED

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.

For voice, this measure is the same as CONSULT\_RESPONSES.

### CONSULT\_RESPONSES

For email, the total number of collaboration replies that were initiated within the contact center. For voice, this measure is the same as CONSULT\_RECEIVED\_ACCEPTED.

### CONSULT\_RECEIVED\_INVITE

The total number of simple consult interactions of this business attribute 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 of this attribute alerted or rang at agent resources. 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 where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.

### CONSULT\_RECEIVED\_HOLD\_TIME

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

### CONSULT\_RECEIVED\_HOLD

The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

## CONSULT\_RECEIVED\_WRAP\_TIME

The total amount of time, in seconds, that agents spent in ACW state after consult calls that the agents accepted, where the consultations were associated with customer interactions that were assigned this business attribute.

## CONSULT\_RECEIVED\_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

## CONSULT\_RCV\_WARM\_ENGAGE\_TIME

The total amount of time, in seconds, that agents were engaged in consultations where the agents were the recipients of the consultation requests and the interactions were transferred to or conferenced with the agents.

## CONSULT\_RCV\_WARM\_INVITE

The total number of warm consult interactions of this business attribute 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 of this business attribute that alerted or rang at agents.

## CONSULT\_RCV\_ACC\_WARM

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.

## CONSULT\_RCV\_WARM\_HOLD\_TIME

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

## 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 associated with customer interactions that were assigned this business attribute 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 contact center interactions where interactions were transferred to the agents.

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

## CONSULT\_RCV\_WARM\_WRAP

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

## TRANSFER\_INIT\_AGENT

The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this measure.

## FINISHED\_RESPONSE

The total number of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system.

## FINISH\_RESPONSE\_TIME

The total duration, in seconds, of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queuing, and handling.

## FINISHED

The total number of completed customer interactions that were assigned this business attribute. This measure is equivalent to ENTERED when there are no remaining active interactions during the interval.

## FINISHED\_THR

The total number of customer interactions of this business attribute that were completed within the finish threshold.

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

## FINISH\_TIME

The total amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this measure.

## SATISFACTION\_ENTERED

The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.

This measure might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.

## SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

## REVENUE\_ENTERED

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.

Unlike SATISFACTION\_ENTERED, this measure never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.

## REVENUE

The total revenue generated during the interval by customer interactions assigned this business attribute.

## ACTIONABILITY\_ENTERED

The total number of times that actionability scores were recorded for customer interactions of this business attribute.

## ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by this agent.

## SENTIMENT\_ENTERED

The total number of times that sentiment scores were recorded for customer interactions of this business attribute.

## SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent.

## INFLUENCE\_ENTERED

The total number of times that influence scores were recorded for customer interactions of this business attribute.

## INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent.

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## 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.

## GPM\_WAIT\_TIME

The amount of time, in seconds, that the interaction spent in the queue used for Predictive Routing decision-making.

## Subject Areas

- AGT\_ID

# 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>	integer				-1
<b>GROUP_COMBINATION_KEY</b>	integer				-1
<b>RESOURCE_KEY</b>	integer			X	-1
<b>INTERACTION_DESCRIPTOR_KEY</b>	integer			X	-1
<b>TENANT_KEY</b>	integer			X	-1
<b>WORKBIN_KEY</b>	integer			X	-1



Column	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ENTERED	numeric(18,0)				
CLEARED	numeric(18,0)				
CLEARED_TIME	numeric(18,0)				
CLEARED_TIME_MAX	numeric(18,0)				
CLEARED_STUCK	numeric(18,0)				
ABANDONED	numeric(18,0)				
ABANDONED_TIME	numeric(18,0)				
ABANDONED_TIME_MAX	numeric(18,0)				
ABANDONED_SHORT	numeric(18,0)				
ABANDONED_STANDARD	numeric(18,0)				
ABANDONED_STANDARD_TIME	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
DISTRIBUTED_	numeric(18,0)				
DISTRIBUTED_TIME	numeric(18,0)				
DISTRIBUTED_TIME_MAX	numeric(18,0)				
REDIRECTED	numeric(18,0)				
ROUTED_OTHER	numeric(18,0)				
ACCEPTED	numeric(18,0)				
ACCEPTED_THR	numeric(18,0)				
ACCEPTED_AGENT	numeric(18,0)				
ACCEPTED_AGENT_TIME	numeric(18,0)				
ACCEPTED_AGENT_THR	numeric(18,0)				
DEFERRED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
HOLD_TIME	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_ENTERED	numeric(18,0)				
CONSULT_CLEARED	numeric(18,0)				
CONSULT_CLEARED_TIME	numeric(18,0)				
CONSULT_CLEARED_TIME_MAX	numeric(18,0)				
CONSULT_CLEARED_STOCK	numeric(18,0)				
CONSULT_ABANDONED	numeric(18,0)				
CONSULT_ABANDONED_TIME	numeric(18,0)				
CONSULT_ABANDONED_TIME_MAX	numeric(18,0)				
CONSULT_ABANDONED_STOCK	numeric(18,0)				
CONSULT_ABN_STA	numeric(18,0)				
CONSULT_ABANDONED_IN	numeric(18,0)				
CONSULT_DISTRIBUTED	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME_MAX	numeric(18,0)				
CONSULT_REDIRECTED	numeric(18,0)				
CONSULT_ROUTED_OTHER	numeric(18,0)				
CONSULT_ACCEPTED	numeric(18,0)				
CONSULT_ACCEPTED_TIME	numeric(18,0)				
CONSULT_ACCEPTED_TIME_MAX	numeric(18,0)				
CONSULT_ACCEPTED_TIME_P	numeric(18,0)				
CONSULT_ACCEPTED_AGE_TIME	numeric(18,0)				
CONSULT_ACCEPTED_AGE_TIME_P	numeric(18,0)				
CONSULT_TRANSFER_IN	numeric(18,0)				
CONSULT_RECEIVED_ACCEPT	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RECEIVED_WAIT_P	numeric(18,0)				
CONSULT_RECEIVED_WAIT_P_MAX	numeric(18,0)				
CONSULT_RECEIVED_WAIT_P_MAX_P	numeric(18,0)				
CONSULT_RECEIVED_WAIT_P_MAX_P_MAX	numeric(18,0)				
CONSULT_RECEIVED_WAIT_P_MAX_P_MAX_P	numeric(18,0)				
CONSULT_RCV_ACC_WAIT	numeric(18,0)				
CONSULT_RCV_ACC_WAIT_P	numeric(18,0)				
CONSULT_RCV_WAIT	numeric(18,0)				
CONSULT_RCV_WAIT_P	numeric(18,0)				
CONSULT_RCV_WAIT_P_MAX	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOURLY_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOURLY	numeric(18,0)				
CONSULT_RCV_WARM_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	numeric(18,0)				
CONFERENCE_INIT_AGENT	numeric(18,0)				
ACCEPTED_TIME	numeric(18,0)				
ACCEPTED_TIME_MIN	numeric(18,0)				
GPM_RESULT_KEY	integer			X	-1
GPM_PREDICTOR_KEY	integer				-1
GPM_MODEL_KEY	integer			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	numeric(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

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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

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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.

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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

he 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

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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).

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## 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.

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## 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.

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## 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

# 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.

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

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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  $n$ th 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  $n$ th 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



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# Table AGT\_QUEUE\_ACC\_AGENT\_HOUR

## Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions that were accepted by agents after having been distributed from one of the following queue-type devices:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

The aggregate classifies interactions by the duration that elapsed before interactions were accepted by agents. Aggregation is performed along the TENANT, DATE\_TIME, TIME\_RANGE, MEDIA\_TYPE, RESOURCE\_ (one of the queue types listed above), INTERACTION\_TYPE, and RESOURCE\_GROUP\_COMBINATION (the groups to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

When an agent accepts an interaction, the Genesys Info Mart Server quantifies the wait duration and assigns it to one of the twenty time-range buckets defined in this table according to the:

- Duration that the interaction was queued.
- Duration that the interaction spent alerting at the agent.
- Time-range boundaries that are defined **accepted-by-agent thresholds**, and are configured within the **[agg-gim-thld-QUEUE-ACC]** section.

Counts and durations are attributed to the interval in which the interaction entered the queue and are tallied for the queue only if the interaction is directly distributed and accepted from the queue and is not first diverted to another queue prior to acceptance. This means that some accepted interactions are not attributed to any of the afore-mentioned 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 accepted. This table does not record accepted-interaction activity from routing points or virtual routing points but does include interactions that were requeued for consultation.

Because this is a queue-based table, interactions that are accepted after being directly routed from a

switch are also not reflected in the count. If the interaction enters the queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply to other AGT\_QUEUE\_ACC\_AGENT\_\* 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
<b>DATE_TIME_KEY</b>	integer				-1
<b>GROUP_COMBINATION_KEY</b>	integer				-1

Column	Data Type	P	M	F	DV
RESOURCE_KEY	integer			X	-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
WORKBIN_KEY	integer			X	-1
TIME_RANGE_KEY	integer				-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ACCEPTED_AGENT_STI_1	numeric(18,0)				
ACCEPTED_AGENT_STI_2	numeric(18,0)				
through ACCEPTED_AGENT_STI_19	numeric(18,0)				
ACCEPTED_AGENT_STI_20	numeric(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

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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.

## ACCEPTED\_AGENT

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

## ACCEPTED\_AGENT\_STI\_1

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval.

## ACCEPTED\_AGENT\_STI\_2 through ACCEPTED\_AGENT\_STI\_19

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the  $n$ th and  $(n+1)$ th service time thresholds. If the  $(n+1)$ th service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the  $n$ th service time threshold is not defined, this measure returns 0.

**Speed-of-accept thresholds** are defined within the **[agg-gim-thld-QUEUE-ACC]** section.

## ACCEPTED\_AGENT\_STI\_20

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent beyond the nineteenth service time interval. If the nineteenth service time threshold is not defined, this measure returns 0.

## Subject Areas

- **AGT\_QUEUE\_ACC\_AGENT**

# Table AGT\_QUEUE\_GRP\_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 queue groups that interactions enter and pass through. Rollups are derived primarily from the MEDIATION\_SEGMENT\_FACT table, and aggregation is performed along the DATE\_TIME, TENANT, GROUP\_, MEDIA\_TYPE, and INTERACTION\_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined at the moment at which the interaction enters the member queue. If the queue belongs to more than one queue group, its measures are attributed to all of the groups of which the queue was a member when the interactions entered it. Queue group members include the following queue-type devices:

- ACD queues
- Virtual queues
- Interaction queues
- Workbins

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 a 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\_GRP\_\* 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
<b>DATE_TIME_KEY</b>	integer				-1
<b>GROUP_KEY</b>	integer			X	-1
<b>INTERACTION_DESCRIPTOR_KEY</b>	integer			X	-1
<b>TENANT_KEY</b>	integer			X	-1
<b>MEDIA_TYPE_KEY</b>	integer			X	-1
<b>INTERACTION_TYPE_KEY</b>	integer			X	-1
<b>USER_DATA_KEY1</b>	integer				-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ENTERED	numeric(18,0)				
CLEARED	numeric(18,0)				
CLEARED_TIME	numeric(18,0)				
CLEARED_TIME_MAX	numeric(18,0)				
CLEARED_STUCK	numeric(18,0)				
ABANDONED	numeric(18,0)				
ABANDONED_TIME	numeric(18,0)				
ABANDONED_TIME_MAX	numeric(18,0)				
ABANDONED_SHORT	numeric(18,0)				
ABANDONED_STANDARD	numeric(18,0)				
ABANDONED_STANDARD_TIME	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
DISTRIBUTED_	numeric(18,0)				
DISTRIBUTED_TIME	numeric(18,0)				
DISTRIBUTED_TIME_MAX	numeric(18,0)				
REDIRECTED	numeric(18,0)				
ROUTED_OTHER	numeric(18,0)				
ACCEPTED	numeric(18,0)				
ACCEPTED_THR	numeric(18,0)				
ACCEPTED_AGENT	numeric(18,0)				
ACCEPTED_AGENT_TIME	numeric(18,0)				
ACCEPTED_AGENT_THR	numeric(18,0)				
DEFERRED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
CONSULT_ENTERED	numeric(18,0)				
CONSULT_CLEARED	numeric(18,0)				
CONSULT_CLEARED_TIME	numeric(18,0)				



Column	Data Type	P	M	F	DV
CONSULT_CLEARED_TIME	numeric(18,0)				
CONSULT_CLEARED_STATUS	numeric(18,0)				
CONSULT_ABANDONED	numeric(18,0)				
CONSULT_ABANDONED_TIME	numeric(18,0)				
CONSULT_ABANDONED_TIME_MAX	numeric(18,0)				
CONSULT_ABANDONED_SECONDS	numeric(18,0)				
CONSULT_ABANDONED_SECONDS_MAX	numeric(18,0)				
CONSULT_ABN_STANDARD	numeric(18,0)				
CONSULT_ABANDONED_IN	numeric(18,0)				
CONSULT_DISTRIBUTED	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME_MAX	numeric(18,0)				
CONSULT_REDIRECTED	numeric(18,0)				
CONSULT_ROUTED_OTHER	numeric(18,0)				
CONSULT_ACCEPTED	numeric(18,0)				
CONSULT_ACCEPTED_TIME	numeric(18,0)				
CONSULT_ACCEPTED_TIME_MAX	numeric(18,0)				
CONSULT_ACCEPTED_TIME_MIN	numeric(18,0)				
CONSULT_ACCEPTED_DURATION	numeric(18,0)				
CONSULT_TRANSFERRED	numeric(18,0)				
CONSULT_RECEIVED_NEW	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RECEIVED_WAIT_TIME	numeric(18,0)				
CONSULT_RECEIVED_WAIT_TIME_MAX	numeric(18,0)				
CONSULT_RECEIVED_WAIT_TIME_MIN	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME_MAX	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME_MIN	numeric(18,0)				
CONSULT_RCV_ACQ_WARMUP	numeric(18,0)				
CONSULT_RCV_ACQ_WARMUP_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP_ENG	numeric(18,0)				
CONSULT_RCV_WARMUP_ENG_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP_TEMP	numeric(18,0)				
CONSULT_RCV_WARMUP_TEMP_TIME	numeric(18,0)				
CONSULT_RCV_WARMUP_TEMP_MAX	numeric(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_UP_TIME	numeric(18,0)				
CONFERENCE_INIT_AGENT	numeric(18,0)				
ACCEPTED_TIME	numeric(18,0)				
ACCEPTED_TIME_MAX	numeric(18,0)				
GPM_RESULT_KEY	integer			X	-1
GPM_PREDICTOR_KEY	integer			X	-1
GPM_MODEL_KEY	integer			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	numeric(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\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_view to identify the specific queue group of which the queue was a member when the interaction entered the 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.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join this aggregate table to the GROUP\_view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

## 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 queues that belong to this queue group. 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 virtual queues, workbins, or interaction queues that belong to this queue group.

Clearing involves any of the following:

- 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.

Clearing excludes:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

## CLEARED\_TIME

The total duration, in seconds, that customer interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group. Interactions can be cleared for many reasons.

## CLEARED\_TIME\_MAX

The longest amount of time, in seconds, that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

## CLEARED\_STUCK

The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).

## ABANDONED

The total number of times that customer interactions entered queues that belong to this queue group 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 queues that belong to this queue group 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.

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## ABANDONED\_TIME\_MAX

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

## ABANDONED\_SHORT

The total number of times that customer interactions entered queues that belong to this queue group 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 queues that belong to this queue group, 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 queues that belong to this queue group, 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 queues that belong to this queue group 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 queues that belong to this queue group.

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 queues that belong to this queue group to the moment at which they were distributed or pulled from the queues.

## DISTRIBUTED\_TIME\_MAX

The longest amount of time, in seconds, in seconds, that customer interactions or warm consultations spent in queues that belong to this queue group before they were distributed.

## REDIRECTED

The total number of times that customer interactions entered queues that belong to this queue group, 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 queues that belong to this queue group and were subsequently routed either to other mediation DN's or to unmonitored resources.

## ACCEPTED

The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN.

## ACCEPTED\_THR

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

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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 queues that belong to this queue group, were accepted, answered, or pulled by an agent.

## ACCEPTED\_AGENT\_TIME

The total amount of time, in seconds, that customer interactions waited in queues that belong to this queue group 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 queues that belong to this queue group 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 queues that belong to this queue group 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 queues that belong to this queue group. Both warm and blind transfers are reflected in this measure.

## INVITE

The total number of customer interactions that were distributed from queues that belong to this queue group 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 queues that belong to this queue group.

## INVITE\_TIME

The total amount of time, in seconds, which customer interactions, distributed from queues that belong to this queue group, 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 queues that belong to this queue group, 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 queues that belong to this queue group.

## WRAP\_TIME

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

## HOLD

The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, 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 customer interactions that were distributed from queues that belong to this queue group on hold. 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 queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.



## CONSULT\_CLEARED

The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

## CONSULT\_CLEARED\_TIME

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

## CONSULT\_CLEARED\_TIME\_MAX

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

## CONSULT\_CLEARED\_STUCK

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

## CONSULT\_ABANDONED

The total number of times that simple consultations entered queues that belong to this queue group 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 queues that belong to this queue group 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 queues that belong to this queue group 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 queues that belong to this queue group 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 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 queues that belong to this queue group 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 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 queues that belong to this queue group 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 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 queues that belong to this queue group 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 queues that belong to this queue group.

## CONSULT\_DISTRIBUTED\_TIME

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

## CONSULT\_DISTRIBUTED\_TIME\_MAX

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

## CONSULT\_REDIRECTED

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

## CONSULT\_ACCEPTED

The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN.

## CONSULT\_ACCEPTED\_TIME

The total amount of time, in seconds, that simple consult interactions waited in queues that belong to this queue group 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 queues that belong to this queue group, 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.

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## CONSULT\_ACCEPTED\_THR

The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, 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.

## CONSULT\_ACCEPTED\_AGENT\_TIME

The total amount of time, in seconds, that consult interactions or warm consultations waited in queues that belong to this queue group 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 queues that belong to this queue group, 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.

## CONSULT\_TRANSFER\_INIT\_AGENT

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

## CONSULT\_RECEIVED\_ACCEPTED

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

## CONSULT\_RECEIVED\_INVITE

The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions, where the calls were established successfully.

### CONSULT\_RECEIVED\_INVITE\_TIME

The total amount of time, in seconds, that simple consult interactions, distributed from queues that belong to this queue group, 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 queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

### CONSULT\_RECEIVED\_WRAP

The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group 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 queues that belong to this queue group 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 queues that belong to this queue group 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 consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group 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 queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

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### 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 queues that belong to this queue group.

### CONSULT\_RCV\_WARM\_INVITE

The total number of warm consultations that were distributed from queues that belong to this queue group 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 queues that belong to this queue group, 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 queues that belong to this queue group 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 queues that belong to this queue group 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\_HOLD\_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group 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\_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with 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 queues that belong to this queue group 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 agent received where the interactions were distributed or pulled from queues that belong to this queue group 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 a queue that belong to this queue group 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 queues that belong to this queue group, 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\_GRP**



# Table AGT\_SDR\_ACTIVITY\_HOUR

## Description

**Introduced:** 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity. The same columns and column descriptions apply to other AGT\_SDR\_ACTIVITY\_\* 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	integer			X	-1
SDR_ACTIVITY_KEY	integer				-1
COMPLETED	integer				-1
SDR_CALL_DISPOSITION_KEY	integer			X	-1
ACTIVITIES	integer				-1
DURATION	integer				-1
AGR_SET_KEY	integer		X	X	

DATE\_TIME\_KEY

**Introduced:** Release 9.0.011  
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.

SDR\_ACTIVITY\_KEY

The surrogate key that is used to join the SDR\_ACTIVITY dimension to the fact tables.

COMPLETED

**Introduced:** Release 9.0.011  
The total number of activities that were completed during the reporting interval.

SDR\_CALL\_DISPOSITION\_KEY

**Introduced:** Release 9.0.011

The key that is used to join the SDR\_CALL\_DISPOSITION dimension to the fact tables.

## ACTIVITIES

**Introduced:** Release 9.0.011

The total number of activities that began during the reporting interval.

## DURATION

**Introduced:** Release 9.0.011

The total amount of time (in seconds) spent in Designer applications during the reporting period.

## 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.

# Table AGT\_SDR\_BOT\_HOUR

## Description

**Introduced:** 9.0.001.03

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions involving bots, and associated with Designer applications.

### 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 DNSs)
  - 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	integer			X	-1
SDR_CALL_TYPE_KEY	integer		X	X	-2
SDR_ENTRY_POINT_KEY	integer		X	X	-2
SDR_APPLICATION_KEY	integer		X	X	-2
SDR_GEO_LOCATION_KEY	integer		X	X	-2
SDR_LANGUAGE_KEY	integer		X	X	-2
BOT_ATTRIBUTES_KEY	integer		X	X	-2
BOT_INTENT_KEY	integer		X	X	-2
LAST_BOT_INTENT_KEY	integer		X	X	-2
AGR_SET_KEY	integer		X	X	-1
ENTERED	integer				
SS_ENTERED	integer				
SS_BOTS_ENTERED	integer				
SS_DURATION	integer				
SS_BOTS_DURATION	integer				
BOT_ENTERED	integer				
BOT_SUCCESS	integer				
BOT_FAILED	integer				
INTENTS	integer				
INTENTS_DURATION	integer				
LAST_INTENTS	integer				
SS_ABANDONED	integer				
QUEUE_ABANDONED	integer				
AGENT_ROUTED	integer				
DN_ROUTED	integer				

**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 agent's participation in the interaction began.

**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\_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.

**BOT\_ATTRIBUTES\_KEY**

The key that is used to join the BOT\_ATTRIBUTES dimension to the fact tables.

**BOT\_INTENT\_KEY**

The ID of a recognized BOT intent.

**LAST\_BOT\_INTENT\_KEY**

The ID of the last recognized BOT intent.

**AGR\_SET\_KEY**

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

**ENTERED**

The total number of SDR sessions.

**SS\_ENTERED**

The total number of SDR sessions in which Self-Service was used.

**SS\_BOTS\_ENTERED**

The total number of Self-Service SDR sessions in which bots participated.

**SS\_DURATION**

The total duration (in seconds) of all Self-Service SDR sessions.

**SS\_BOTS\_DURATION**

The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.

**BOT\_ENTERED**

The total number of bot sessions. If a bot is invoked more than once within a SDR sessions, it is counted more than once.

**BOT\_SUCCESS**

The total number of successful bot sessions.

**BOT\_FAILED**

The total number of failed bot sessions.

---

## INTENTS

The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.

## INTENTS\_DURATION

The total amount of time (in seconds) that elapsed for customer intents to be recognized.

## LAST\_INTENTS

The total number of last intents. In SDR sessions where more than one customer intent is recognized, this metric counts the last intent identified.

## SS\_ABANDONED

The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.

## QUEUE\_ABANDONED

The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.

## AGENT\_ROUTED

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.

## DN\_ROUTED

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR sessions, this count considers only the last intent.

## Subject Areas

No subject area information available.

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# 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

- 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 DNSs)
  - 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	integer			X	-1
GROUP_COMBINATION_KEY	integer			X	-1
RESOURCE_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
OFFERED	integer				
ACCEPTED	integer				
ANSWERED	integer				
NO_INPUT_ERROR	integer				
NO_MATCH_ERROR	integer				
AGR_SET_KEY	integer		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.

# Table AGT\_SDR\_SURVEY\_ANS\_HOUR

## Description

**Introduced:** 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of survey answer data. The same columns and column descriptions apply to other AGT\_SDR\_SURVEY\_ANS\_\* 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 DNSs)
  - 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	integer			X	-1
GROUP_COMBINATION_KEY	integer			X	-1
RESOURCE_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
MULTI_AGENT_FLAG	integer				-1
SDR_SURVEY_QUESTIONS_KEY	integer			X	-1
SDR_SURVEY_ANSWERS_KEY	integer			X	-1
SURVEY_COUNT	integer				
AGR_SET_KEY	integer		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.

**MULTI\_AGENT\_FLAG**

The number of calls that were successfully transferred by the agent to another agent, where a survey was later accepted and completed by the caller.

**SDR\_SURVEY\_QUESTIONS\_KEY**

The key that is used to join the SDR\_SURVEY\_QUESTIONS dimension to the fact tables.

**SDR\_SURVEY\_ANSWERS\_KEY**

The key that is used to join the SDR\_SURVEY\_ANSWERS dimension to the fact tables.

**SURVEY\_COUNT**

The total number of sessions that included survey interactions.

**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.

# Table AGT\_SDR\_SESSION\_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\_SESSION\_\* 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	integer			X	-1
SDR_CALL_DISPOSITION_KEY	integer			X	-1
SDR_CALL_TYPE_KEY	integer			X	-1
SDR_ENTRY_POINT_KEY	integer			X	-1
SDR_EXIT_POINT_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
SDR_GEO_LOCATION_KEY	integer			X	-1
SDR_LANGUAGE_KEY	integer			X	-1
STRIKEOUT_SDR_MILESTONE_KEY	integer			X	-1
BAILOUT_SDR_MILESTONE_KEY	integer			X	-1
DEFLECTION_SDR_MILESTONE_KEY	integer			X	-1
FINAL_SDR_MILESTONE_KEY	integer			X	-1
DEFLECTION_SDR_MESSAGE_KEY	integer			X	-1
CALLS	integer				
DURATION	integer				
AS_DURATION	integer				
SS_DURATION	integer				
AS_TRANSFERRED	integer				
AS_ENTERED	integer				
SS_ENTERED	integer				
AS_CONTAINED	integer				
QUEUE_ABANDONED	integer				
AGENT_ROUTED	integer				
DN_ROUTED	integer				
AGR_SET_KEY	integer		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.

### STRIKEOUT\_SDR\_MILESTONE\_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR\_MILESTONE dimension to the fact tables.

## BAILOUT\_SDR\_MILESTONE\_KEY

The key that is used to join the BAILOUT milestone value in the SDR\_MILESTONE dimension to the fact tables.

## DEFLECTION\_SDR\_MILESTONE\_KEY

The key that is used to join the DEFLECTION MESSAGE\_FILE value in the SDR\_MILESTONE dimension to the fact tables.

## FINAL\_SDR\_MILESTONE\_KEY

The key that is used to join the FINAL milestone value in the SDR\_MILESTONE dimension to the fact tables.

## DEFLECTION\_SDR\_MESSAGE\_KEY

The key that is used to join the DEFLECTION\_MESSAGE value in the SDR\_MESSAGE dimension to the fact tables.

## CALLS

**Introduced:** Release 8.5.011

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

## DURATION

**Introduced:** Release 8.5.011

The total amount of time that callers spent in the Designer application during the reporting interval.

## AS\_DURATION

**Introduced:** Release 8.5.011

The duration, in milliseconds, of the Assisted Service phase.

## SS\_DURATION

**Introduced:** Release 8.5.011

The duration, in milliseconds, of the Self-Service phase.

## AS\_TRANSFERRED

**Introduced:** Release 8.5.011

The total number of interactions that were transferred from the Self-Service phase to the Assisted-Service phase of the Designer application during the reporting interval.

## AS\_ENTERED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Designer application in Assisted-Service.

## SS\_ENTERED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Designer application in Self-Service.

## AS\_CONTAINED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.

## QUEUE\_ABANDONED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.

## AGENT\_ROUTED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.

## DN\_ROUTED

**Introduced:** Release 8.5.011

The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.

### 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.

# Table AGT\_SDR\_SESS\_BLOCK\_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 DNSs)
  - 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	integer			X	-1
SDR_ENTRY_POINT_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
SDR_GEO_LOCATION_KEY	integer			X	-1
SDR_LANGUAGE_KEY	integer			X	-1
AGR_SET_KEY	integer		X	X	
SDR_INPUT_KEY	integer			X	-1
SDR_USER_INPUT_KEY	integer			X	-1
SDR_INPUT_OUTCOME_KEY	integer			X	-1
BLOCKS	integer				
STRIKEOUT	integer				
SUCCESS	integer				
NO_INPUT_ERROR	integer				
NO_MATCH_ERROR	integer				
DURATION	integer				

### 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\_ENTRY\_POINT\_KEY

The key that is used to join the SDR\_ENTRY\_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.

**AGR\_SET\_KEY**

The surrogate key that is used to join this aggregate table to the AGR\_SET table.

**SDR\_INPUT\_KEY**

The key that is used to join the SDR\_INPUT dimension to the fact tables.

**SDR\_USER\_INPUT\_KEY**

The key that is used to join the SDR\_USER\_INPUT dimension to the fact tables.

**SDR\_INPUT\_OUTCOME\_KEY**

The key that is used to join the SDR\_INPUT\_OUTCOME dimension to the fact tables.

**BLOCKS**

The total number of hits to a given block. A session can hit a block more than once.

**STRIKEOUT**

The total number of times that the maximum number of retries was reached.

**SUCCESS**

The total number of sessions were routed successfully.

**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.

**DURATION**

The total amount of time (in seconds) spent in Designer applications during the reporting period.

**Subject Areas**

No subject area information available.



# 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 DNSs)
  - 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	integer			X	-1
SDR_CALL_DISPOSITION_KEY	integer			X	-1
SDR_CALL_TYPE_KEY	integer			X	-1
SDR_ENTRY_POINT_KEY	integer			X	-1
SDR_EXIT_POINT_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
SDR_GEO_LOCATION_KEY	integer			X	-1
SDR_LANGUAGE_KEY	integer			X	-1
SDR_MILESTONE_KEY	integer			X	-1
CALLS	integer				
AGR_SET_KEY	integer		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.

---

# Table AGR\_SCFG

## Description

In partitioned databases, this table is not partitioned.

This internal table stores the thresholds that are associated with the handling of contact center interactions. Thresholds are defined by the settings of options in the following sections:

- [agg-gim-thld-AGENT-IXN](#)
- [agg-gim-thld-ID-IXN](#)
- [agg-gim-thld-QUEUE-ABN](#)
- [agg-gim-thld-QUEUE-ACC](#)
- [agg-gim-thld-QUEUE-IXN](#)

Refer to the [Reporting and Analytics Aggregates Deployment Guide](#) for more information.

### 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
SCFG_KEY	integer	X	X		
INT_VAL_01 through INT_VAL_19	integer				
STR_VAL_01 through STR_VAL_09	character varying(50)				

### SCFG\_KEY

The primary key of this table.

### INT\_VAL\_01 through INT\_VAL\_19

The numeric value that corresponds to the  $n$ th threshold of the configuration section, where  $n$  is 1 through 19.

### STR\_VAL\_01 through STR\_VAL\_09

Reserved for future use.

## Subject Areas

- AGT\_QUEUE\_ABN
- AGT\_QUEUE\_ACC\_AGENT

# Table AGR\_TIME\_RANGE

## Description

In partitioned databases, this table is not partitioned.

In RAA release 8.1.0, this internal table was used to describe the time ranges that are associated with the handling of interactions through queue-type devices within the contact center as they pertain to abandoned or accepted interactions.

In 8.5 releases, RAA populates this table; however, RAA uses the boundaries that are defined by options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections for computation of STI measures.

### 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
TIME_RANGE_KEY	integer	X	X		
BOUND_1 through BOUND_19	integer		X		

TIME\_RANGE\_KEY

The primary key of this table.

BOUND\_1 through BOUND\_19

The upper boundaries of the 1st through 19th time ranges.

Subject Areas

No subject area information available.



# RAA Views

This document provides subject area diagrams and descriptions only for the hour-level aggregation tables and views (AGT\_\*\_HOUR tables, and AG2\_\*\_HOUR views). The AG2\_\* views represent the corresponding AGT\_\* aggregate tables. Note the following:

- Except where noted, tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions as the corresponding hour level.
- Genesys recommends that you always use AG2 views rather than AGT tables.
- Where AGT tables are presented only for materialized levels, AG2 views are presented for all levels.

The aggregation process provides predefined views for each table, for example:

View	Levels
AG2_AGENT	<ul style="list-style-type: none"><li>• AG2_AGENT_SUBHR</li><li>• AG2_AGENT_HOUR</li><li>• AG2_AGENT_DAY</li><li>• AG2_AGENT_WEEK</li><li>• AG2_AGENT_MONTH</li><li>• AG2_AGENT_QRTR</li><li>• AG2_AGENT_YEAR</li></ul>
AG2_AGENT_CAMPAGN	<ul style="list-style-type: none"><li>• AG2_AGENT_CAMPAGN_SUBHR</li><li>• AG2_AGENT_CAMPAGN_HOUR</li><li>• AG2_AGENT_CAMPAGN_DAY</li><li>• AG2_AGENT_CAMPAGN_WEEK</li><li>• AG2_AGENT_CAMPAGN_MONTH</li><li>• AG2_AGENT_CAMPAGN_QRTR</li><li>• AG2_AGENT_CAMPAGN_YEAR</li></ul>
AG2_AGENT_GRP	<ul style="list-style-type: none"><li>• AG2_AGENT_GRP_SUBHR</li><li>• AG2_AGENT_GRP_HOUR</li><li>• AG2_AGENT_GRP_DAY</li><li>• AG2_AGENT_GRP_WEEK</li><li>• AG2_AGENT_GRP_MONTH</li></ul>

View	Levels
	<ul style="list-style-type: none"> <li>• AG2_AGENT_GRP_QRTR</li> <li>• AG2_AGENT_GRP_YEAR</li> </ul>
AG2_AGENT_QUEUE	<ul style="list-style-type: none"> <li>• AG2_AGENT_QUEUE_SUBHR</li> <li>• AG2_AGENT_QUEUE_HOUR</li> <li>• AG2_AGENT_QUEUE_DAY</li> <li>• AG2_AGENT_QUEUE_WEEK</li> <li>• AG2_AGENT_QUEUE_MONTH</li> <li>• AG2_AGENT_QUEUE_QRTR</li> <li>• AG2_AGENT_QUEUE_YEAR</li> </ul>
AG2_BGS_SESSION	<ul style="list-style-type: none"> <li>• AG2_BGS_SESSION_SUBHR</li> <li>• AG2_BGS_SESSION_HOUR</li> <li>• AG2_BGS_SESSION_DAY</li> <li>• AG2_BGS_SESSION_WEEK</li> <li>• AG2_BGS_SESSION_MONTH</li> <li>• AG2_BGS_SESSION_QRTR</li> <li>• AG2_BGS_SESSION_YEAR</li> </ul>
AG2_CALLBACK	<ul style="list-style-type: none"> <li>• AG2_CALLBACK_SUBHR</li> <li>• AG2_CALLBACK_HOUR</li> <li>• AG2_CALLBACK_DAY</li> <li>• AG2_CALLBACK_WEEK</li> <li>• AG2_CALLBACK_MONTH</li> <li>• AG2_CALLBACK_QRTR</li> <li>• AG2_CALLBACK_YEAR</li> </ul>
AG2_CAMPAIN	<ul style="list-style-type: none"> <li>• AG2_CAMPAIN_SUBHR</li> <li>• AG2_CAMPAIN_HOUR</li> <li>• AG2_CAMPAIN_DAY</li> <li>• AG2_CAMPAIN_WEEK</li> <li>• AG2_CAMPAIN_MONTH</li> </ul>

View	Levels
	<ul style="list-style-type: none"> <li>AG2_CAMPAGN_QRTR</li> <li>AG2_CAMPAGN_YEAR</li> </ul>
AG2_CHAT_STATS	<ul style="list-style-type: none"> <li>AG2_CHAT_STATS_SUBHR</li> <li>AG2_CHAT_STATS_HOUR</li> <li>AG2_CHAT_STATS_DAY</li> <li>AG2_CHAT_STATS_WEEK</li> <li>AG2_CHAT_STATS_MONTH</li> <li>AG2_CHAT_STATS_QRTR</li> <li>AG2_CHAT_STATS_YEAR</li> </ul>
AG2_I_AGENT	<ul style="list-style-type: none"> <li>AG2_I_AGENT_SUBHR</li> <li>AG2_I_AGENT_HOUR</li> <li>AG2_I_AGENT_DAY</li> <li>AG2_I_AGENT_WEEK</li> <li>AG2_I_AGENT_MONTH</li> <li>AG2_I_AGENT_QRTR</li> <li>AG2_I_AGENT_YEAR</li> </ul>
AG2_I_SESS_STATE	<ul style="list-style-type: none"> <li>AG2_I_SESS_STATE_SUBHR</li> <li>AG2_I_SESS_STATE_HOUR</li> <li>AG2_I_SESS_STATE_DAY</li> <li>AG2_I_SESS_STATE_WEEK</li> <li>AG2_I_SESS_STATE_MONTH</li> <li>AG2_I_SESS_STATE_QRTR</li> <li>AG2_I_SESS_STATE_YEAR</li> </ul>
AG2_I_STATE_RSN	<ul style="list-style-type: none"> <li>AG2_I_STATE_RSN_SUBHR</li> <li>AG2_I_STATE_RSN_HOUR</li> <li>AG2_I_STATE_RSN_DAY</li> <li>AG2_I_STATE_RSN_WEEK</li> <li>AG2_I_STATE_RSN_MONTH</li> </ul>

View	Levels
	<ul style="list-style-type: none"> <li>• AG2_I_STATE_RSN_QRTR</li> <li>• AG2_I_STATE_RSN_YEAR</li> </ul>
AG2_ID_FCR	<ul style="list-style-type: none"> <li>• AG2_ID_FCR_SUBHR</li> <li>• AG2_ID_FCR_HOUR</li> <li>• AG2_ID_FCR_DAY</li> <li>• AG2_ID_FCR_WEEK</li> <li>• AG2_ID_FCR_MONTH</li> <li>• AG2_ID_FCR_QRTR</li> <li>• AG2_ID_FCR_YEAR</li> </ul>
AG2_ID	<ul style="list-style-type: none"> <li>• AG2_ID_SUBHR</li> <li>• AG2_ID_HOUR</li> <li>• AG2_ID_DAY</li> <li>• AG2_ID_WEEK</li> <li>• AG2_ID_MONTH</li> <li>• AG2_ID_QRTR</li> <li>• AG2_ID_YEAR</li> </ul>
AG2_QUEUE	<ul style="list-style-type: none"> <li>• AG2_QUEUE_SUBHR</li> <li>• AG2_QUEUE_HOUR</li> <li>• AG2_QUEUE_DAY</li> <li>• AG2_QUEUE_WEEK</li> <li>• AG2_QUEUE_MONTH</li> <li>• AG2_QUEUE_QRTR</li> <li>• AG2_QUEUE_YEAR</li> </ul>
AG2_QUEUE_ABN	<ul style="list-style-type: none"> <li>• AG2_QUEUE_ABN_SUBHR</li> <li>• AG2_QUEUE_ABN_HOUR</li> <li>• AG2_QUEUE_ABN_DAY</li> <li>• AG2_QUEUE_ABN_WEEK</li> <li>• AG2_QUEUE_ABN_MONTH</li> </ul>

View	Levels
	<ul style="list-style-type: none"><li>• AG2_QUEUE_ABN_QRTR</li><li>• AG2_QUEUE_ABN_YEAR</li></ul>
AG2_QUEUE_ACC	<ul style="list-style-type: none"><li>• AG2_QUEUE_ACC_AGENT_SUBHR</li><li>• AG2_QUEUE_ACC_AGENT_HOUR</li><li>• AG2_QUEUE_ACC_AGENT_DAY</li><li>• AG2_QUEUE_ACC_AGENT_WEEK</li><li>• AG2_QUEUE_ACC_AGENT_MONTH</li><li>• AG2_QUEUE_ACC_AGENT_QRTR</li><li>• AG2_QUEUE_ACC_AGENT_YEAR</li></ul>
AG2_QUEUE_GRP	<ul style="list-style-type: none"><li>• AG2_QUEUE_GRP_SUBHR</li><li>• AG2_QUEUE_GRP_HOUR</li><li>• AG2_QUEUE_GRP_DAY</li><li>• AG2_QUEUE_GRP_WEEK</li><li>• AG2_QUEUE_GRP_MONTH</li><li>• AG2_QUEUE_GRP_QRTR</li><li>• AG2_QUEUE_GRP_YEAR</li></ul>

# RAA Indexes

The aggregation process provides the following predefined indexes:

- RESOURCE\_.IDX\_AGR\_RESOURCE\_NAME
- RESOURCE\_.IDX\_AGR\_RESOURCE\_AG\_NAME
- RESOURCE\_.IDX\_RES\_KEY\_TYPE\_CODE
- IXN\_RESOURCE\_STATE\_FACT.IDX\_IRSF\_IRF
- IRF\_USER\_DATA\_GEN\_1.IDX\_IRFUG\_GSWCAG
- SM\_RES\_STATE\_FACT.IDX\_RSF\_AGR\_DB
- SM\_RES\_SESSION\_FACT.IDX\_RSSF\_AGR\_DB
- IXN\_RESOURCE\_STATE\_FACT.IDX\_IRSF\_AGR\_DB
- SM\_RES\_STATE\_REASON\_FACT.IDX\_RSRF\_AGR\_DB
- INTERACTION\_RESOURCE\_FACT.IDX\_IRF\_AGR\_DB
- SM\_MEDIA\_NEUTRAL\_STATE\_FACT. IDX\_MNSF\_AGR\_DB

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# Additional Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources, as necessary.

## Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) is available on the [Genesys Documentation website](#):

- [Genesys CX Insights Deployment Guide](#), which will help you install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports.
- [Genesys CX Insights User's Guide](#), which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.
- [Genesys CX Insights Projects Reference Guide](#), which describes objects that are used in Genesys CX Insights projects and reports, focusing on metrics, attributes, and the folders that are used to organize them.
- [Genesys CX Insights Hardware Sizing Guide](#), which provides information about hardware sizing for typical contact center scenarios.
- Genesys CX Insights Release Notes, Product Alerts, and What's New are available on the [GCXI page](#) of the Genesys documentation site.

## MicroStrategy

Documentation for MicroStrategy software is available on the [MicroStrategy Learning Center](#) or [Help page](#), or in an electronic format that you can download to your mobile device ([QR codes](#)).

Easy search for MicroStrategy topics

- [MicroStrategy Community Search Page](#)

### Tip

On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Following are some popular topics, and where to find information about them on the MicroStrategy Wiki:

## The latest information from MicroStrategy

- [What's New in MicroStrategy](#)
- [Key information about MicroStrategy Web](#)
- [Key information about MicroStrategy Developer](#)

## Analyzing data in a MicroStrategy report or dashboard

- [Basic Reporting Guide](#)
- [Mobile Analysis Guide](#)

## Creating dashboards and reports

- Enterprise Reporting
  - [Document Creation Guide](#)
  - [Dashboard and Widgets Guide](#)
- Slice and Dice Analysis
  - [Basic Reporting Guide](#)
  - [Advanced Reporting Guide](#)
- Advanced and Predictive Analysis
  - [Advanced Reporting Guide](#)
  - [Function Reference Guide](#)
- Alerts and Proactive Notification
  - [System Administration Guide](#)
  - [Mobile Analysis Guide](#)
- OLAP Analysis
  - [In-memory Analytics Guide](#)
- Integrate data reporting with Microsoft Office
  - [MicroStrategy Office User Guide](#)

## Installing or upgrading MicroStrategy

- [Installation and Configuration Guide](#)
- [Upgrade Guide](#)

## Modelling your data and designing a project

- [Project Design Guide](#)
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- [MDX Cube Reporting Guide](#)

## Configuring and Administering MicroStrategy

- [System Administration Guide](#)
- [Timeout settings in MicroStrategy Web](#)
- [User Session Idle Timeout](#)

## MicroStrategy Quick Start

- [Quick Start Guide](#)

## Docker

- [About Docker](#)

## Kubernetes Installation

- [Kubernetes Getting Started](#)
- [Installing kubeadm](#)

## OpenShift

- [OpenShift documentation](#)

## Helm

- [Helm documentation](#)

## Genesys Info Mart

Documentation for Genesys Info Mart is available on the [Genesys Documentation website](#):

- [Genesys Info Mart Operations Guide](#), for information about Genesys Info Mart jobs such as Job\_AggregateGIM and the Genesys Info Mart Manager for managing Genesys Info Mart jobs.
- [Genesys Info Mart Deployment Guide](#), for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

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## Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the [Genesys Documentation website](#):

- [Reporting and Analytics Aggregates Deployment Guide](#), which describes the runtime parameters and configuration options mentioned in this document.
- [Reporting and Analytics Aggregates User's Guide](#), which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates (RAA) to aggregate data based on these user-defined dimensions.
- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:
  - [Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database](#)
  - [Reporting and Analytics Aggregates Physical Data Model for an Oracle Database](#)
  - [Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database](#)

## Genesys

Additional documentation for Genesys products is available, as follows:

- The [Genesys Glossary](#) provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.
- [Genesys Migration Guide](#), available on the [Genesys Documentation website](#), provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.
- Release Notes and Product Advisories for each Genesys product, which are available on the [Genesys Documentation website](#).

Information about supported hardware and third-party software is available on the [Genesys Documentation website](#) in the following documents:

- The [Genesys CX Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)
- [Genesys Hardware Sizing Guide](#), which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of [System-Level Documents](#) on the Genesys Documentation website (docs.genesys.com).

Other Genesys product documentation is available on the:

- [Genesys My Support website](#) (formerly Customer Care)
- [Genesys Documentation website](#)
- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at [Genesys Order Management](#).