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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

Table AGR_SCFG

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Description

In partitioned databases, this table is not partitioned.

This internal table stores the thresholds that are associated with the handling of contact center interactions. Thresholds are defined by the settings of options in the following sections:

[agg-gim-thld-AGENT-IXN]
[agg-gim-thld-ID-IXN]
[agg-gim-thld-QUEUE-ABN]
[agg-gim-thld-QUEUE-ACC]
[agg-gim-thld-QUEUE-IXN]

Refer to the *Reporting and Analytics Aggregates Deployment Guide* for more information.

Tip

- This document shows *table* information because it is more informative than *view* information. However, directly querying tables is not supported; perform your queries on views.
- This document shows the HOUR structure for each table, as an example. For each table, the same structure is used for SUBHR through YEAR views.
- Where referenced, IRF resources include:
 - Handling resources (such as self-service IVR ports, agents, or non-agent-associated DNS)
 - Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, routing points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.
- *IRF* is an abbreviation for the **INTERACTION_RESOURCE_FACT** table.
- *MSF* is an abbreviation for the **MEDIATION_SEGMENT_FACT** table.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SCFG_KEY	int	X	X		
INT_VAL_01 through INT_VAL_19	int				
STR_VAL_01 through STR_VAL_09					

SCFG_KEY

The primary key of this table.

INT_VAL_01 through INT_VAL_19

The numeric value that corresponds to the n th threshold of the configuration section, where n is 1 through 19.

STR_VAL_01 through STR_VAL_09

Reserved for future use.

Subject Areas

- [AGT_QUEUE_ABN](#)

- AGT_QUEUE_ACC_AGENT