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Genesys Interactive Insights User's Guide

Troubleshooting Incompatibility

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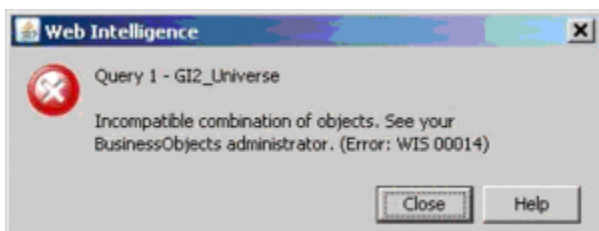
Troubleshooting Incompatibility

It is possible for your custom reports to generate results that are difficult to interpret, to generate errors, or to require excessively long query-processing times when certain combinations of GI2 measures and dimensions are included in the report. These conditions can occur under several circumstances, including:

- Improperly combining incompatible dimensions—such as the Queue and State Name dimensions—in the same report.
- Improperly combining disposition and interval measures in the same report.

For this reason, Genesys recommends that when you create or customize new reports, you try to employ measures and dimensions that belong to the same class. Additionally, you should select one or more dimensions from the Time class in every report. Observing this simple rule will minimize errors and confusion among your report users.

Incompatible Objects

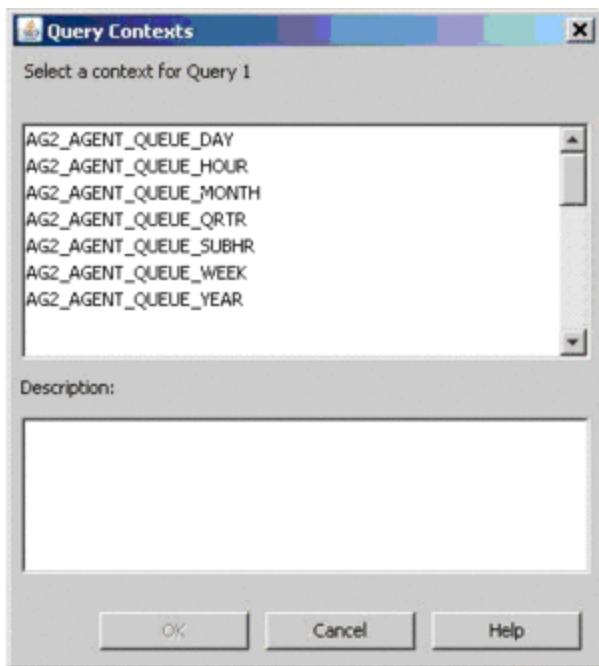


Incompatible Objects Error Message

Incompatibilities can result if you add to your custom reports measures and dimensions from different classes—even if you mix objects from a parent and its subclasses. Web Intelligence displays an error, shown in the figure to the right, when it encounters an incompatibility.

To resolve this problem, you can modify the existing contexts to add joins between tables—where they can be joined—or you can create new contexts defining these relationships. In scenarios where two tables cannot be joined, avoid mixing measures and dimensions within the same report.

Ambiguous Queries



The Query Contexts Dialog Box
(Appears When the Report Query is Ambiguous)

If you build custom reports—even when you select objects from the same class—the **Query Contexts** dialog box can appear, as shown in the figure *The Query Contexts Dialog Box*. Web Intelligence displays this dialog box when the resulting query of your custom report is ambiguous—that is, when the query does not uniquely identify the table from which data should be retrieved. On the contrary, an ambiguous query can be executed against more than one table in the database.

For example, if you fail to include in your report a time-related dimension, then Web Intelligence displays the **Query Contexts** dialog box before the query is executed—because like results are stored in all of the `_SUBHR`, `_HOUR`, `_DAY`, `_WEEK`, `_MONTH`, `_QRTR`, and `_YEAR` aggregation tables and views. Only after you have specified the appropriate context (the appropriate time dimension in this case) can Web Intelligence display the report's results.

As another example, if you attempt to run a custom report in which you added only the **Queue** and **Queue Group** dimensions from the **Queue** class (from `GI2_Universe`) to the query definition and nothing else, a message similar to that shown in the *The Query Contexts Dialog Box* figure appears. Queue-related data from this class can be retrieved from any of the following aggregate tables:

- AG2_AGENT_QUEUE_*
- AG2_QUEUE_*
- AG2_QUEUE_ABN_*
- AG2_QUEUE_ACC_AGENT_*
- AG2_QUEUE_GRP_*

Such a query, without any measures or a time-related dimension, provides insufficient information for Web Intelligence to determine the table (or view) from which it should retrieve the desired data.

To suppress the message, so that users of your report do not see it, add the appropriate universe elements that satisfy Web Intelligence's request for additional information. Even if you choose not to display these elements in the report, make them part of the underlying query. Optionally, you can preselect the appropriate context, so that the message will not be displayed to users. Refer to BO/BI documentation for information on how to create contexts.

Finally, as is the case with any report design, study the results of your generated custom report to ensure that they make sense.

GI2 releases that are incompatible with BI 4.2

In scenarios where you have installed SAP BI 4.2 with unsupported GI2 releases (GI2 8.5.000), drilling up from Agent to Agent Group in customized reports can fail, producing an error message such as:

```

001 SELECT
002   AGENT,
003   COUNTRY,
004   HOUR_RESOURCE,
005   JET=RESOURCE,
006   RESOURCE_ID,
007   JET=RESOURCE,
008   RESOURCE_ID,
009   RESOURCE_TYPE,
010   CODE=CODE,
011   NONE,
012   UNKNOWN
013   AGENT,
014   COUNTRY,
015   HOUR_RESOURCE,
016   JET=RESOURCE,
017   RESOURCE_ID,
018   JET=RESOURCE,
019   RESOURCE_ID,
020   RESOURCE_TYPE,
021   CODE=CODE,
022   NONE,
023   UNKNOWN
024   AGENT,
025   COUNTRY,
026   JET=RESOURCE,
027   RESOURCE_ID,
028   JET=RESOURCE,
029   RESOURCE_ID,
030   RESOURCE_TYPE,
031   CODE=CODE,
032   NONE,
033   UNKNOWN
034   AGENT,
035   COUNTRY,
036   HOUR_RESOURCE,
037   JET=RESOURCE,
038   RESOURCE_ID,
039   JET=RESOURCE,
040   RESOURCE_ID,
041   RESOURCE_TYPE,
042   CODE=CODE,
043   NONE,
044   UNKNOWN
045   AGENT,
046   COUNTRY,
047   HOUR_RESOURCE,
048   JET=RESOURCE,
049   RESOURCE_ID,
050   JET=RESOURCE,
051   RESOURCE_ID,
052   RESOURCE_TYPE,
053   CODE=CODE,
054   NONE,
055   UNKNOWN
056   CALLED,
057   HOUR_RESOURCE,
058   JET=RESOURCE,
059   RESOURCE_ID,
060   JET=RESOURCE,
061   RESOURCE_ID,
062   RESOURCE_TYPE,
063   CODE=CODE,
064   NONE,
065   UNKNOWN
066   CALLED,
067   HOUR_RESOURCE,
068   JET=RESOURCE,
069   RESOURCE_ID,
070   JET=RESOURCE,
071   RESOURCE_ID,
072   RESOURCE_TYPE,
073   CODE=CODE,
074   NONE,
075   UNKNOWN
076   CALLED,
077   COUNTRY,
078   JET=RESOURCE,
079   RESOURCE_ID,
080   JET=RESOURCE,
081   RESOURCE_ID,
082   RESOURCE_TYPE,
083   CODE=CODE,
084   NONE,
085   UNKNOWN
086   CALLED,
087   COUNTRY,
088   HOUR_RESOURCE,
089   JET=RESOURCE,
090   RESOURCE_ID,
091   JET=RESOURCE,
092   RESOURCE_ID,
093   RESOURCE_TYPE,
094   CODE=CODE,
095   NONE,
096   UNKNOWN
097   CALLED,
098   COUNTRY,
099   HOUR_RESOURCE,
100   JET=RESOURCE,
101   RESOURCE_ID,
102   JET=RESOURCE,
103   RESOURCE_ID,
104   RESOURCE_TYPE,
105   CODE=CODE,
106   NONE,
107   UNKNOWN
108   CALLED,
109   COUNTRY,
110   HOUR_RESOURCE,
111   JET=RESOURCE,
112   RESOURCE_ID,
113   JET=RESOURCE,
114   RESOURCE_ID,
115   RESOURCE_TYPE,
116   CODE=CODE,
117   NONE,
118   UNKNOWN
119   CALLED,
120   COUNTRY,
121   HOUR_RESOURCE,
122   JET=RESOURCE,
123   RESOURCE_ID,
124   JET=RESOURCE,
125   RESOURCE_ID,
126   RESOURCE_TYPE,
127   CODE=CODE,
128   NONE,
129   UNKNOWN
130   CALLED,
131   COUNTRY,
132   HOUR_RESOURCE,
133   JET=RESOURCE,
134   RESOURCE_ID,
135   JET=RESOURCE,
136   RESOURCE_ID,
137   RESOURCE_TYPE,
138   CODE=CODE,
139   NONE,
140   UNKNOWN
141   CALLED,
142   COUNTRY,
143   HOUR_RESOURCE,
144   JET=RESOURCE,
145   RESOURCE_ID,
146   JET=RESOURCE,
147   RESOURCE_ID,
148   RESOURCE_TYPE,
149   CODE=CODE,
150   NONE,
151   UNKNOWN
152   CALLED,
153   COUNTRY,
154   HOUR_RESOURCE,
155   JET=RESOURCE,
156   RESOURCE_ID,
157   JET=RESOURCE,
158   RESOURCE_ID,
159   RESOURCE_TYPE,
160   CODE=CODE,
161   NONE,
162   UNKNOWN
163   CALLED,
164   COUNTRY,
165   HOUR_RESOURCE,
166   JET=RESOURCE,
167   RESOURCE_ID,
168   JET=RESOURCE,
169   RESOURCE_ID,
170   RESOURCE_TYPE,
171   CODE=CODE,
172   NONE,
173   UNKNOWN
174   CALLED,
175   COUNTRY,
176   HOUR_RESOURCE,
177   JET=RESOURCE,
178   RESOURCE_ID,
179   JET=RESOURCE,
180   RESOURCE_ID,
181   RESOURCE_TYPE,
182   CODE=CODE,
183   NONE,
184   UNKNOWN
185   CALLED,
186   COUNTRY,
187   HOUR_RESOURCE,
188   JET=RESOURCE,
189   RESOURCE_ID,
190   JET=RESOURCE,
191   RESOURCE_ID,
192   RESOURCE_TYPE,
193   CODE=CODE,
194   NONE,
195   UNKNOWN
196   CALLED,
197   COUNTRY,
198   HOUR_RESOURCE,
199   JET=RESOURCE,
200   RESOURCE_ID,
201   JET=RESOURCE,
202   RESOURCE_ID,
203   RESOURCE_TYPE,
204   CODE=CODE,
205   NONE,
206   UNKNOWN
207   CALLED,
208   COUNTRY,
209   HOUR_RESOURCE,
210   JET=RESOURCE,
211   RESOURCE_ID,
212   JET=RESOURCE,
213   RESOURCE_ID,
214   RESOURCE_TYPE,
215   CODE=CODE,
216   NONE,
217   UNKNOWN
218   CALLED,
219   COUNTRY,
220   HOUR_RESOURCE,
221   JET=RESOURCE,
222   RESOURCE_ID,
223   JET=RESOURCE,
224   RESOURCE_ID,
225   RESOURCE_TYPE,
226   CODE=CODE,
227   NONE,
228   UNKNOWN
229   CALLED,
230   COUNTRY,
231   HOUR_RESOURCE,
232   JET=RESOURCE,
233   RESOURCE_ID,
234   JET=RESOURCE,
235   RESOURCE_ID,
236   RESOURCE_TYPE,
237   CODE=CODE,
238   NONE,
239   UNKNOWN
240   CALLED,
241   COUNTRY,
242   HOUR_RESOURCE,
243   JET=RESOURCE,
244   RESOURCE_ID,
245   JET=RESOURCE,
246   RESOURCE_ID,
247   RESOURCE_TYPE,
248   CODE=CODE,
249   NONE,
250   UNKNOWN
251   CALLED,
252   COUNTRY,
253   HOUR_RESOURCE,
254   JET=RESOURCE,
255   RESOURCE_ID,
256   JET=RESOURCE,
257   RESOURCE_ID,
258   RESOURCE_TYPE,
259   CODE=CODE,
260   NONE,
261   UNKNOWN
262   CALLED,
263   COUNTRY,
264   HOUR_RESOURCE,
265   JET=RESOURCE,
266   RESOURCE_ID,
267   JET=RESOURCE,
268   RESOURCE_ID,
269   RESOURCE_TYPE,
270   CODE=CODE,
271   NONE,
272   UNKNOWN
273   CALLED,
274   COUNTRY,
275   HOUR_RESOURCE,
276   JET=RESOURCE,
277   RESOURCE_ID,
278   JET=RESOURCE,
279   RESOURCE_ID,
280   RESOURCE_TYPE,
281   CODE=CODE,
282   NONE,
283   UNKNOWN
284   CALLED,
285   COUNTRY,
286   HOUR_RESOURCE,
287   JET=RESOURCE,
288   RESOURCE_ID,
289   JET=RESOURCE,
290   RESOURCE_ID,
291   RESOURCE_TYPE,
292   CODE=CODE,
293   NONE,
294   UNKNOWN
295   CALLED,
296   COUNTRY,
297   HOUR_RESOURCE,
298   JET=RESOURCE,
299   RESOURCE_ID,
300   JET=RESOURCE,
301   RESOURCE_ID,
302   RESOURCE_TYPE,
303   CODE=CODE,
304   NONE,
305   UNKNOWN
306   CALLED,
307   COUNTRY,
308   HOUR_RESOURCE,
309   JET=RESOURCE,
310   RESOURCE_ID,
311   JET=RESOURCE,
312   RESOURCE_ID,
313   RESOURCE_TYPE,
314   CODE=CODE,
315   NONE,
316   UNKNOWN
317   CALLED,
318   COUNTRY,
319   HOUR_RESOURCE,
320   JET=RESOURCE,
321   RESOURCE_ID,
322   JET=RESOURCE,
323   RESOURCE_ID,
324   RESOURCE_TYPE,
325   CODE=CODE,
326   NONE,
327   UNKNOWN
328   CALLED,
329   COUNTRY,
330   HOUR_RESOURCE,
331   JET=RESOURCE,
332   RESOURCE_ID,
333   JET=RESOURCE,
334   RESOURCE_ID,
335   RESOURCE_TYPE,
336   CODE=CODE,
337   NONE,
338   UNKNOWN
339   CALLED,
340   COUNTRY,
341   HOUR_RESOURCE,
342   JET=RESOURCE,
343   RESOURCE_ID,
344   JET=RESOURCE,
345   RESOURCE_ID,
346   RESOURCE_TYPE,
347   CODE=CODE,
348   NONE,
349   UNKNOWN
350   CALLED,
351   COUNTRY,
352   HOUR_RESOURCE,
353   JET=RESOURCE,
354   RESOURCE_ID,
355   JET=RESOURCE,
356   RESOURCE_ID,
357   RESOURCE_TYPE,
358   CODE=CODE,
359   NONE,
360   UNKNOWN
361   CALLED,
362   COUNTRY,
363   HOUR_RESOURCE,
364   JET=RESOURCE,
365   RESOURCE_ID,
366   JET=RESOURCE,
367   RESOURCE_ID,
368   RESOURCE_TYPE,
369   CODE=CODE,
370   NONE,
371   UNKNOWN
372   CALLED,
373   COUNTRY,
374   HOUR_RESOURCE,
375   JET=RESOURCE,
376   RESOURCE_ID,
377   JET=RESOURCE,
378   RESOURCE_ID,
379   RESOURCE_TYPE,
380   CODE=CODE,
381   NONE,
382   UNKNOWN
383   CALLED,
384   COUNTRY,
385   HOUR_RESOURCE,
386   JET=RESOURCE,
387   RESOURCE_ID,
388   JET=RESOURCE,
389   RESOURCE_ID,
390   RESOURCE_TYPE,
391   CODE=CODE,
392   NONE,
393   UNKNOWN
394   CALLED,
395   COUNTRY,
396   HOUR_RESOURCE,
397   JET=RESOURCE,
398   RESOURCE_ID,
399   JET=RESOURCE,
400   RESOURCE_ID,
401   RESOURCE_TYPE,
402   CODE=CODE,
403   NONE,
404   UNKNOWN
405   CALLED,
406   COUNTRY,
407   HOUR_RESOURCE,
408   JET=RESOURCE,
409   RESOURCE_ID,
410   JET=RESOURCE,
411   RESOURCE_ID,
412   RESOURCE_TYPE,
413   CODE=CODE,
414   NONE,
415   UNKNOWN
416   CALLED,
417   COUNTRY,
418   HOUR_RESOURCE,
419   JET=RESOURCE,
420   RESOURCE_ID,
421   JET=RESOURCE,
422   RESOURCE_ID,
423   RESOURCE_TYPE,
424   CODE=CODE,
425   NONE,
426   UNKNOWN
427   CALLED,
428   COUNTRY,
429   HOUR_RESOURCE,
430   JET=RESOURCE,
431   RESOURCE_ID,
432   JET=RESOURCE,
433   RESOURCE_ID,
434   RESOURCE_TYPE,
435   CODE=CODE,
436   NONE,
437   UNKNOWN
438   CALLED,
439   COUNTRY,
440   HOUR_RESOURCE,
441   JET=RESOURCE,
442   RESOURCE_ID,
443   JET=RESOURCE,
444   RESOURCE_ID,
445   RESOURCE_TYPE,
446   CODE=CODE,
447   NONE,
448   UNKNOWN
449   CALLED,
450   COUNTRY,
451   HOUR_RESOURCE,
452   JET=RESOURCE,
453   RESOURCE_ID,
454   JET=RESOURCE,
455   RESOURCE_ID,
456   RESOURCE_TYPE,
457   CODE=CODE,
458   NONE,
459   UNKNOWN
460   CALLED,
461   COUNTRY,
462   HOUR_RESOURCE,
463   JET=RESOURCE,
464   RESOURCE_ID,
465   JET=RESOURCE,
466   RESOURCE_ID,
467   RESOURCE_TYPE,
468   CODE=CODE,
469   NONE,
470   UNKNOWN
471   CALLED,
472   COUNTRY,
473   HOUR_RESOURCE,
474   JET=RESOURCE,
475   RESOURCE_ID,
476   JET=RESOURCE,
477   RESOURCE_ID,
478   RESOURCE_TYPE,
479   CODE=CODE,
480   NONE,
481   UNKNOWN
482   CALLED,
483   COUNTRY,
484   HOUR_RESOURCE,
485   JET=RESOURCE,
486   RESOURCE_ID,
487   JET=RESOURCE,
488   RESOURCE_ID,
489   RESOURCE_TYPE,
490   CODE=CODE,
491   NONE,
492   UNKNOWN
493   CALLED,
494   COUNTRY,
495   HOUR_RESOURCE,
496   JET=RESOURCE,
497   RESOURCE_ID,
498   JET=RESOURCE,
499   RESOURCE_ID,
500   RESOURCE_TYPE,
50
```

Modify joins for these Queue dimensions

```

    AGC_QUERY_GET_DAY_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_WEEK_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_MONTH_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_YEAR_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_DAY_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_WEEK_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_MONTH_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES
    AGC_QUERY_GET_YEAR_GROUP_ID=GROUP_ID GROUP_ID AND GROUP_ID=GROUP_ID TYPE_CODE IN (FOUR); UNKNOWN: NO_VALUES

```

Modify joins for these Queue Group dimensions

```

-- AGENT_AGENT_GRP_DAY_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_DAY_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_HOUR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_HOUR_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_MONTH_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_MONTH_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_QTR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_QTR_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_SUBM_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_SUBM_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_WEEK_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_WEEK_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_YEAR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_YEAR_GROUP_KEY=GROUP_B_GROUP_KEY

```

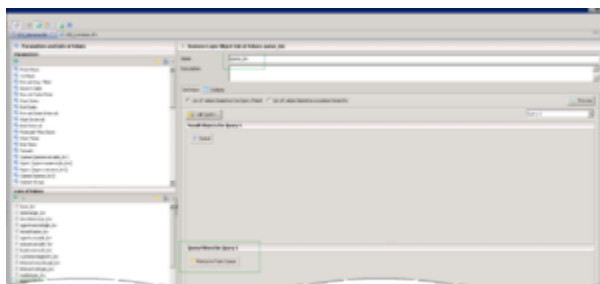
Modify joins for these Agent Name dimensions

```

-- AGENT_AGENT_GRP_DAY_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_DAY_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_HOUR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_HOUR_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_MONTH_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_MONTH_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_QTR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_QTR_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_SUBM_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_SUBM_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_WEEK_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_WEEK_GROUP_KEY=GROUP_B_GROUP_KEY
-- AGENT_AGENT_GRP_YEAR_GROUP_KEY=GROUP_GROUP_KEY and GROUP_GROUP_TYPE_CODE in (AGENT, UNKNOWN, TWO_VALUE)
-- AGENT_AGENT_GRP_YEAR_GROUP_KEY=GROUP_B_GROUP_KEY

```

Modify joins for these Agent Group dimensions



Modify LOVs

The following database error occurred: The multi-part identifier 'GROUP_GROUP_TYPE_CODE' could not be bound...

In these scenarios, Genesys recommends that you upgrade to GI2 release 8.5.001.02 or later, which interoperates correctly with BI 4.2. Alternatively, you can customize GI2 to work correctly with BI 4.2 by using the instructions in the following procedure.

Important

Genesys recommends that you install GI2 with the recommended releases of supporting software, including RAA, Genesys Info Mart, and BI 4.x software. Compatible releases are listed in the *8.5 Product Alerts*, available on the [Genesys Interactive Insights](#) page.

Editing the universe so that older versions of GI2 can work with BI 4.2

To resolve problems with drill operations (Agent up to Agent Group) in scenarios where you have installed BI 4.2 with releases of GI2 that do not support it, make the following changes to the universe:

1. In the class Service Objects, add the following new conditions:
 - Resource Type Agent: `RESOURCE_GI2.RESOURCE_TYPE_CODE = 'AGENT'` and `RESOURCE_GI2.RESOURCE_TYPE = 'Agent'`
 - Resource Type Queue: `RESOURCE_Q.RESOURCE_TYPE_CODE = 'QUEUE'`
 - Resource Type Queue and None: `RESOURCE_Q.RESOURCE_TYPE_CODE in ('QUEUE', 'NONE', 'UNKNOWN')`
 - Group Type Queue: `GROUP_Q.GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN', 'NO_VALUE')`
 - Group Type Agent: `GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN', 'NO_VALUE')`
2. For each of the following dimensions, in all classes except the details classes, remove the **Where** clause:
 - Agent Name
 - Agent Group
 - Queue
 - Queue Group
3. Modify the following joins to support deleted **Where** expressions:
 - For Agent Name dimensions, modify the joins for the dimensions shown in the figure **Modify joins for these Agent Name dimensions**.
 - For Agent Group dimensions, modify the joins for the dimensions shown in the figure **Modify joins for these Agent Group dimensions**.
 - For Queue dimensions, modify the joins for the dimensions shown in the figure **Modify joins for these Queue dimensions**.
 - For Queue Group dimensions, modify the joins for the dimensions shown in the figure **Modify joins for these Queue Group dimensions**.
4. Modify the definitions of the following LOVs, as shown in the figure **Modify LOVs**, to reflect the corresponding condition from the Service Objects class: `queue_lov`, `queuegroup_lov`, `queueandnone_lov`, `agentname_lov`, `agentgroup_lov`