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

Table AGT_CAMPAIGN_HOUR

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Description

In partitioned databases, this table is not partitioned.

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

Aggregation is performed along the TENANT, DATE TIME, CAMPAIGN, MEDIA_TYPE, INTERACTION_DESCRIPTOR, GROUP_ and USER_DATA_CUST_DIM dimensions.

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

The same columns and column descriptions apply to other AGT_CAMPAIGN_* tables.

Tip

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

- *IRF* is an abbreviation for the [INTERACTION_RESOURCE_FACT](#) table.
- *MSF* is an abbreviation for the [MEDIATION_SEGMENT_FACT](#) table.

Tip

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

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

Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	int				-1
INTERACTION_DESCRIPTOR_KEY	int			X	-1
TENANT_KEY	int			X	-1
CAMPAIGN_GROUP_KEY	int				-1
CAMPAIGN_KEY	int			X	-1
MEDIA_TYPE_KEY	int			X	-1
CALLING_LIST_KEY	int			X	-1
USER_DATA_KEY1	int				-1
USER_DATA_KEY2	int				-1
USER_DATA_GEN_KEY1	int				-1
USER_DATA_GEN_KEY2	int				-1
ATTEMPTS	numeric(18,0)				
ABANDONED	numeric(18,0)				
ANSW_MACHINE	numeric(18,0)				
ANSWERS	numeric(18,0)				
BUSY	numeric(18,0)				
CALLBKS_COMPL	numeric(18,0)				

Table AGT_CAMPAIGN_HOUR

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

DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

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

CAMPAIGN_GROUP_KEY

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

CAMPAIGN_KEY

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

MEDIA_TYPE_KEY

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

CALLING_LIST_KEY

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

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ATTEMPTS

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

ABANDONED

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

ANSW_MACHINE

The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE='ANSWERING_MACHINE_DETECTED').

ANSWERS

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

BUSY

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

CALLBKS_COMPL

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

CALLBKS_MISSED

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

CALLBKS_SCHED

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

CANCEL

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

DIAL_DROPPED

The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').

DROPPED

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

SILENCE

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

STALE

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

OK

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

DIAL_MADE

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

DO_NOT_CALL

The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL').

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

FAXMODEM_DETECT

The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').

NO_ANSWER

The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').

NO_RPC

The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').

PER_CALLBK_COMPL

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

PER_CALLBK_MISS

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

requested them for contact attempts made from this campaign.

PER_CALLBK_SCHED

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

SIT_DETECTED

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

SIT_INVALID_NUM

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

SIT_NO_CIRCUIT

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

SIT_OPER_INTER

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

SIT_REORDER

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

SIT_UNKNOWN

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

SIT_VACANT

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

CPD

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

CPD_TIME_MS

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

CPD_DIAL

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

CPD_DIAL_TIME_MS

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

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

CPD_TRANSFER

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

CPD_TRANSFER_TIME_MS

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

OVERDIAL

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

PORT_UNAVAILABLE

The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').

Subject Areas

- AGT_CAMPAIN