



Reporting and Analytics Aggregates 8.1

Reference Manual

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Preface

Welcome to the *Reporting and Analytics Aggregates 8.1 Reference Manual*. This document acquaints you with the database objects that make up 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 8.1.x releases of this product.

This preface includes the following sections:

- [Intended Audience, page 5](#)
- [Chapter Summaries, page 6](#)
- [Making Comments on This Document, page 6](#)
- [Contacting Genesys Customer Care, page 6](#)
- [New in This Release, page 7](#)

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* services users of two Genesys products: Genesys Info Mart and Genesys Interactive Insights (GI2). For Genesys Info Mart customers who design their own reports, this reference manual serves as an extension to the *Genesys Info Mart 8.1 Reference Manual*, which provides descriptions of the fact, dimension, and service tables as well as other database objects, such as views and indexes. For GI2 customers, this *Reference Manual* serves as an extension to the *Genesys Interactive Insights 8.1 Universe Guide*, a document, which, in part, describes only those database columns that are actively employed within the Interactive Insights universe. For Interactive Insights users, Reporting and Analytics Aggregates (RAA) is a necessary and invisible layer that is seamlessly integrated within GI2 deployments.

Chapter Summaries

In addition to this preface, this reference manual contains the following chapters:

- Chapter 1, “Overview of the Reporting and Analytics Aggregation Layer”, on page 12, describes key terms that are used throughout this document and introduces Genesys Info Mart database schemas.
- Chapter 2, “Aggregation Layer Diagrams”, beginning on page 14, provides a graphical representation of RAA subject areas.
- Chapter 3, “Aggregation Tables”, beginning on page 32, acquaints you with the tables and columns that you can query by using RAA.
- Chapter 4, “Aggregation Views”, on page 121, provides the listing of views that RAA provides.

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New in this Release

Table 1: RAA Schema Changes within the 8.1.x Releases

Table Name	Column Name				
	8.0.1	8.1.0	8.1.100.30	8.1.101.07	8.1.4
AG2_AGENT_GRP_* AG2_AGENT_QUEUE_*	--	AGENT_DISCONNECT_FIRST	AGENT_DISCONNECT_FIRST	AGENT_DISCONNECT_FIRST	AGENT_DISCONNECT_FIRST
	--	--	ACCEPTED_THREAD	ACCEPTED_THREAD	ACCEPTED_THREAD
	--	--	ACCEPTED_UNIQUE	ACCEPTED_UNIQUE	ACCEPTED_UNIQUE
	--	--	RESPONDED_UNIQUE	RESPONDED_UNIQUE	RESPONDED_UNIQUE
	--	--	ACTIONABILITY_OFFERED	ACTIONABILITY_OFFERED	ACTIONABILITY_OFFERED
	--	--	ACTIONABILITY	ACTIONABILITY	ACTIONABILITY
	--	--	SENTIMENT_OFFERED	SENTIMENT_OFFERED	SENTIMENT_OFFERED
	--	--	SENTIMENT	SENTIMENT	SENTIMENT
	--	--	INFLUENCE_OFFERED	INFLUENCE_OFFERED	INFLUENCE_OFFERED
	--	--	INFLUENCE	INFLUENCE	INFLUENCE
AG2_AGENT_CAMPAIGN_*	--	OFFERED	OFFERED	OFFERED	OFFERED
	--	INVITE	INVITE	INVITE	INVITE
	--	REVENUE	REVENUE	REVENUE	REVENUE
	--	SATISFACTION	SATISFACTION	SATISFACTION	SATISFACTION
AG2_CAMPAIGN_*	TOTAL_CONTACTS	--	--	--	
	UNIQUE_CONTACTS	--	--	--	
	--	OVERDIAL	OVERDIAL	OVERDIAL	OVERDIAL
	--	CPD_TRANSFER_TIME_MS	CPD_TRANSFER_TIME_MS	CPD_TRANSFER_TIME_MS	CPD_TRANSFER_TIME_MS
	--	CPD_TRANSFER	CPD_TRANSFER	CPD_TRANSFER	CPD_TRANSFER
	--	CPD_TIME_MS	CPD_TIME_MS	CPD_TIME_MS	CPD_TIME_MS
	--	CPD_DIAL_TIME_MS	CPD_DIAL_TIME_MS	CPD_DIAL_TIME_MS	CPD_DIAL_TIME_MS
	--	CPD_DIAL	CPD_DIAL	CPD_DIAL	CPD_DIAL

Table Name	Column Name				
	8.0.1	8.1.0	8.1.100.30	8.1.101.07	8.1.4
	--	CPD	CPD	CPD	CPD
	--	--	--	DROPPED	DROPPED
	--	--	--	SILENCE	SILENCE
	--	--	--	STALE	STALE
	--	--	--	OK	OK

Table 1: RAA Schema Changes within the 8.1.x Releases (continued)

Table Name	Column Name				
	8.0.1	8.1.0	8.1.100.30	8.1.101.07	8.1.4
AG2_ID *	--	ENTERED_THREAD	ENTERED_THREAD	ENTERED_THREAD	ENTERED_THREAD
	--	CONSULT_RECEIVED_INVITE_TIME	CONSULT_RECEIVED_INVITE_TIME	CONSULT_RECEIVED_INVITE_TIME	CONSULT_RECEIVED_INVITE_TIME
	--	CONSULT_RECEIVED_INVITE	CONSULT_RECEIVED_INVITE	CONSULT_RECEIVED_INVITE	CONSULT_RECEIVED_INVITE
	--	CONSULT_RCV_WARM_INVITE_TIME	CONSULT_RCV_WARM_INVITE_TIME	CONSULT_RCV_WARM_INVITE_TIME	CONSULT_RCV_WARM_INVITE_TIME
	--	CONSULT_RCV_WARM_INVITE	CONSULT_RCV_WARM_INVITE	CONSULT_RCV_WARM_INVITE	CONSULT_RCV_WARM_INVITE
	--	ABANDONED_STANDARD_TIME	ABANDONED_STANDARD_TIME	ABANDONED_STANDARD_TIME	ABANDONED_STANDARD_TIME
	--	CONFERENCE_INIT_AGENT	CONFERENCE_INIT_AGENT	CONFERENCE_INIT_AGENT	CONFERENCE_INIT_AGENT
	--	--	ACCEPTED_THREAD	ACCEPTED_THREAD	ACCEPTED_THREAD
	--	--	RESPONDED_THR	RESPONDED_THR	RESPONDED_THR
	--	--	ACCEPTED_THR	ACCEPTED_THR	ACCEPTED_THR
	--	--	FINISHED_THR	FINISHED_THR	FINISHED_THR
	--	--	ACTIONABILITY_OFFERED	ACTIONABILITY_OFFERED	ACTIONABILITY_OFFERED
	--	--	ACTIONABILITY	ACTIONABILITY	ACTIONABILITY
	--	--	SENTIMENT_OFFERED	SENTIMENT_OFFERED	SENTIMENT_OFFERED
	--	--	SENTIMENT	SENTIMENT	SENTIMENT
	--	--	INFLUENCE_OFFERED	INFLUENCE_OFFERED	INFLUENCE_OFFERED
	--	--	INFLUENCE	INFLUENCE	INFLUENCE
AG2_I AGENT *	All columns are the same throughout these releases.				

Table 1: RAA Schema Changes within the 8.x Releases (continued)

Table Name	Column Name				
	8.0 .1	8.1.0	8.1.100.30	8.1.101.07	8.1.4
AG2_QUEUE_GRP_* AG2_QUEUE_* -	- - -	CONSULT_TRANSFER_INIT_AGENT CONSULT_ROUTED_OTHER CONSULT_REDIRECTED CONSULT_RECEIVED_INVITE_TIME CONSULT_RECEIVED_INVITE CONSULT_RCV_WARM_INVITE_TIME CONSULT_RCV_WARM_INVITE CONSULT_DISTRIBUTED_TIME_MAX CONSULT_DISTRIBUTED_TIME CONSULT_DISTRIBUTED_CLEARED_TIME_MAX CONSULT_CLEARED_TIME CONSULT_CLEARED_STUCK CONSULT_CLEARED_ACCEPTED_TIME_MAX CONSULT_ACCEPTED_TIME CONSULT_ACCEPTED_THR CONSULT_ACCEPTED_THR_AGENT_TIME CONSULT_ACCEPTED_THR_AGENT_THR CONSULT_ACCEPTED_ABN_STANDARD_TIME CONSULT_ACCEPTED_ABN_STANDARD_TIME_MAX CONSULT_ABANDONED_STANDARD CONSULT_ABANDONED_IN_VITE CONFERENCE_INIT_AGENT T --	CONSULT_TRANSFER_INIT_AGENT CONSULT_ROUTED_OTHER CONSULT_REDIRECTED CONSULT_RECEIVED_INVITE_TIME CONSULT_RECEIVED_INVITE CONSULT_RCV_WARM_INVITE_TIME CONSULT_RCV_WARM_INVITE CONSULT_DISTRIBUTED_TIME_MAX CONSULT_DISTRIBUTED_TIME CONSULT_DISTRIBUTED_CLEARED_TIME_MAX CONSULT_CLEARED_TIME CONSULT_CLEARED_STUCK CONSULT_CLEARED_ACCEPTED_TIME_MAX CONSULT_ACCEPTED_TIME CONSULT_ACCEPTED_THR_AGENT_TIME CONSULT_ACCEPTED_THR_AGENT_THR CONSULT_ACCEPTED_ABN_STANDARD_TIME CONSULT_ABANDONED_TIME_MAX CONSULT_ABANDONED_STANDARD CONSULT_ABANDONED_IN_VITE CONFERENCE_INIT_AGENT CONSULT_RCV_ACC_WARM_TIME	CONSULT_TRANSFER_INIT_AGENT CONSULT_ROUTED_OTHER CONSULT_REDIRECTED CONSULT_RECEIVED_INVITE_TIME CONSULT_RECEIVED_INVITE CONSULT_RCV_WARM_INVITE_TIME CONSULT_RCV_WARM_INVITE CONSULT_DISTRIBUTED_TIME_MAX CONSULT_DISTRIBUTED_TIME CONSULT_DISTRIBUTED_CLEARED_TIME_MAX CONSULT_CLEARED_TIME CONSULT_CLEARED_STUCK CONSULT_CLEARED_ACCEPTED_TIME_MAX CONSULT_ACCEPTED_TIME CONSULT_ACCEPTED_THR_AGENT_TIME CONSULT_ACCEPTED_THR_AGENT_THR CONSULT_ACCEPTED_ABN_STANDARD_TIME CONSULT_ABANDONED_TIME_MAX CONSULT_ABANDONED_STANDARD CONSULT_ABANDONED_IN_VITE CONFERENCE_INIT_AGENT NT CONSULT_RCV_ACC_WARM_TIME	CONSULT_TRANSFER_INIT_AGENT CONSULT_ROUTED_OTHER CONSULT_REDIRECTED CONSULT_RECEIVED_INVITE_TIME CONSULT_RECEIVED_INVITE CONSULT_RCV_WARM_INVITE_TIME CONSULT_RCV_WARM_INVITE CONSULT_DISTRIBUTED_TIME_MAX CONSULT_DISTRIBUTED_TIME CONSULT_DISTRIBUTED_CLEARED_TIME_MAX CONSULT_CLEARED_TIME CONSULT_CLEARED_STUCK CONSULT_CLEARED_ACCEPTED_TIME_MAX CONSULT_ACCEPTED_TIME CONSULT_ACCEPTED_THR_AGENT_TIME CONSULT_ACCEPTED_THR_AGENT_THR CONSULT_ACCEPTED_ABN_STANDARD_TIME CONSULT_ABANDONED_TIME_MAX CONSULT_ABANDONED_STANDARD CONSULT_ABANDONED_IN_VITE CONFERENCE_INIT_AGENT NT CONSULT_RCV_ACC_WARM_TIME INTERACTION_DESCRIPTOR_KEY* USER_DATA_KEY1* USER_DATA_KEY2* WORKBIN_KEY* (WORKBIN_KEY is not available in AG2_QUEUE_GRP_*)

*Available in new installations of 8.1.4, but not available in upgraded database. These keys are also supported in 8.1.1 releases beginning with release 8.1.104 (but are not enabled by default); for more information, contact Customer Care.

Table 1: RAA Schema Changes within the 8.x Releases (continued)

Table Name	Column Name				
	8.0.1	8.1.0	8.1.100.30	8.1.101.07	8.1.4
QUEUE_ACC_AGENT_* QUEUE_ABN_*	---	---	---	---	INTERACTION_DESCRIPTOR_KEY*
	---	---	---	---	USER_DATA_KEY1*
	---	---	---	---	USER_DATA_KEY2*
	---	---	---	---	WORKBIN_KEY*

*Available in new installations of 8.1.4, but not available in upgraded database. These keys are also supported in 8.1.1 releases beginning with release 8.1.104 (but are not enabled by default); for more information, contact Customer Care.

Chapter 1: Overview of the Reporting and Analytics

Aggregation Layer

At your option, Genesys Info Mart provides several aggregate tables to facilitate reporting in GI2 and your custom reporting applications. The tables, all of which are prefixed with AG2_*, store aggregated data for voice, chat, e-mail, 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.

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.

Figure 1 illustrates the organization of aggregate tables for GI2 (releases 8.1.3 and earlier).

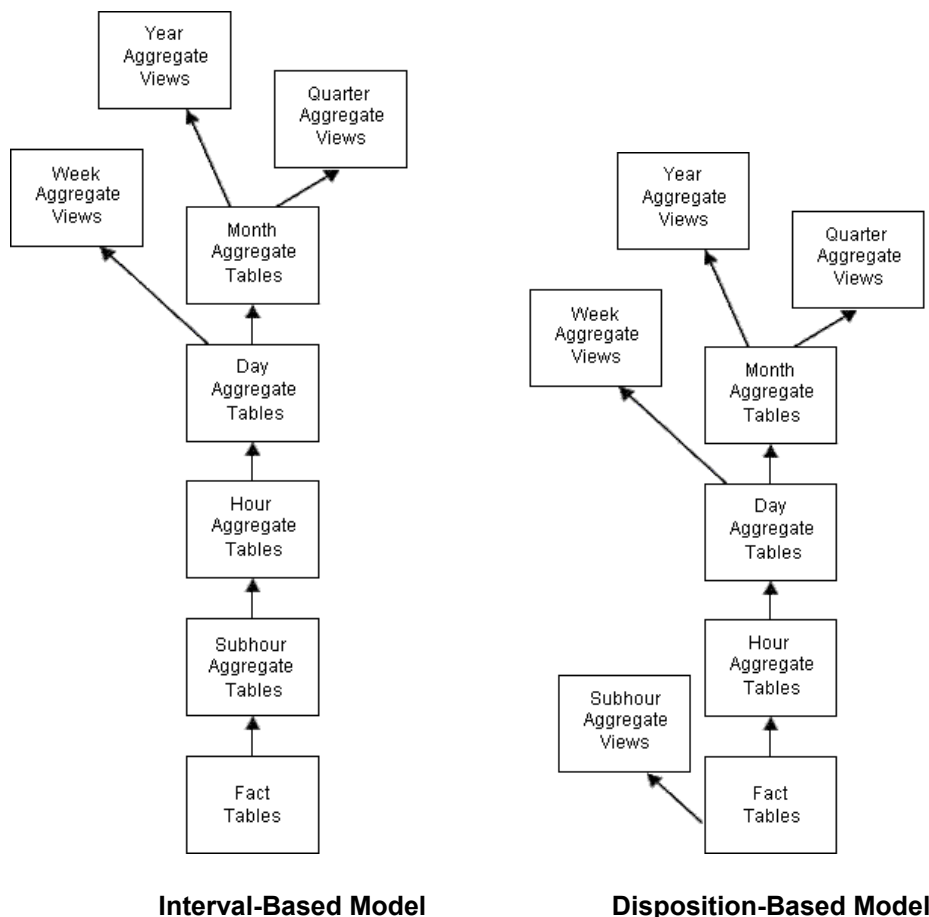


Figure 1: Aggregate Data Organization—for GI2 Reports

Beginning in release 8.1.4 (for new installations only), the organization of aggregate tables is changed to accommodate the aggregation of media according to the *Flavor* of the data—that is, according to whether the media is online (such as voice call or chat) -or offline (such as e-mail or tasks). This change applies to all aggregates, with the exception of SESS_STATE_*, STATE_RSN_*, AGENT_CAMPAIGN_*, and CAMPAIGN_* aggregates (which are said to be *plain*, or *flavorless*). For all other aggregates, each AG2_* table becomes an AGT_* table, containing both online and offline data, which is presented through AG2_* views.

Figure 2 illustrates changes to the organization of underlying aggregate tables and views in GI2 release 8.1.4

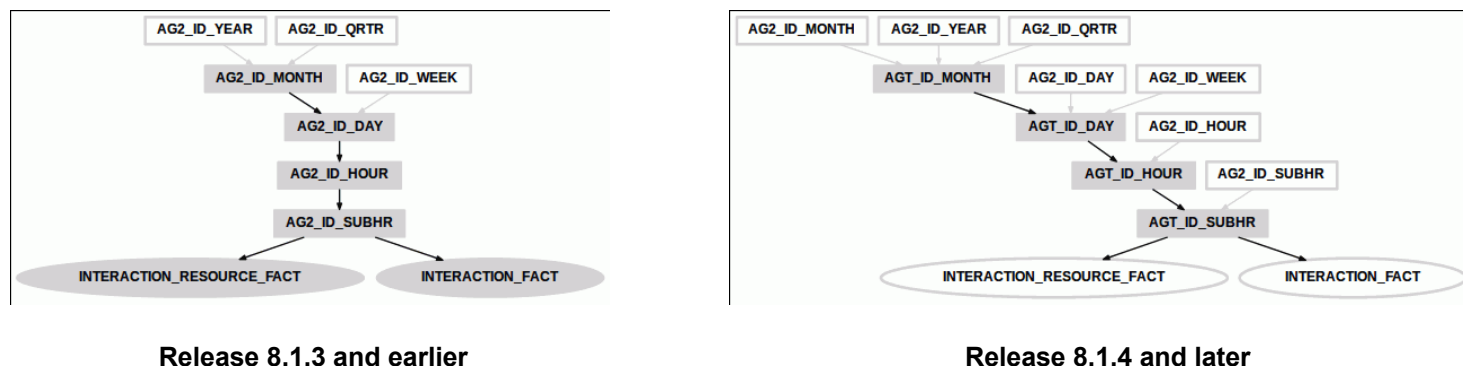


Figure 2: Changes to Aggregate Data Organization in release 8.1.4

Chapter 2: Aggregation Layer Diagrams

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area 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 “Genesys Info Mart Overview”.

Legend

The subject area diagrams use the following conventions:

- The aggregate tables have a white background.
- Dimension tables have a shaded green 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 are shown.
- Column data types are provided in Oracle terminology.
- A few columns of the DATE_TIME table (which consists of over 50 fields).

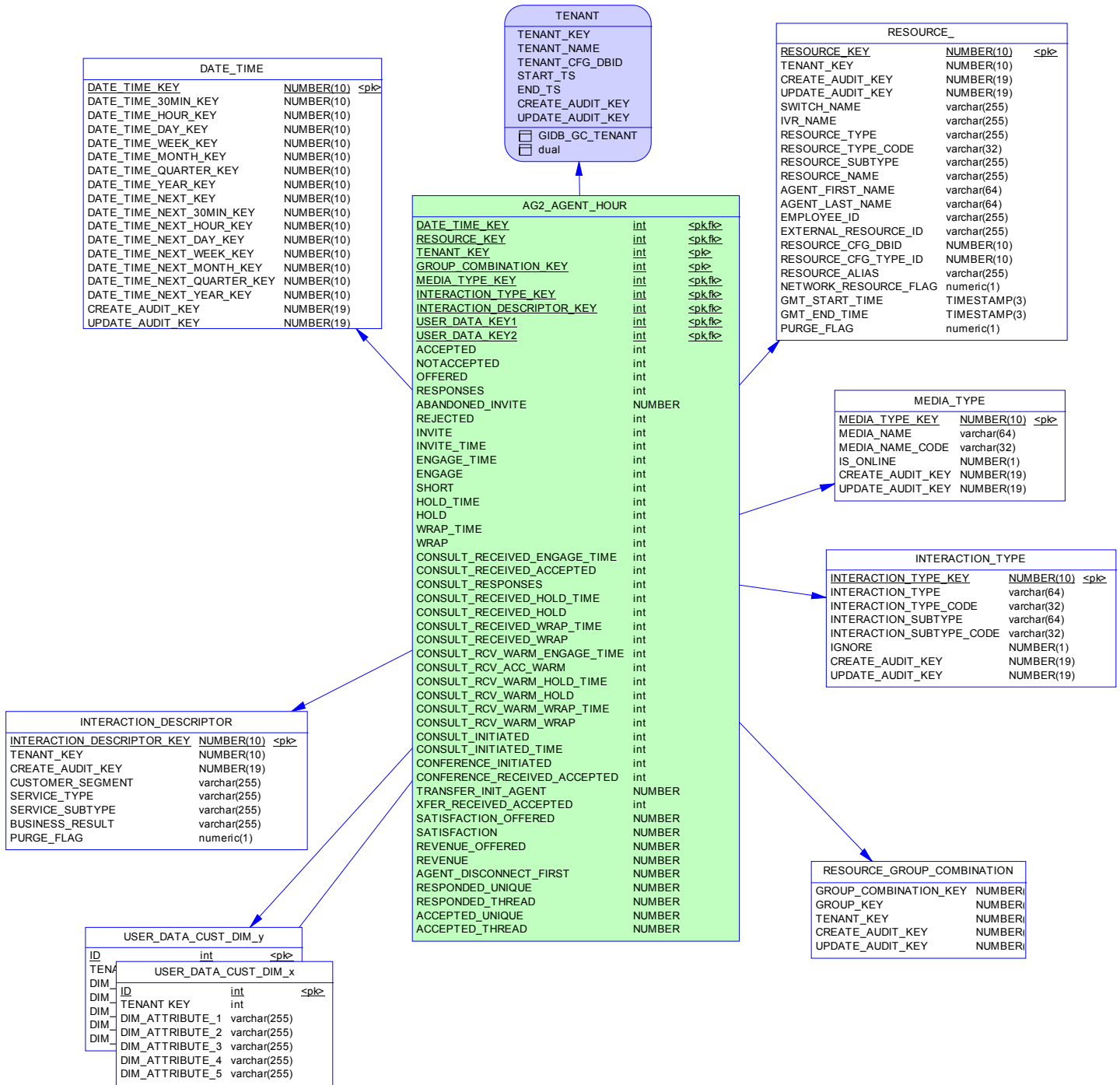
Refer to the specific table in Chapter 3 for a listing and complete description of all columns. The following dimension tables are described in the *Genesys Info Mart 8.1 Reference Manual* for your RDBMS:

- | | |
|--------------------------|------------------------------|
| • DATE_TIME | • RESOURCE_GROUP_COMBINATION |
| • INTERACTION_DESCRIPTOR | • RESOURCE_STATE |
| • INTERACTION_TYPE | • RESOURCE_STATE_REASON |
| • MEDIA_TYPE | • USER_DATA_CUST_DIM_x |
| • RESOURCE_ | • USER_DATA_CUST_DIM_y |
| | • WORKBIN |

Also, refer to this document for descriptions of the following views:

- | | |
|----------------|----------|
| • CALLING_LIST | • GROUP_ |
| • CAMPAIGN | • TENANT |

AG2_AGENT Subject Area

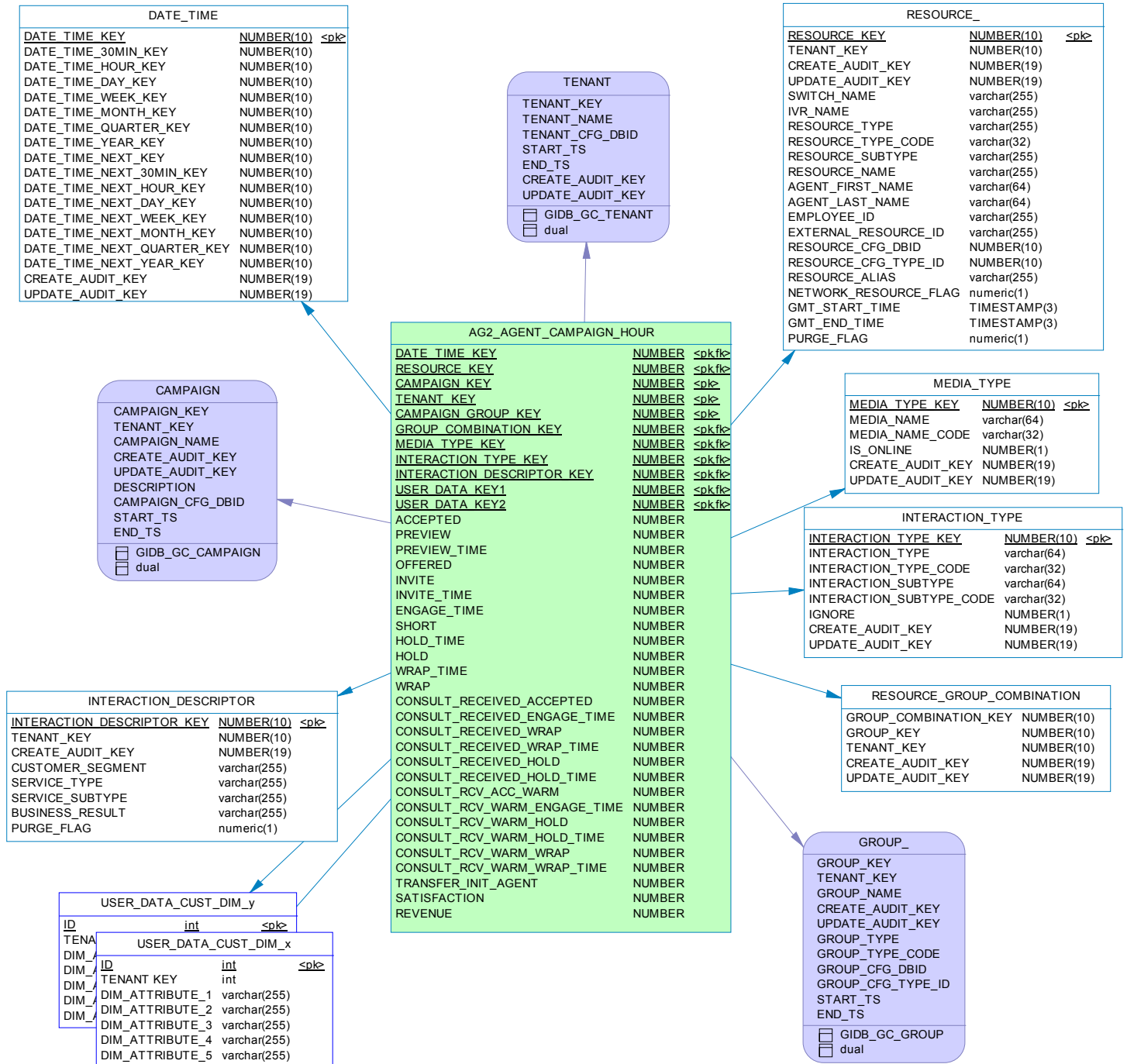


Subject Area Fact Tables

Code	Comment
AG2_AGENT_HOUR	Agent rollup of interaction handling based on key business attributes such as customer segment, service type, and service subtype.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.

Code	Comment
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

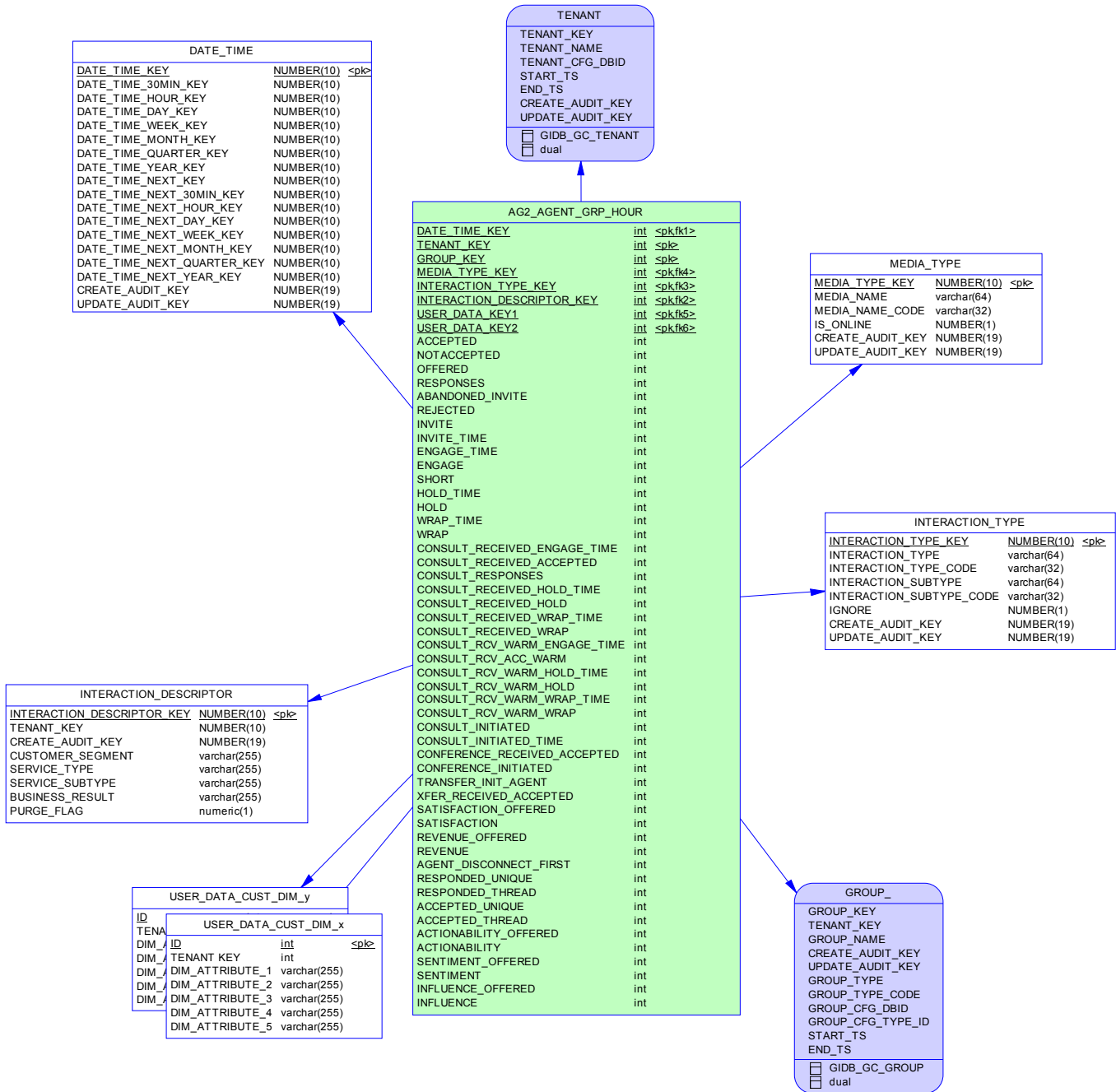
AG2_AGENT_CAMPAIGN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_AGENT_CAMPAIN_HOUR DATE_TIME	Agent rollup of interaction handling based on the campaign from which interactions originated. Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

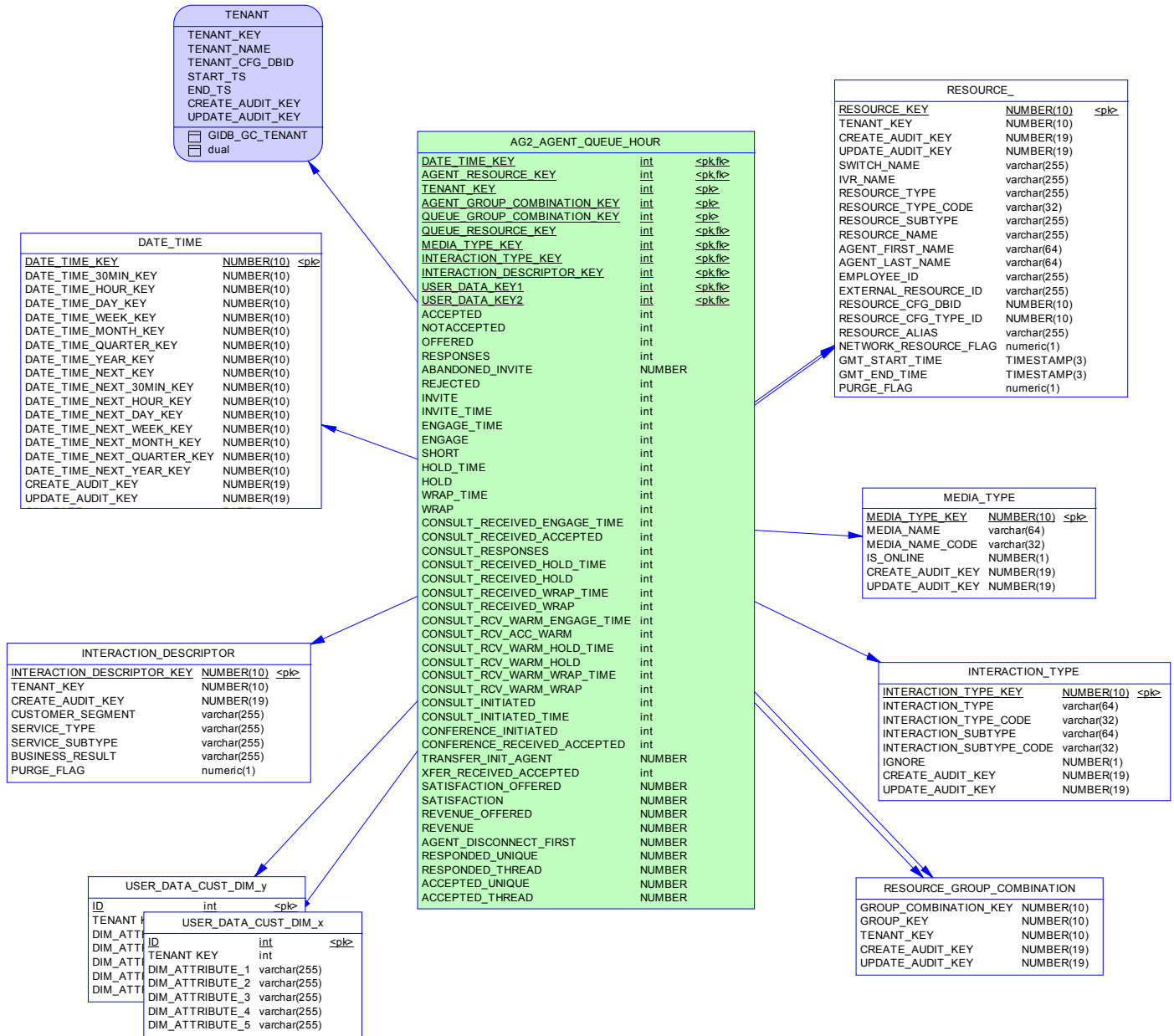
AG2_AGENT_GRP Subject Area



Subject Area Fact Tables

Code	Comment
AG2_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

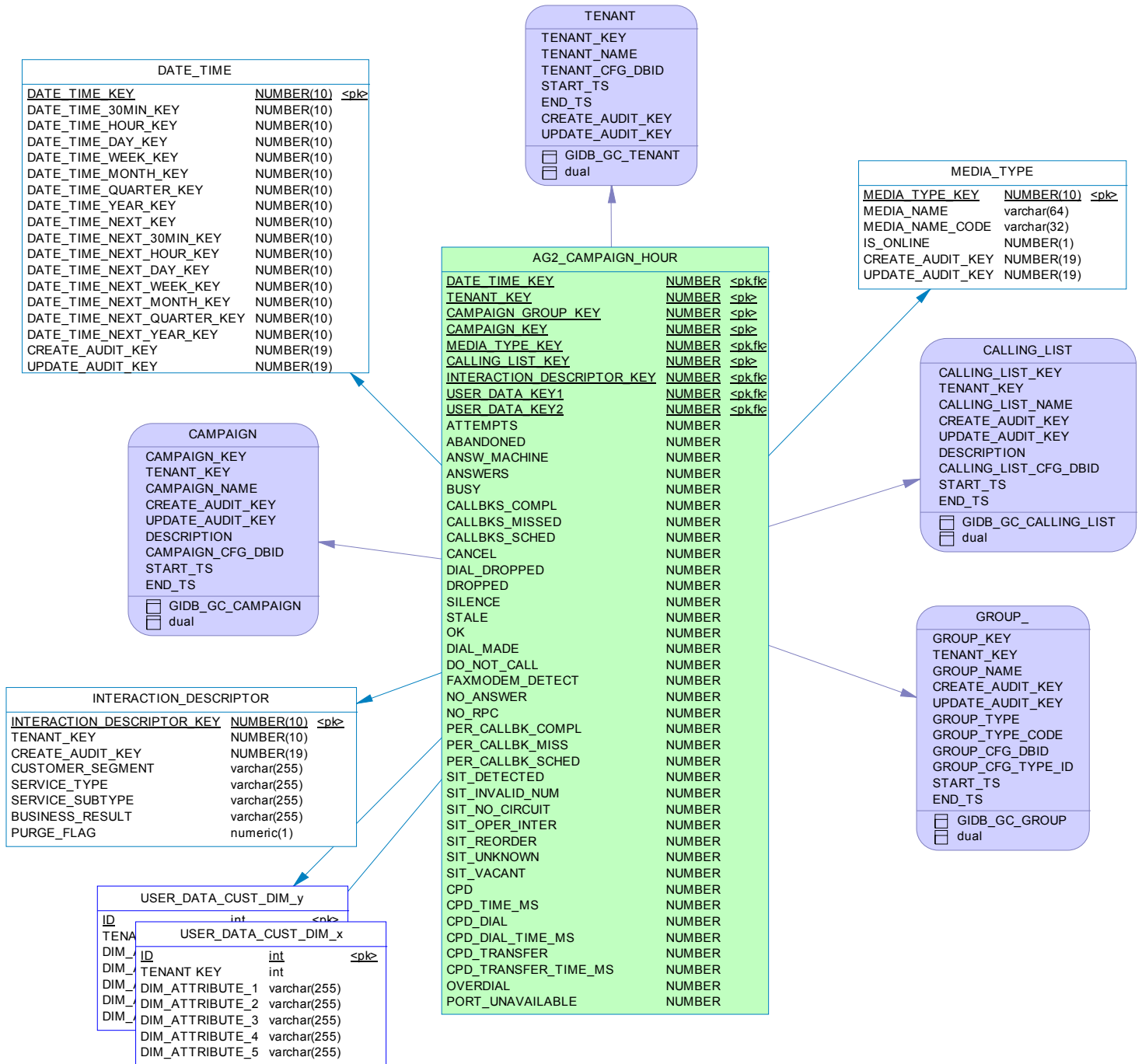
AG2_AGENT_QUEUE Subject Area



Subject Area Fact Tables

Code	Comment
AG2_AGENT_QUEUE_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

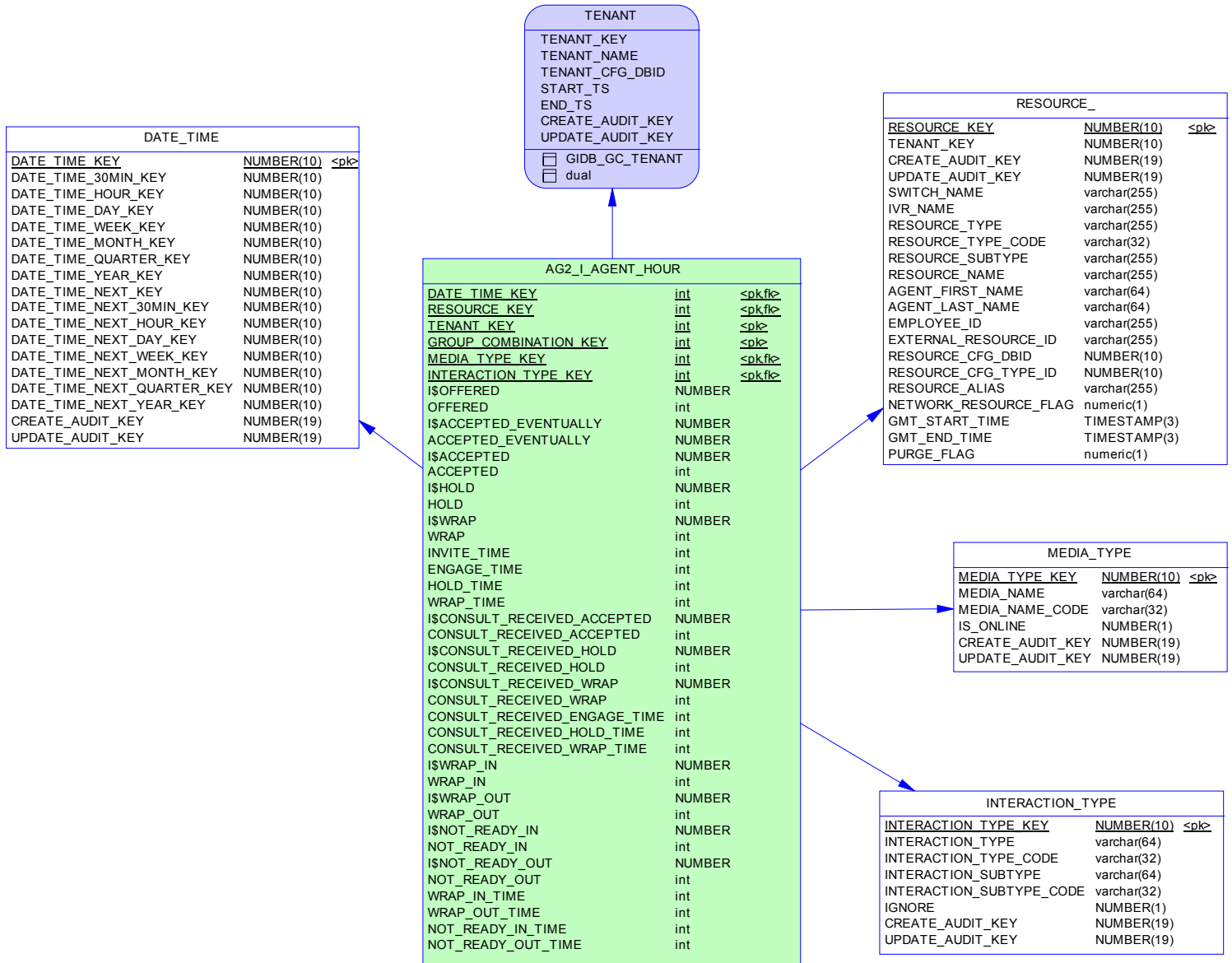
AG2_CAMPAIGN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_CAMPAIGN_HOUR	Rollup of the disposition of interactions based on the campaign and calling list from which interactions originated.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

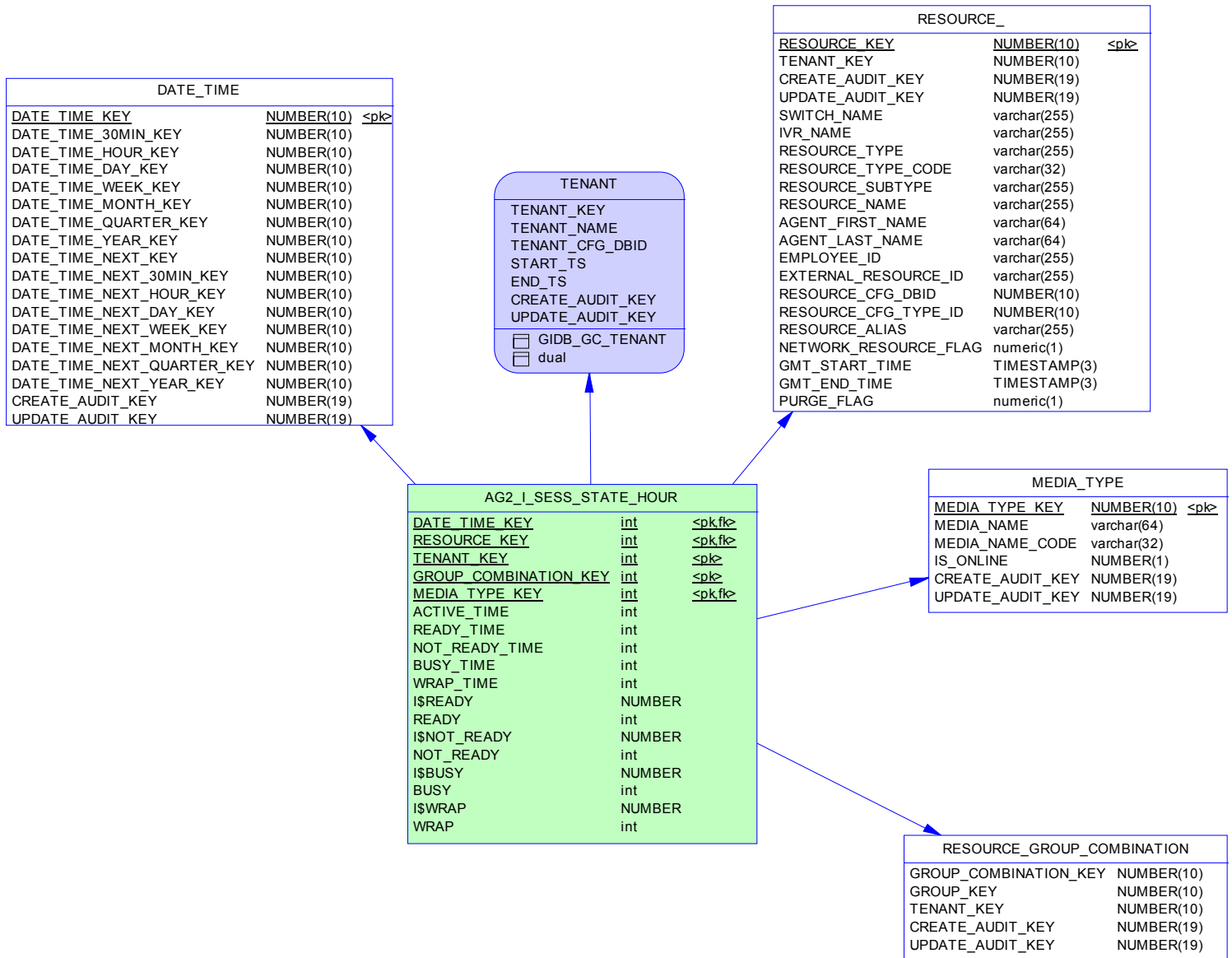
AG2_I_AGENT Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_AGENT_HOUR	Agent rollup of interaction handling, confined to the reporting interval in which the agents were offered those interactions. Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.

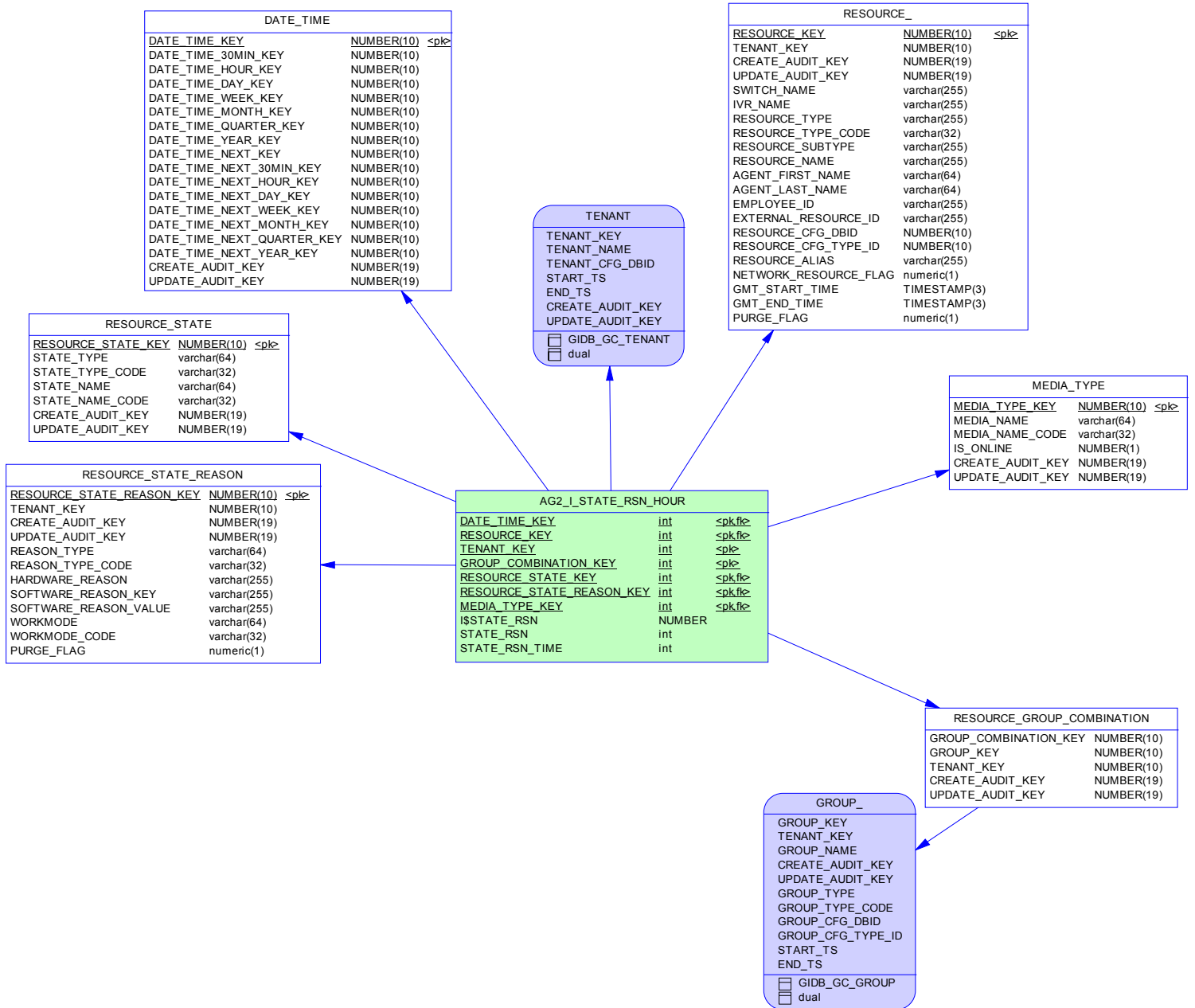
AG2_I_SESS_STATE Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_SESS_STATE_HOUR	Rollup of summarized agent-session states confined to the reporting interval.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).

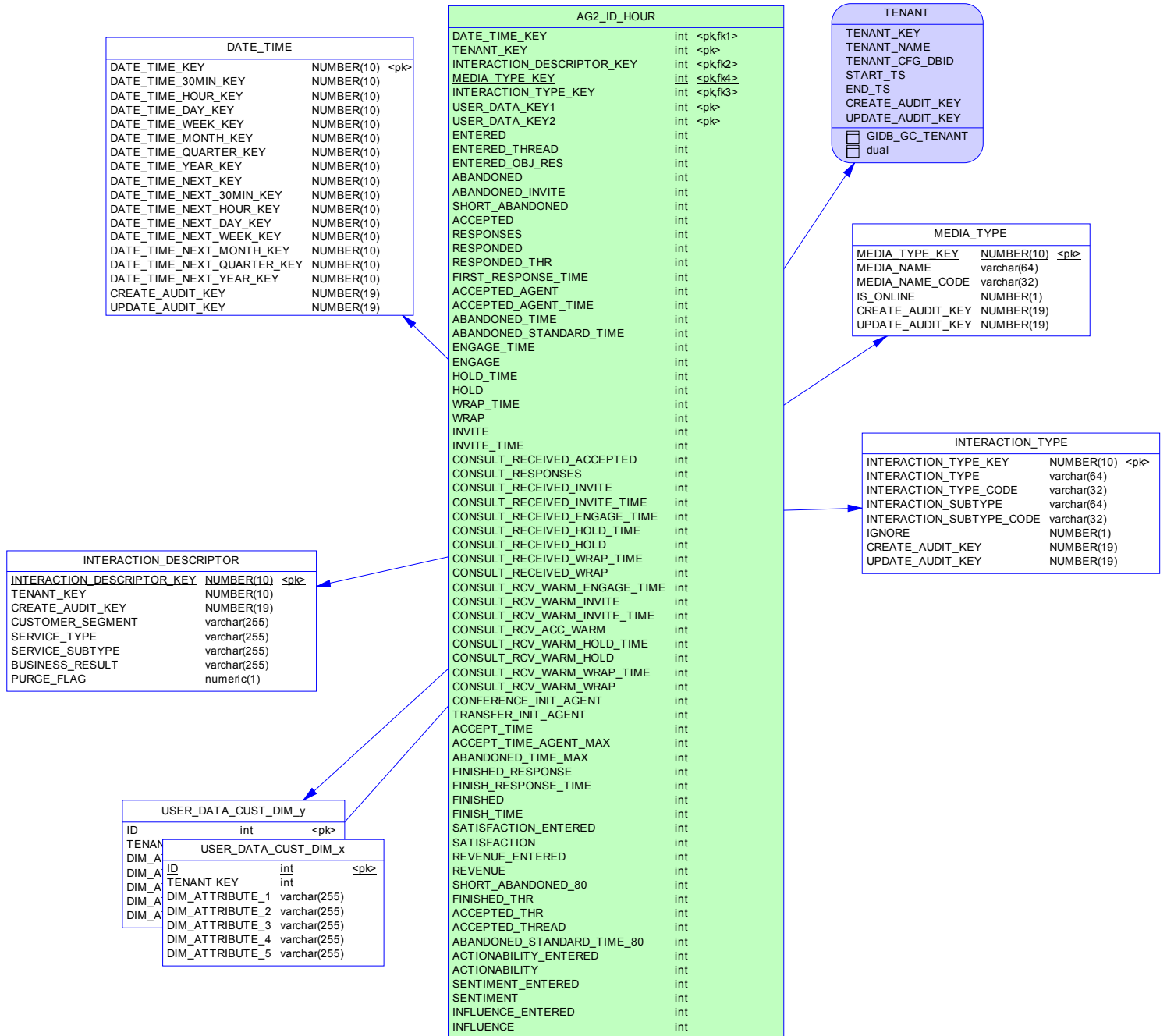
AG2_I_STATE_RSN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices confined to the reporting interval.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.

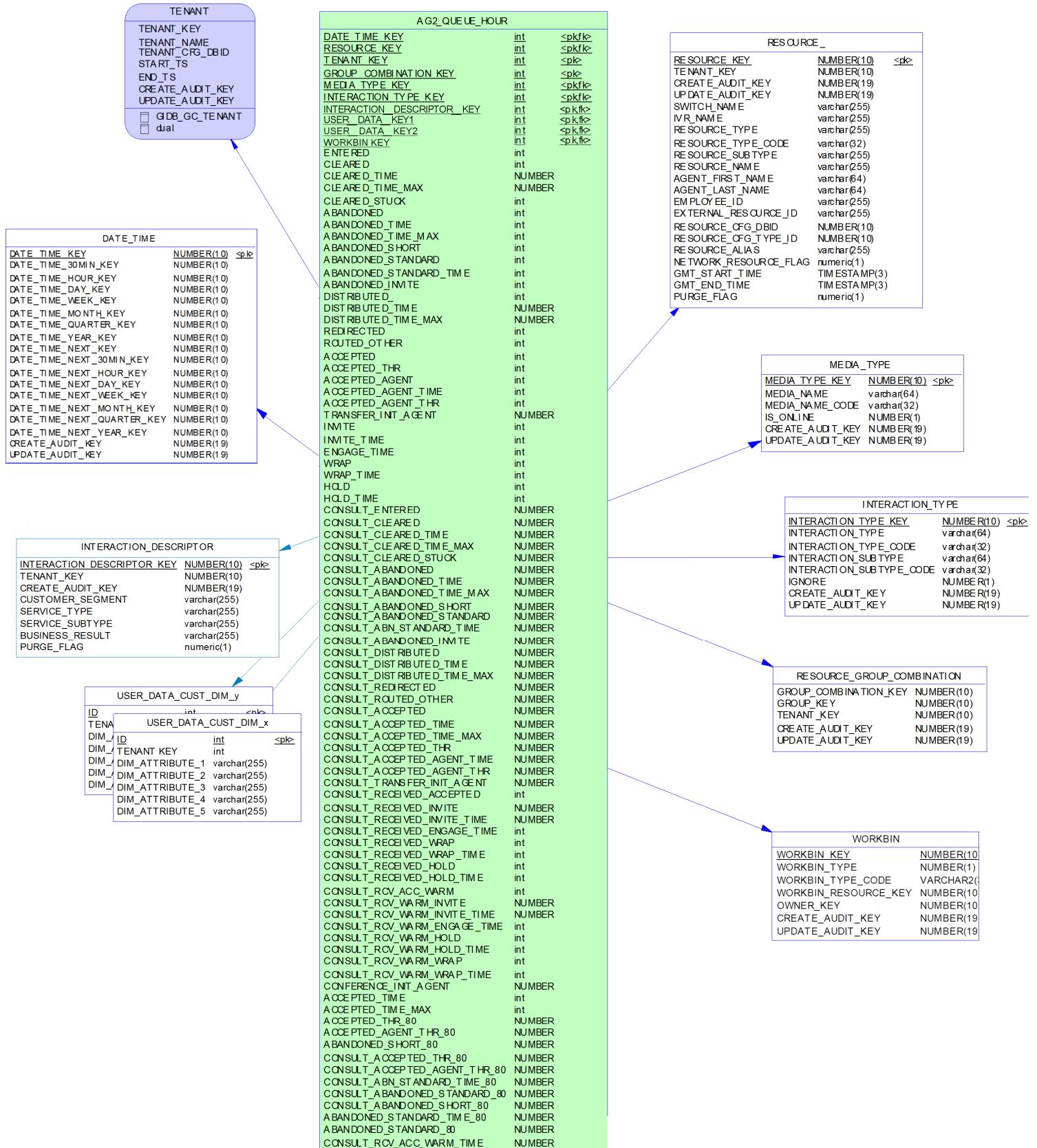
AG2_ID Subject Area



Subject Area Fact Tables

Code	Comment
AG2_ID_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

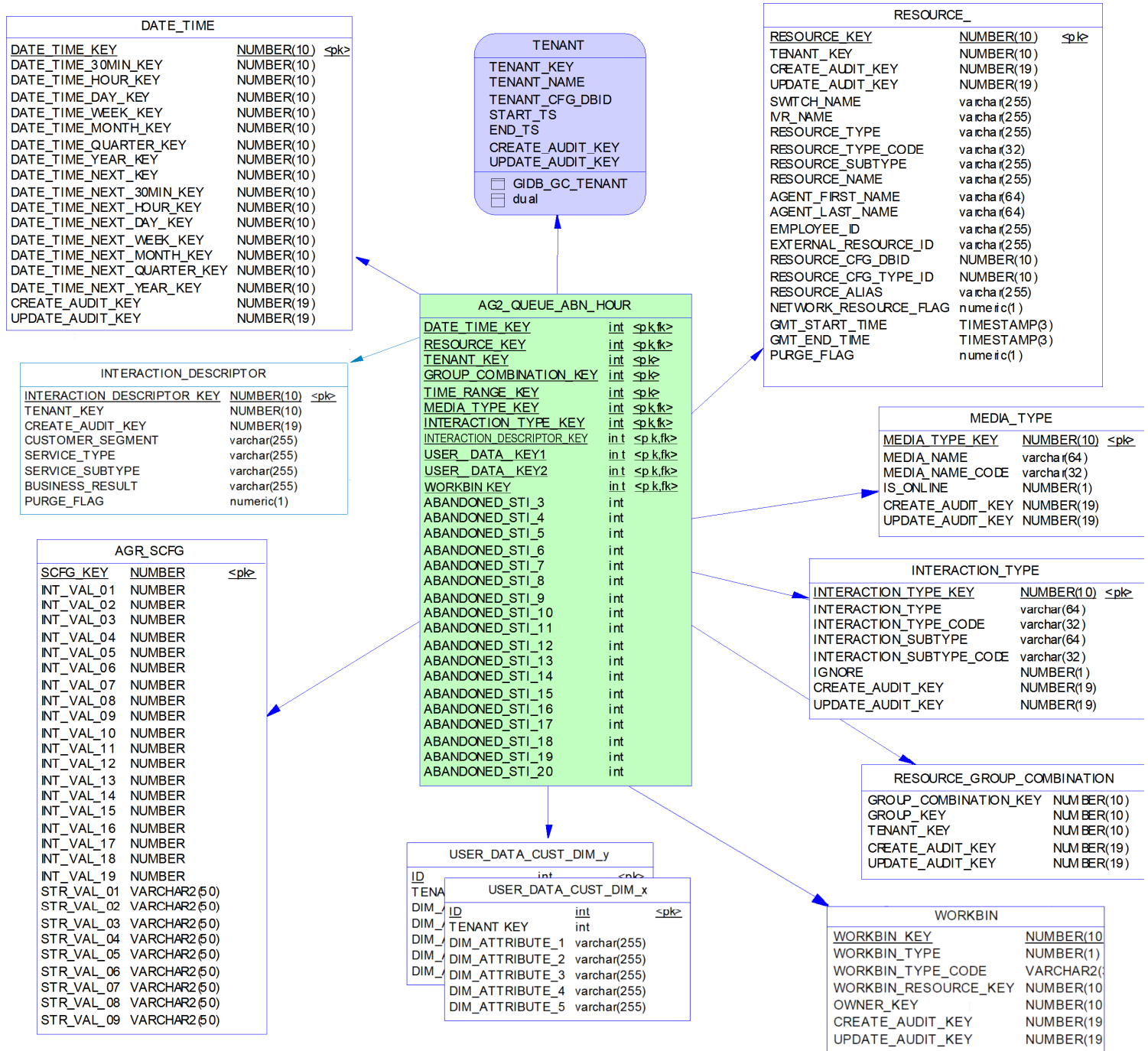
AG2_QUEUE Subject Area



Subject Area Fact Tables

Code	Comment
AG2_QUEUE_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
WORKBIN_KEY	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

AG2_QUEUE_ABN Subject Area

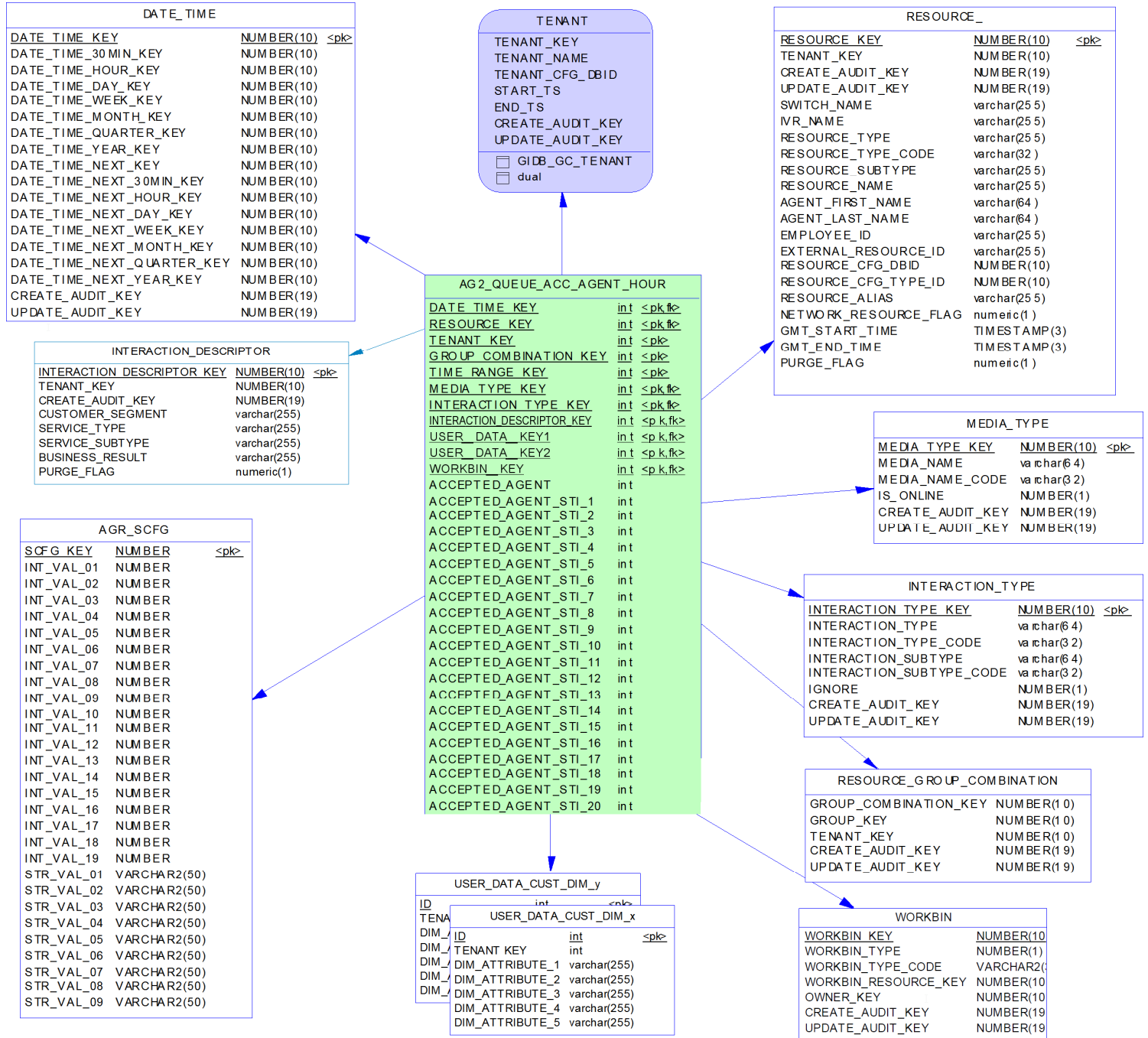


Subject Area Fact Tables

Code	Comment
AG2_QUEUE_ABN_HOUR	Rollup of abandoned-in-queue interaction counts.
AGR_SCFG	An internal table that describes the thresholds that are associated with interactions for different media
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with

Code	Comment
USER_DATA_CUST_DIM_Y	interactions.
WORKBIN_KEY	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

AG2_QUEUE_ACC_AGENT Subject Area

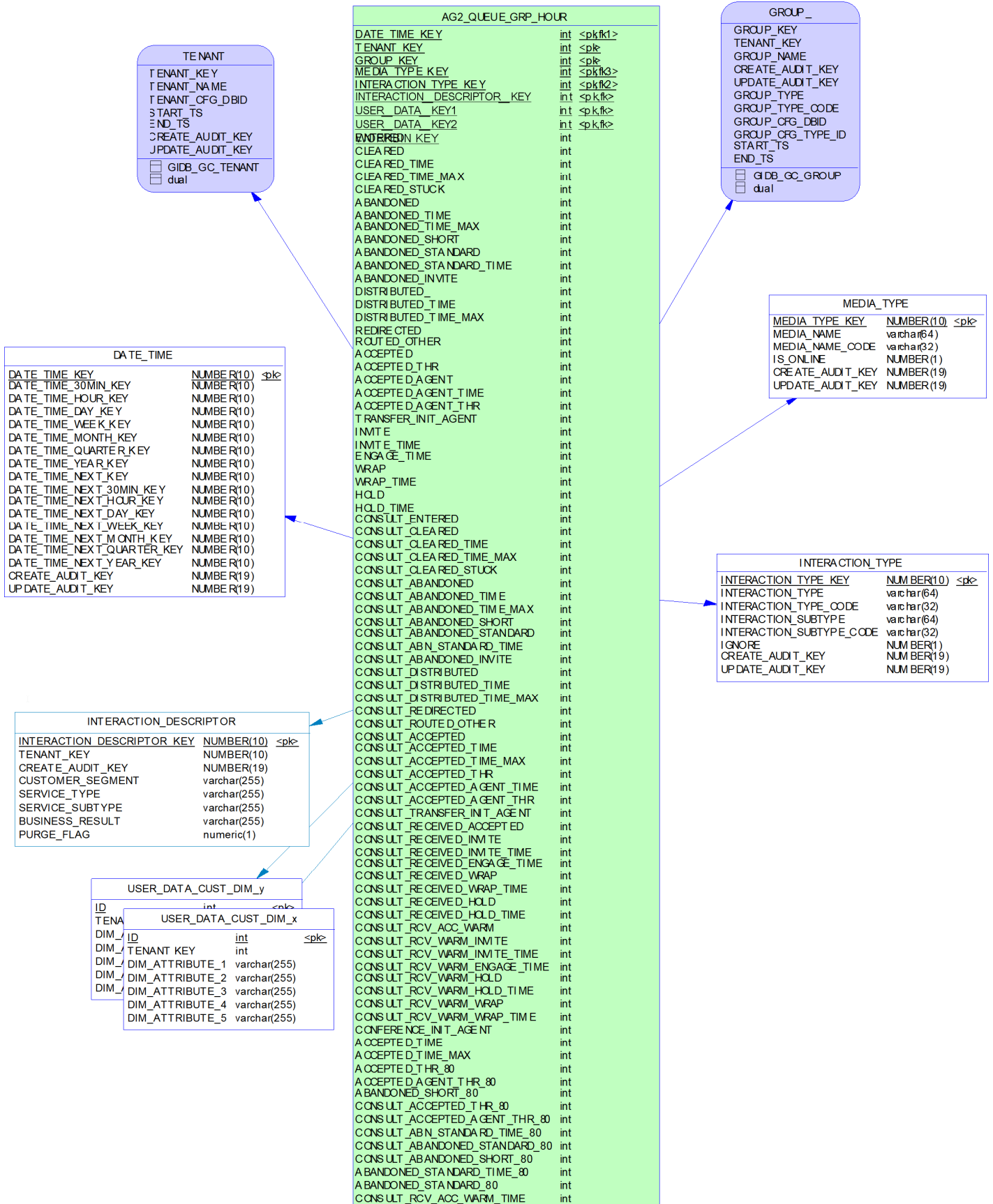


Subject Area Fact Tables

Code	Comment
AG2_QUEUE_ACC_AGENT_HOUR	Rollup of accepted interaction counts for interactions that were distributed from queues.

Code	Comment
AGR_SCFG	An internal table that describes the thresholds that are associated with interactions for different media
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
WORKBIN_KEY	Allows facts to be described based on the type and owner of the workbin instance, such as an agent, a place, or a group thereof.

AG2_QUEUE_GRP Subject Area



Subject Area Fact Tables

Code	Comment
AG2_QUEUE_GRP_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions for queues that belong to queue groups.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

Chapter 3: Aggregation Tables

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 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; the *Genesys Info Mart 8.1 Deployment Guide* discusses this topic. The *Genesys Info Mart 8.1 Operations Guide* also describes an aspect of this. Refer to these documents to learn the circumstances under which Info Mart tables are populated.

In releases 8.1.3 and earlier, the RAA tables include the following:

- | | | |
|---------------------------|----------------------------|-------------------------|
| • AG2_AGENT_QUEUE_HOUR | • AG2_QUEUE_ABN_HOUR | • AG2_I_AGENT_HOUR |
| • AG2_AGENT_GRP_HOUR | • AG2_QUEUE_ACC_AGENT_HOUR | • AG2_I_SESS_STATE_HOUR |
| • AG2_AGENT_HOUR | • AG2_QUEUE_GRP_HOUR | • AG2_I_STATE_RSN_HOUR |
| • AG2_CAMPAIGN_HOUR | • AG2_QUEUE_HOUR | • AG2_ID_HOUR |
| • AG2_AGENT_CAMPAIGN_HOUR | | |

Also provided are the `_SUBHR`, `_DAY`, and `_MONTH` versions of these tables for the interval-based tables (those prefixed with `AG2_I_`) and the `_DAY` and `_MONTH` versions for the disposition-based tables (all others).

Beginning in release 8.1.4, aggregate data formerly stored in some tables with the prefix `AG2_*` is now stored in tables with the prefix `AGT_*`, and the data is presented through views with the prefix `AG2_*`. This change applies to all aggregates, with the exception of `SESS_STATE_*`, `STATE_RSN_*`, `AGENT_CAMPAIGN_*`, and `CAMPAIGN_*` aggregates.

General Notes

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (`AG2_*_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.

The following abbreviations characterize fields throughout this chapter:

- P, for primary key
- M, for mandatory field
- F, for foreign key

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.

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) is heavily dependent on the configuration of the ICON application that supplies data to Info Mart. Refer to the *Interaction Concentrator 8.1 Deployment Guide* for information about the gls-enable-acw-busy configuration option.

The AG2_AGENT_*, AG2_CAMPAIGN_*, [AG2_QUEUE_*](#), and AG2_ID_* tables include a join to the INTERACTION_DESCRIPTOR table which means that among the information that is stored about interactions within a record are the business attributes that are assigned to them. You should note that Genesys Info Mart assigns a DEFAULT business attribute for all records in this table if one is not otherwise explicitly assigned.

Table AG2_AGENT_CAMPAIGN_HOUR

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 the AG2_AGENT_CAMPAIGN_DAY, and AG2_AGENT_CAMPAIGN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
CAMPAIGN_KEY	int	X	X		
TENANT_KEY	int	X	X		
CAMPAIGN_GROUP_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ACCEPTED	int				
PREVIEW	int				
PREVIEW_TIME	int				
OFFERED	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
SHORT	int				
HOLD_TIME	int				
HOLD	int				
WRAP_TIME	int				
WRAP	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
TRANSFER_INIT_AGENT	int				
SATISFACTION	int				
REVENUE	int				

Column 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.

Column RESOURCE_KEY

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

Column 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.

Column TENANT_KEY

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

Column 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.

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

Column ACCEPTED

The total number of times that this agent accepted or answered customer interactions that were associated with this campaign. Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-talk threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1+ releases.

Column HOLD_TIME

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

Column HOLD

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

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column SATISFACTION

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

Column REVENUE

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

Table AG2_AGENT_GRP_HOUR

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 8.1 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 the AG2_AGENT_GRP_DAY, and AG2_AGENT_GRP_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ACCEPTED	Int				

Code	Data Type	P	M	F	DV
NOTACCEPTED	int				
OFFERED	int				
RESPONSES	int				
ABANDONED_INVITE	NUMBER				
REJECTED	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
ENGAGE	int				
SHORT	int				
HOLD_TIME	int				
HOLD	int				
WRAP_TIME	int				
WRAP	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RESPONSES	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_INITIATED	int				
CONSULT_INITIATED_TIME	int				
CONFERENCE_RECEIVED_ACCEPTED	Int				
CONFERENCE_INITIATED	Int				
TRANSFER_INIT_AGENT	int				
XFER_RECEIVED_ACCEPTED	int				
SATISFACTION_OFFERED	int				
SATISFACTION	int				
REVENUE_OFFERED	int				
REVENUE	int				
AGENT_DISCONNECT_FIRST	int				
RESPONDED_UNIQUE	int				
RESPONDED_THREAD	int				
ACCEPTED_UNIQUE	int				
ACCEPTED_THREAD	int				
ACTIONABILITY_OFFERED	int				
ACTIONABILITY	int				
SENTIMENT_OFFERED	int				
SENTIMENT	int				
INFLUENCE_OFFERED	int				
INFLUENCE	int				

Column 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.

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Note: If you engage the social-media feature, which is available beginning with release 8.1.1, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

Column 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.

Column 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.

Note: For voice media, this measure is identical to RESPONSES.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

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

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of short-engagement (short-talk) as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1+ releases.

Column HOLD_TIME

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

Column HOLD

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

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured both warm and simple received consultations.

Column 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.

Column 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.

Column CONSULT_RECEIVED_HOLD

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

Column 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.

Note: This measure previously captured ACW durations that are associated with both warm and simple received consultations

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column CONFERENCE_RECEIVED_ACCEPTED

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

Column 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.

Column 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.

Column 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.

Column SATISFACTION_OFFERED

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

Column SATISFACTION

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

Column 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.

Column REVENUE

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

Column 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 (such as the switch) provides such information.

Column 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.

Column RESPONDED_THREAD

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

Column 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.

Column 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.

Column 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.

Column ACTIONABILITY

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

Column 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.

Column SENTIMENT

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

Column 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.

Column INFLUENCE

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

group.

Table AG2_AGENT_HOUR

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 8.1 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 the AG2_AGENT_DAY and AG2_AGENT_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ACCEPTED	int				
NOTACCEPTED	int				
OFFERED	int				
RESPONSES	int				
ABANDONED_INVITE	int				
REJECTED	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
ENGAGE	int				
SHORT	int				
HOLD_TIME	int				
HOLD	int				
WRAP_TIME	int				
WRAP	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RESPONSES	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_WRAP_TIME	int				

Code	Data Type	P	M	F	DV
CONSULT_RECEIVED_WRAP	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_INITIATED	int				
CONSULT_INITIATED_TIME	int				
CONFERENCE_INITIATED	int				
CONFERENCE_RECEIVED_ACCEPTED	int				
TRANSFER_INIT_AGENT	int				
XFER_RECEIVED_ACCEPTED	int				
SATISFACTION_OFFERED	int				
SATISFACTION	int				
REVENUE_OFFERED	int				
REVENUE	int				
AGENT_DISCONNECT_FIRST	int				
RESPONDED_UNIQUE	int				
RESPONDED_THREAD	Int				
ACCEPTED_UNIQUE	Int				
ACCEPTED_THREAD	Int				
ACTIONABILITY_OFFERED	int				
ACTIONABILITY	int				
SENTIMENT_OFFERED	int				
SENTIMENT	int				
INFLUENCE_OFFERED	int				
INFLUENCE	int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Note: If you engage the social-media feature, which is available beginning with release 8.1.1, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

Column 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.

Column ACCEPTED

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

Note: For voice media, this measure is identical to RESPONSES.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

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

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of short-engagement (short-talk) as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1+ releases.

Column HOLD_TIME

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

Column HOLD

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

Column 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.

Column 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.

Column 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.

Column CONSULT_RECEIVED_ACCEPTED

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

Note: This measure previously captured both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured ACW durations that are associated with both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column CONFERENCE_RECEIVED_ACCEPTED

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

Note: This measure previously captured both warm and simple received consultations.

Column TRANSFER_INIT_AGENT

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

Column 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.

Column SATISFACTION_OFFERED

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

Column SATISFACTION

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

Column 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.

Column REVENUE

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

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column ACTIONABILITY

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

Column 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.

Column SENTIMENT

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

Column 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.

Column INFLUENCE

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

Table AG2_AGENT_QUEUE_HOUR

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 8.1 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, and 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 the AG2_AGENT_QUEUE_DAY and AG2_AGENT_QUEUE_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
AGENT_RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
AGENT_GROUP_COMBINATION_KEY	int	X	X		
QUEUE_GROUP_COMBINATION_KEY	int	X	X		
QUEUE_RESOURCE_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ACCEPTED	Int				
NOTACCEPTED	Int				
OFFERED	int				
RESPONSES	int				
ABANDONED_INVITE	NUMBER				
REJECTED	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
ENGAGE	int				
SHORT	int				
HOLD_TIME	int				
HOLD	int				
WRAP_TIME	int				
WRAP	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RESPONSES	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_WRAP	int				

Code	Data Type	P	M	F	DV
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_INITIATED	int				
CONSULT_INITIATED_TIME	int				
CONFERENCE_INITIATED	int				
CONFERENCE_RECEIVED_ACCEPTED	int				
TRANSFER_INIT_AGENT	int				
XFER_RECEIVED_ACCEPTED	int				
SATISFACTION_OFFERED	int				
SATISFACTION	int				
REVENUE_OFFERED	int				
REVENUE	int				
AGENT_DISCONNECT_FIRST	int				
RESPONDED_UNIQUE	int				
RESPONDED_THREAD	int				
ACCEPTED_UNIQUE	int				
ACCEPTED_THREAD	int				
ACTIONABILITY_OFFERED	int				
ACTIONABILITY	int				
SENTIMENT_OFFERED	int				
SENTIMENT	int				
INFLUENCE_OFFERED	int				
INFLUENCE	int				

Column 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.

Column AGENT_RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column 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.

Column QUEUE_RESOURCE_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Note: If you engage the social-media feature, which is available beginning with release 8.1.1, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

Column 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.

Column 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.

Note: For voice media, this measure is identical to RESPONSES.

Column 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.

Column 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 excludes simple consultations, whether they were initiated or received.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-ID-IXN] section, for the 8.1.1+ releases.

Column 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.

Column `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.

Column `REJECTED`

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

Column `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.

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

Column `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.

Column `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 is spent in collaboration or consultation.

Column `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.

Column `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.

Note: This measure relies on the value of short-engagement (short-talk) as configured:

- In the `[gim-etl*]` section, for the 8.1.0- releases.

- In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1+ releases.

Column HOLD_TIME

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

Column HOLD

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

Column WRAP_TIME

The total amount of time, in seconds, 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 interaction for which ACW was invoked.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured ACW durations that are associated with both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column REVENUE

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

Column 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.

Column 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.

Column RESPONDED_THREAD

The total number of customer-interaction threads that were distributed from this queue 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.

Column 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.

Column 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.

Column 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.

Column ACTIONABILITY

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

Column 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.

Column SENTIMENT

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

Column 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.

Column INFLUENCE

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

Table AG2_CAMPAIGN_HOUR

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 the AG2_CAMPAIGN_DAY and AG2_CAMPAIGN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
CAMPAIGN_GROUP_KEY	int	X	X		
CAMPAIGN_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
CALLING_LIST_KEY	int	X	X		
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ATTEMPTS	int				
ABANDONED	int				
ANSW_MACHINE	int				
ANSWERS	int				
BUSY	int				
CALLBKS_COMPL	int				
CALLBKS_MISSED	int				
CALLBKS_SCHED	int				

Code	Data Type	P	M	F	DV
CANCEL	int				
DIAL_DROPPED	int				
DROPPED	int				
SILENCE	int				
STALE	int				
OK	int				
DIAL_MADE	int				
DO_NOT_CALL	int				
FAXMODEM_DETECT	int				
NO_ANSWER	int				
NO_RPC	int				
PER_CALLBK_COMPL	int				
PER_CALLBK_MISS	int				
PER_CALLBK_SCHED	int				
SIT_DETECTED	int				
SIT_INVALID_NUM	int				
SIT_NO_CIRCUIT	int				
SIT_OPER_INTER	int				
SIT_REORDER	int				
SIT_UNKNOWN	int				
SIT_VACANT	int				
CPD	int				
CPD_TIME_MS	int				
CPD_DIAL	int				
CPD_DIAL_TIME_MS	int				
CPD_TRANSFER	int				
CPD_TRANSFER_TIME_MS	int				
OVERDIAL	int				
PORT_UNAVAILABLE	int				

Column 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.

Column TENANT_KEY

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

Column 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.

Column 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.

Column MEDIA_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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').

Column 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').

Column 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').

Column 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').

Column CALLBKS_COMPL

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

Column CALLBKS_MISSED

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

Column CALLBKS_SCHED

The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.

Column CANCEL

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

Column 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').

Column 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').

Column 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').

Column 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').

Column 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').

Column DIAL_MADE

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

Column 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').

Note: 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.

Column 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').

Column 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').

Column 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').

Column 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.

Column PER_CALLBK_MISS

The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.

Column PER_CALLBK_SCHED

The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column CPD

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

Column 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.

Column CPD_DIAL

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

Column 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.

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

Column CPD_TRANSFER

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

Column 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.

Column 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.

Column 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').

Table AG2_ID_HOUR

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. Note that within the AG2_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 8.1 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 the AG2_ID_DAY and AG2_ID_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X		
USER_DATA_KEY2	int	X	X		
ENTERED	Int				
ENTERED_THREAD	int				
ENTERED_OBJ_RES	int				
ABANDONED	int				
ABANDONED_INVITE	Int				
SHORT_ABANDONED	int				
ACCEPTED	Int				
RESPONSES	int				
RESPONDED	int				
RESPONDED_THR	int				
FIRST_RESPONSE_TIME	int				
ACCEPTED_AGENT	int				
ACCEPTED_AGENT_TIME	int				
ABANDONED_TIME	int				
ABANDONED_STANDARD_TIME	int				
ENGAGE_TIME	int				
ENGAGE	int				
HOLD_TIME	int				

Code	Data Type	P	M	F	DV
HOLD	int				
WRAP_TIME	int				
WRAP	int				
INVITE	int				
INVITE_TIME	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RESPONSES	int				
CONSULT_RECEIVED_INVITE	int				
CONSULT_RECEIVED_INVITE_TIME	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_WARM_INVITE	int				
CONSULT_RCV_WARM_INVITE_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONFERENCE_INIT_AGENT	int				
TRANSFER_INIT_AGENT	int				
ACCEPT_TIME	int				
ACCEPT_TIME_AGENT_MAX	int				
ABANDONED_TIME_MAX	int				
FINISHED_RESPONSE	int				
FINISH_RESPONSE_TIME	int				
FINISHED	int				
FINISH_TIME	int				
SATISFACTION_ENTERED	int				
SATISFACTION	int				
REVENUE_ENTERED	int				
REVENUE	int				
SHORT_ABANDONED_80	int				
FINISHED_THR	int				
ACCEPTED_THR	int				
ACCEPTED_THREAD	int				
ABANDONED_STANDARD_TIME_80	int				
ACTIONABILITY_ENTERED	int				
ACTIONABILITY	int				
SENTIMENT_ENTERED	int				
SENTIMENT	int				
INFLUENCE_ENTERED	int				
INFLUENCE	int				

Column 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.

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Note: If you engage the social-media feature, which is available beginning with release 8.1.1, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the response threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-ID-IXN] section, for the 8.1.1+ releases

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-ID-IXN] section, for the 8.1.1+ releases.

Column ACCEPTED

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

Column 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 e-mail, this measure represents the total number times that resources (e.g., 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.

Column 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.

Column 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.

Note: This measure relies on the value of the response threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-ID-IXN] section, for the 8.1.1+ releases.

Column 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.

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

Column ACCEPTED_AGENT

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

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-ID-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column HOLD_TIME

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

Column HOLD

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

Column 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.

Column WRAP

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

Column 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.

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

Column 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.

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

Column 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.

Notes: For voice, this measure is the same as CONSULT_RESPONSES.

Column CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated within the contact center. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column SATISFACTION_ENTERED

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

Note: 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.

Column SATISFACTION

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

Column 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.

Note: 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.

Column REVENUE

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

Column SHORT_ABANDONED_80

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold (defined by the short-abandon threshold Genesys Info Mart configuration option) while they were waiting for the first-handling resource.

Column FINISHED_THR

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

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

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured in the [agg-gim-thld-ID-IXN] section.

Column 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 inbound interactions.

Column ABANDONED_STANDARD_TIME_80

The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. This measure excludes short-abandoned interactions and abandoned-while-alerting interactions.

Note: Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.

Column ACTIONABILITY_ENTERED

The total number of customer interactions that entered or began with the contact center for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

Column ACTIONABILITY

The sum of actionability scores attached to customer interactions that entered or began within the contact center.

Column SENTIMENT_ENTERED

The total number of customer interactions that entered or began within the contact center for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

Column SENTIMENT

The sum of sentiment scores attached to customer interactions that entered or began within the contact center.

Column INFLUENCE_ENTERED

The total number of customer interactions that entered or began within the contact center for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

Column INFLUENCE

The sum of influence scores attached to customer interactions that entered or began within the contact center.

Table AG2_I_AGENT_HOUR

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 the AG2_I_AGENT_SUBHR, AG2_I_AGENT_DAY, and AG2_I_AGENT_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
ISOFFERED	int				
OFFERED	int				
ISOACCEPTED_EVENTUALLY	int				
ACCEPTED_EVENTUALLY	int				
ISOACCEPTED	int				
ACCEPTED	int				
ISHOLD	int				
HOLD	int				
ISWRAP	int				
WRAP	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
HOLD_TIME	int				
WRAP_TIME	int				
ISOCONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RECEIVED_ACCEPTED	int				
ISOCONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_HOLD	int				
ISOCONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RECEIVED_WRAP_TIME	int				
ISWRAP_IN	int				
WRAP_IN	int				
ISWRAP_OUT	int				
WRAP_OUT	int				
ISNOT_READY_IN	int				
NOT_READY_IN	int				
ISNOT_READY_OUT	int				
NOT_READY_OUT	int				
WRAP_IN_TIME	int				
WRAP_OUT_TIME	int				
NOT_READY_IN_TIME	int				
NOT_READY_OUT_TIME	int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column \$OFFERED

Reserved column that enables values from the OFFERED column to be semi-additive.

Column 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.

Column \$ACCEPTED_EVENTUALLY

Reserved column that enables values from the ACCEPTED_EVENTUALLY column to be semi-additive.

Column 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.

Column \$ACCEPTED

Reserved column that enables values from the ACCEPTED column to be semi-additive.

Column 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.

Column \$HOLD

Reserved column that enables values from the HOLD column to be semi-additive.

Column HOLD

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

Column I\$WRAP

Reserved column that enables values from the WRAP column to be semi-additive.

Column WRAP

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

Column 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.

Column 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.

Column 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.

Column 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.

Column I\$CONSULT_RECEIVED_ACCEPTED

Reserved column that enables values from the CONSULT_RECEIVED_ACCEPTED column to be semi-additive.

Column 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.

Column I\$CONSULT_RECEIVED_HOLD

Reserved column that enables values from the CONSULT_RECEIVED_HOLD column to be semi-additive.

Column 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.

Column I\$CONSULT_RECEIVED_WRAP

Reserved column that enables values from the CONSULT_RECEIVED_WRAP column to be semi-additive.

Column 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.

Column 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

Column 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.

Column 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.

Column I\$WRAP_IN

Reserved column that enables values from the WRAP_IN column to be semi-additive.

Column WRAP_IN

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

Column I\$WRAP_OUT

Reserved column that enables values from the WRAP_OUT column to be semi-additive.

Column 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.

Column I\$NOT_READY_IN

Reserved column that enables values from the NOT_READY_IN column to be semi-additive.

Column 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.

Column I\$NOT_READY_OUT

Reserved column that enables values from the NOT_READY_OUT column to be semi-additive.

Column 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 state.

Column 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.

Column 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.

Column 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.

Column 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.

Table AG2_I_SESS_STATE_HOUR

This interval-based aggregate table provides a rollup of summarized agent session states. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT, SM_RES_STATE_FACT, and SM_RES_SESSION_FACT tables. 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.

The same columns and column descriptions apply to the AG2_I_SESS_STATE_SUBHR, AG2_I_SESS_STATE_DAY, and AG2_I_SESS_STATE_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
ACTIVE_TIME	Int				
READY_TIME	int				
NOT_READY_TIME	int				
BUSY_TIME	Int				
WRAP_TIME	Int				
ISREADY	int				
READY	int				
ISNOT_READY	int				
NOT_READY	int				
ISBUSY	int				
BUSY	int				
ISWRAP	int				
WRAP	int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column 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.

Column READY_TIME

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

Column 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.

Column 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.

Column 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.

Column I\$READY

Reserved column that enables values from the READY column to be semi-additive.

Column READY

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

Column I\$NOT_READY

Reserved column that enables values from the NOT_READY column to be semi-additive.

Column NOT_READY

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

Column I\$BUSY

Reserved column that enables values from the BUSY column to be semi-additive.

Column 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.

Column I\$WRAP

Reserved column that enables values from the WRAP column to be semi-additive.

Column WRAP

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

Table AG2_I_STATE_RSN_HOUR

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 the AG2_I_STATE_RSN_SUBHR, AG2_I_STATE_RSN_DAY, and AG2_I_STATE_RSN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
RESOURCE_STATE_KEY	int	X	X	X	
RESOURCE_STATE_REASON_KEY	int	X	X	X	
MEDIA_TYPE_KEY	Int	X	X	X	
ISSTATE_RSN	int				
STATE_RSN	int				
STATE_RSN_TIME	int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column 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.

Column 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.

Column MEDIA_TYPE_KEY

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

Column I\$STATE_RSN

Reserved column that enables values from the STATE_RSN column to be semi-additive.

Column 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.

Column 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.

Table AG2_QUEUE_ABN_HOUR

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 in this table.

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 one of the following sections:

- [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1⁺
- [agg-time-range-ABN] section for RAA 8.1.0⁻

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 in this table.

Note: This means that 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 the AG2_QUEUE_ABN_DAY and AG2_QUEUE_ABN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
TIME_RANGE_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	Int	X	X	X	
USER_DATA_KEY1	Int	X	X	X	
USER_DATA_KEY2	Int	X	X	X	
WORKBIN_KEY	Int	X	X	X	
ABANDONED	int				
ABANDONED_STI_1	int				
ABANDONED_STI_2	int				
ABANDONED_STI_3	int				
ABANDONED_STI_4	int				
ABANDONED_STI_5	int				
ABANDONED_STI_6	int				
ABANDONED_STI_7	int				
ABANDONED_STI_8	int				
ABANDONED_STI_9	int				
ABANDONED_STI_10	int				
ABANDONED_STI_11	int				
ABANDONED_STI_12	int				
ABANDONED_STI_13	int				
ABANDONED_STI_14	int				
ABANDONED_STI_15	int				
ABANDONED_STI_16	int				
ABANDONED_STI_17	int				
ABANDONED_STI_18	int				
ABANDONED_STI_19	int				
ABANDONED_STI_20	Int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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

Column TIME_RANGE_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

WORKBIN_KEY

In 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.

Column 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.

Column 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.

Column 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 $(n+1)^{\text{th}}$ abandon thresholds. If the $(n+1)^{\text{th}}$ 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.

Notes: Abandon thresholds are defined within one of the following sections:

- [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1+
- [agg-time-range-ABN] section for RAA 8.1.0-

Column 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.

Table AG2_QUEUE_ACC_AGENT_HOUR

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 which are configured within the:
 - [agg-gim-thld-QUEUE-ABN] section, for RAA 8.1.1⁺
 - [agg-time-range-ABN] section, for RAA 8.1.0⁻

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 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 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 the AG2_QUEUE_ACC_AGENT_DAY and AG2_QUEUE_ACC_AGENT_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
TIME_RANGE_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	Int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	Int	X	X	X	
USER_DATA_KEY1	Int	X	X	X	
USER_DATA_KEY2	Int	X	X	X	
WORKBIN_KEY	Int	X	X	X	
ACCEPTED_AGENT	Int				
ACCEPTED_AGENT_STI_1	int				
ACCEPTED_AGENT_STI_2	int				
ACCEPTED_AGENT_STI_3	int				
ACCEPTED_AGENT_STI_4	int				
ACCEPTED_AGENT_STI_5	int				
ACCEPTED_AGENT_STI_6	int				
ACCEPTED_AGENT_STI_7	int				
ACCEPTED_AGENT_STI_8	int				
ACCEPTED_AGENT_STI_9	int				
ACCEPTED_AGENT_STI_10	int				
ACCEPTED_AGENT_STI_11	int				
ACCEPTED_AGENT_STI_12	int				
ACCEPTED_AGENT_STI_13	int				
ACCEPTED_AGENT_STI_14	int				
ACCEPTED_AGENT_STI_15	int				
ACCEPTED_AGENT_STI_16	int				
ACCEPTED_AGENT_STI_17	int				
ACCEPTED_AGENT_STI_18	int				
ACCEPTED_AGENT_STI_19	int				
ACCEPTED_AGENT_STI_20	Int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column TIME_RANGE_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

WORKBIN_KEY

In 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.

Column 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.

Column 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.

Column 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 $(n+1)^{\text{th}}$ service time thresholds. If the $(n+1)^{\text{th}}$ 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..

Notes:

Speed-of-accept thresholds are defined within one of the following sections:

- [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1+
- [agg-time-range-ACC] section for RAA 8.1.0-

This measure previously excluded collaborations and simple consultations.

Column 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.

Table AG2_QUEUE_GRP_HOUR

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” (e.g., ACCEPTED_THR_80) are introduced in this release for backward compatibility. They appear only in upgraded 8.1.1 schemas and their values rely on thresholds that are configured in the [gim-etl*] section.

The same columns and column descriptions apply to the AG2_QUEUE_GRP_DAY and AG2_QUEUE_GRP_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_KEY	int	X	X		
MEDIA_TYPE_KEY	Int	X	X	X	
INTERACTION_TYPE_KEY	Int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	Int	X	X	X	
USER_DATA_KEY1	Int	X	X	X	
USER_DATA_KEY2	Int	X	X	X	
ENTERED	Int				
CLEARED	Int				
CLEARED_TIME	int				
CLEARED_TIME_MAX	int				
CLEARED_STUCK	int				
ABANDONED	int				
ABANDONED_TIME	int				
ABANDONED_TIME_MAX	int				
ABANDONED_SHORT	int				
ABANDONED_STANDARD	int				
ABANDONED_STANDARD_TIME	int				
ABANDONED_INVITE	int				
DISTRIBUTED	int				
DISTRIBUTED_TIME	int				
DISTRIBUTED_TIME_MAX	int				
REDIRECTED	int				
ROUTED_OTHER	int				
ACCEPTED	int				
ACCEPTED_THR	int				
ACCEPTED_AGENT	int				
ACCEPTED_AGENT_TIME	int				
ACCEPTED_AGENT_THR	Int				
TRANSFER_INIT_AGENT	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
WRAP	int				
WRAP_TIME	int				
HOLD	int				
HOLD_TIME	int				
CONSULT_ENTERED	int				
CONSULT_CLEARED	int				
CONSULT_CLEARED_TIME	int				
CONSULT_CLEARED_TIME_MAX	int				
CONSULT_CLEARED_STUCK	int				
CONSULT_ABANDONED	int				
CONSULT_ABANDONED_TIME	int				
CONSULT_ABANDONED_TIME_MAX	int				
CONSULT_ABANDONED_SHORT	int				
CONSULT_ABANDONED_STANDARD	int				
CONSULT_ABN_STANDARD_TIME	int				
CONSULT_ABANDONED_INVITE	int				
CONSULT_DISTRIBUTED	int				
CONSULT_DISTRIBUTED_TIME	int				
CONSULT_DISTRIBUTED_TIME_MAX	int				
CONSULT_REDIRECTED	int				
CONSULT_ROUTED_OTHER	int				
CONSULT_ACCEPTED	int				
CONSULT_ACCEPTED_TIME	int				
CONSULT_ACCEPTED_TIME_MAX	int				
CONSULT_ACCEPTED_THR	int				
CONSULT_ACCEPTED_AGENT_TIME	int				
CONSULT_ACCEPTED_AGENT_THR	int				
CONSULT_TRANSFER_INIT_AGENT	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RECEIVED_INVITE	int				
CONSULT_RECEIVED_INVITE_TIME	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_INVITE	int				

Code	Data Type	P	M	F	DV
CONSULT_RCV_WARM_INVITE_TIME	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONFERENCE_INIT_AGENT	int				
ACCEPTED_TIME	int				
ACCEPTED_TIME_MAX	int				
ACCEPTED_THR_80	int				
ACCEPTED_AGENT_THR_80	int				
ABANDONED_SHORT_80	int				
CONSULT_ACCEPTED_THR_80	int				
CONSULT_ACCEPTED_AGENT_THR_80	int				
CONSULT_ABN_STANDARD_TIME_80	int				
CONSULT_ABANDONED_STANDARD_80	int				
CONSULT_ABANDONED_SHORT_80	int				
ABANDONED_STANDARD_TIME_80	int				
ABANDONED_STANDARD_80	int				
CONSULT_RCV_ACC_WARM_TIME	int				

Column 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.

Column TENANT_KEY

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

Column 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.

Column 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.

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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).

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Column DISTRIBUTED_TIME_MAX

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

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the accepted-by-agent threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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).

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.

- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column CONSULT_DISTRIBUTED

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

Column 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.

Column CONSULT_DISTRIBUTED_TIME_MAX

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

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Note: This measure previously captured both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured ACW durations associated with both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column ACCEPTED_THR_80

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.

Column ACCEPTED_AGENT_THR_80

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..

Column ABANDONED_SHORT_80

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.

Column CONSULT_ACCEPTED_THR_80

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.

Column CONSULT_ACCEPTED_AGENT_THR_80

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 defined threshold.

Column CONSULT_ABN_STANDARD_TIME_80

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.

Column CONSULT_ABANDONED_STANDARD_80

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.

Column CONSULT_ABANDONED_SHORT_80

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..

Column ABANDONED_STANDARD_TIME_80

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.

Column ABANDONED_STANDARD_80

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.

Column 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.

Table AG2_QUEUE_HOUR

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” (e.g., ACCEPTED_THR_80) are introduced in this release for backward compatibility. They appear only in upgraded 8.1.1 schemas and their values rely on thresholds that are configured in the [gim-etl*] section.

The same columns and column descriptions apply to the AG2_QUEUE_DAY and AG2_QUEUE_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
TENANT_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X		
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	Int	X	X	X	
USER_DATA_KEY1	Int	X	X	X	
USER_DATA_KEY2	Int	X	X	X	
WORKBIN_KEY	Int	X	X	X	
ENTERED	int				
CLEARED	Int				
CLEARED_TIME	int				
CLEARED_TIME_MAX	int				
CLEARED_STUCK	int				
ABANDONED	int				
ABANDONED_TIME	int				
ABANDONED_TIME_MAX	int				
ABANDONED_SHORT	int				
ABANDONED_STANDARD	int				
ABANDONED_STANDARD_TIME	int				
ABANDONED_INVITE	int				
DISTRIBUTED	int				
DISTRIBUTED_TIME	int				
DISTRIBUTED_TIME_MAX	int				
REDIRECTED	int				
ROUTED_OTHER	int				
ACCEPTED	int				
ACCEPTED_THR	int				
ACCEPTED_AGENT	int				
ACCEPTED_AGENT_TIME	int				
ACCEPTED_AGENT_THR	Int				
TRANSFER_INIT_AGENT	int				
INVITE	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
WRAP	int				
WRAP_TIME	int				
HOLD	int				
HOLD_TIME	int				
CONSULT_ENTERED	int				
CONSULT_CLEARED	int				
CONSULT_CLEARED_TIME	int				
CONSULT_CLEARED_TIME_MAX	int				
CONSULT_CLEARED_STUCK	int				
CONSULT_ABANDONED	int				
CONSULT_ABANDONED_TIME	int				
CONSULT_ABANDONED_TIME_MAX	int				
CONSULT_ABANDONED_SHORT	int				
CONSULT_ABANDONED_STANDARD	int				
CONSULT_ABN_STANDARD_TIME	int				

Code	Data Type	P	M	F	DV
CONSULT_ABANDONED_INVITE	int				
CONSULT_DISTRIBUTED	int				
CONSULT_DISTRIBUTED_TIME	int				
CONSULT_DISTRIBUTED_TIME_MAX	int				
CONSULT_REDIRECTED	int				
CONSULT_ROUTED_OTHER	int				
CONSULT_ACCEPTED	int				
CONSULT_ACCEPTED_TIME	int				
CONSULT_ACCEPTED_TIME_MAX	int				
CONSULT_ACCEPTED_THR	int				
CONSULT_ACCEPTED_AGENT_TIME	int				
CONSULT_ACCEPTED_AGENT_THR	int				
CONSULT_TRANSFER_INIT_AGENT	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RECEIVED_INVITE	int				
CONSULT_RECEIVED_INVITE_TIME	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_INVITE	int				
CONSULT_RCV_WARM_INVITE_TIME	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONFERENCE_INIT_AGENT	int				
ACCEPTED_TIME	int				
ACCEPTED_TIME_MAX	int				
ACCEPTED_THR_80	int				
ACCEPTED_AGENT_THR_80	int				
ABANDONED_SHORT_80	int				
CONSULT_ACCEPTED_THR_80	int				
CONSULT_ACCEPTED_AGENT_THR_80	int				
CONSULT_ABN_STANDARD_TIME_80	int				
CONSULT_ABANDONED_STANDARD_80	int				
CONSULT_ABANDONED_SHORT_80	int				
ABANDONED_STANDARD_TIME_80	int				
ABANDONED_STANDARD_80	int				
CONSULT_RCV_ACC_WARM_TIME	int				

Column 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.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column 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.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column 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.

Column 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.

Column 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.

WORKBIN_KEY

In 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.

Column 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.

Column 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:

- 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.

Column 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.

Column CLEARED_TIME_MAX

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

Column 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).

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Column DISTRIBUTED_TIME_MAX

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

Column REDIRECTED

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

Column 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.

Column 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).

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column ACCEPTED_AGENT_THR

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

Note: This measure relies on the value of the accepted-by-agent threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Column WRAP

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

Column 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.

Column 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.

Column HOLD_TIME

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

Column CONSULT_ENTERED

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

Column CONSULT_CLEARED

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

Column 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.

Column 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.

Column 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).

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Note: This measure relies on the value of the short-abandoned threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column CONSULT_DISTRIBUTED

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

Column 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.

Column CONSULT_DISTRIBUTED_TIME_MAX

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

Column 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.

Column 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.

Column 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).

Column 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.

Column 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.

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column 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.

Column 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.

Note: This measure relies on the value of the acceptance threshold as configured:

- In the [gim-etl*] section, for the 8.1.0- releases.
- In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1+ releases.

Column CONSULT_TRANSFER_INIT_AGENT

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

Column 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.

Note: This measure previously captured both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Note: This measure previously captured ACW durations associated with both warm and simple received consultations.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column 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.

Column ACCEPTED_THR_80

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..

Column ACCEPTED_AGENT_THR_80

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

Column ABANDONED_SHORT_80

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..

Column CONSULT_ACCEPTED_THR_80

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.

Column CONSULT_ACCEPTED_AGENT_THR_80

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 defined threshold.

Column CONSULT_ABN_STANDARD_TIME_80

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.

Column CONSULT_ABANDONED_STANDARD_80

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..

Column CONSULT_ABANDONED_SHORT_80

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..

Column ABANDONED_STANDARD_TIME_80

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.

Column ABANDONED_STANDARD_80

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.

Column 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.

Table AGR_SCFG

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 latest *Reporting and Analytics Aggregates 8.1 Deployment Guide* for more information. This table and the aforementioned configuration sections apply to RAA 8.1.1+ releases.

Column List

Code	Data Type	P	M	F	DV
SCFG_KEY	Int	X	X		
INT_VAL_01	int				
INT_VAL_02	int				
INT_VAL_03	int				
INT_VAL_04	int				
INT_VAL_05	int				
INT_VAL_06	int				
INT_VAL_07	int				
INT_VAL_08	int				
INT_VAL_09	int				
INT_VAL_10	int				
INT_VAL_11	int				
INT_VAL_12	int				
INT_VAL_13	int				
INT_VAL_14	int				
INT_VAL_15	int				
INT_VAL_16	int				
INT_VAL_17	int				
INT_VAL_18	int				
INT_VAL_19	int				
STR_VAL_01	VARCHAR2(50)				
STR_VAL_02	VARCHAR2(50)				
STR_VAL_03	VARCHAR2(50)				
STR_VAL_04	VARCHAR2(50)				
STR_VAL_05	VARCHAR2(50)				
STR_VAL_06	VARCHAR2(50)				
STR_VAL_07	VARCHAR2(50)				
STR_VAL_08	VARCHAR2(50)				
STR_VAL_09	VARCHAR2(50)				

Column SCFG_KEY

The primary key of this table.

Column 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.

Column STR_VAL_01 through STR_VAL_09

Reserved for future use.

Table AGR_TIME_RANGE

For the 8.1.0 release, this internal table describes 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. The aggregation engine references 19 boundary values that are used to define 20 time ranges that are used to populate the AG2_QUEUE_ABN_AGENT and AG2_QUEUE_ACC_AGENT aggregate tables. Interactions are categorized as belonging to one of the time-range buckets based on the time of agent acceptance or when the customer line is dropped. Boundary values are defined by the settings of options in the [agg-time-range-ABN] and [agg-time-range-ACC] configuration sections.

range 1 = 0 <= bound 1

range 2 = bound 1 <= bound 2

range 3 = bound 2 <= bound 3

range 4 = bound 3 <= bound 4

...

range 19 = bound 18 <= bound 19

range 20 = greater than bound 19

For the 8.1.1 release, RAA does populate this table; however, RAA instead 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.

Column List

Code	Data Type	P	M	F	DV
TIME_RANGE_KEY	Int	X	X		
BOUND_1	int		X		
BOUND_2	int		X		
BOUND_3	int		X		
BOUND_4	int		X		
BOUND_5	int		X		
BOUND_6	int		X		
BOUND_7	int		X		
BOUND_8	int		X		
BOUND_9	int		X		
BOUND_10	int		X		
BOUND_11	int		X		
BOUND_12	int		X		
BOUND_13	int		X		
BOUND_14	int		X		
BOUND_15	int		X		
BOUND_16	int		X		
BOUND_17	int		X		
BOUND_18	int		X		
BOUND_19	int		X		

Column TIME_RANGE_KEY

The primary key of this table.

Column BOUND_1 through BOUND 19

The upper boundaries of the 1st through 19th time ranges.

Chapter 4: Aggregation Views

The aggregation process provides the following predefined views (those marked with an * are present only in release 8.1.4 and later):

- AG2_AGENT_SUBHR
- AG2_AGENT_HOUR*
- AG2_AGENT_DAY*
- AG2_AGENT_WEEK
- AG2_AGENT_MONTH*
- AG2_AGENT_QRTR
- AG2_AGENT_YEAR
- AG2_AGENT_CAMPAIGN_SUBHR
- AG2_AGENT_CAMPAIGN_HOUR*
- AG2_AGENT_CAMPAIGN_DAY*
- AG2_AGENT_CAMPAIGN_WEEK
- AG2_AGENT_CAMPAIGN_MONTH*
- AG2_AGENT_CAMPAIGN_QRTR
- AG2_AGENT_CAMPAIGN_YEAR
- AG2_AGENT_GRP_SUBHR
- AG2_AGENT_GRP_HOUR*
- AG2_AGENT_GRP_DAY*
- AG2_AGENT_GRP_WEEK
- AG2_AGENT_GRP_MONTH*
- AG2_AGENT_GRP_QRTR
- AG2_AGENT_GRP_YEAR
- AG2_AGENT_QUEUE_SUBHR
- AG2_AGENT_QUEUE_HOUR*
- AG2_AGENT_QUEUE_DAY*
- AG2_AGENT_QUEUE_WEEK
- AG2_AGENT_QUEUE_MONTH*
- AG2_AGENT_QUEUE_QRTR
- AG2_AGENT_QUEUE_YEAR
- AG2_CAMPAIGN_SUBHR
- AG2_CAMPAIGN_HOUR*
- AG2_CAMPAIGN_DAY*
- AG2_I_STATE_RSN_SUBHR*
- AG2_I_STATE_RSN_HOUR*
- AG2_I_STATE_RSN_DAY*
- AG2_I_STATE_RSN_WEEK
- AG2_I_STATE_RSN_MONTH*
- AG2_I_STATE_RSN_QRTR
- AG2_I_STATE_RSN_YEAR
- AG2_ID_SUBHR
- AG2_ID_HOUR*
- AG2_ID_DAY*
- AG2_ID_WEEK
- AG2_ID_MONTH*
- AG2_ID_QRTR
- AG2_ID_YEAR
- AG2_QUEUE_SUBHR
- AG2_QUEUE_HOUR*
- AG2_QUEUE_DAY*
- AG2_QUEUE_WEEK
- AG2_QUEUE_MONTH*
- AG2_QUEUE_QRTR
- AG2_QUEUE_YEAR
- AG2_QUEUE_GRP_SUBHR
- AG2_QUEUE_GRP_HOUR*
- AG2_QUEUE_GRP_DAY*
- AG2_QUEUE_GRP_WEEK
- AG2_QUEUE_GRP_MONTH*
- AG2_QUEUE_GRP_QRTR
- AG2_QUEUE_GRP_YEAR
- AG2_QUEUE_ABN_SUBHR
- AG2_QUEUE_ABN_HOUR*

- AG2_CAMPAIGN_WEEK
- AG2_CAMPAIGN_MONTH*
- AG2_CAMPAIGN_QRTR
- AG2_CAMPAIGN_YEAR
- AG2_I_AGENT_SUBHR*
- AG2_I_AGENT_HOUR*
- AG2_I_AGENT_DAY*
- AG2_I_AGENT_WEEK
- AG2_I_AGENT_MONTH*
- AG2_I_AGENT_QRTR
- AG2_I_AGENT_YEAR
- AG2_I_SESS_STATE_SUBHR*
- AG2_I_SESS_STATE_HOUR*
- AG2_I_SESS_STATE_DAY*
- AG2_I_SESS_STATE_WEEK
- AG2_I_SESS_STATE_MONTH*
- AG2_I_SESS_STATE_QRTR
- AG2_I_SESS_STATE_YEAR
- AG2_QUEUE_ABN_DAY*
- AG2_QUEUE_ABN_WEEK
- AG2_QUEUE_ABN_MONTH*
- AG2_QUEUE_ABN_QRTR
- AG2_QUEUE_ABN_YEAR
- AG2_QUEUE_ACC_AGENT_SUBHR
- AG2_QUEUE_ACC_AGENT_HOUR*
- AG2_QUEUE_ACC_AGENT_DAY*
- AG2_QUEUE_ACC_AGENT_WEEK
- AG2_QUEUE_ACC_AGENT_MONTH*
- AG2_QUEUE_ACC_AGENT_QRTR
- AG2_QUEUE_ACC_AGENT_YEAR

Supplements

Related Documentation Resources

Reporting and Analytics Aggregates

- *Reporting and Analytics Aggregates 8.1 Deployment Guide*
- *Reporting and Analytics Aggregates 8.1 User's Guide*

Genesys Info Mart

- *Genesys Info Mart 8.1 Reference Manual* for your RDBMS.

Genesys

- *Genesys Technical Publications Glossary*, available on the [Genesys Documentation website](#), provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, available on the [Genesys Documentation website](#) and which ships on the Genesys Documentation Library DVD, provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.

Information about supported hardware and third-party software is available on the [Genesys Documentation website](#) in the following documents:

- [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

Genesys product documentation is available on the:

- Genesys Customer Care website at <http://genesys.com/customer-care>
- Genesys Documentation website at <http://docs.genesys.com/>
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at OrderManagementGroup@genesys.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

81ii_ref-raa_10-2012_v8.1.103.00

You will need this number when you are talking with Genesys Customer Care about this document.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.