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

Table AGT_CHAT_AGENT_GRP_HOUR

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Description

Introduced: 8.5.005.03

In partitioned databases, this table is not partitioned.

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

Tip

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

Tip

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

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

Column List

Legend

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

Table AGT_CHAT_AGENT_GRP_HOUR

Column	Data Type	P	M	F	DV
CONSULT_RCV_WAIT	int				
CONSULT_RCV_WAIT_WRAP	int				
INVITE_ACC_TIME	int				
INVITE_ACC_TIME_MAX	int				
ACCEPTED_LONG	int				
ACCEPTED_SHORT	int				

AGR_SET_KEY

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

DATE_TIME_KEY

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

GROUP_KEY

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

TENANT_KEY

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

MEDIA_TYPE_KEY

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

INTERACTION_TYPE_KEY

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

CHAT_SESSION_DIM_KEY

The surrogate key that is used to join the CHAT_SESSION dimension to the fact tables.

ACCEPTED_UNIQUE

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

FOCUS

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

FOCUS_TIME

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

ACCEPTED

Introduced: Release 8.5.008.00

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

NOTACCEPTED

Introduced: Release 8.5.008.00

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

OFFERED

Introduced: Release 8.5.008.00

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

REJECTED

Introduced: Release 8.5.008.00

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

ENGAGE_TIME

Introduced: Release 8.5.008.00

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

agent left the chat or chat ends.

ENGAGE

Introduced: Release 8.5.008.00

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

WRAP_TIME

Introduced: Release 8.5.008.00

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

WRAP

Introduced: Release 8.5.008.00

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

HOLD_TIME

Introduced: Release 8.5.008.00

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

HOLD

Introduced: Release 8.5.008.00

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

CONSULT_RECEIVED_ENGAGE_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RECEIVED_HOLD_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RECEIVED_WRAP_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RECEIVED_WRAP

Introduced: Release 8.5.008.00

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

CONSULT_RCV_WARM_ENGAGE_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RCV_WARM_HOLD_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RCV_WARM_WRAP_TIME

Introduced: Release 8.5.008.00

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

CONSULT_RCV_WARM_WRAP

Introduced: Release 8.5.008.00

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

INVITE_ACC_TIME

Introduced: Release 8.5.010.01

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

INVITE_ACC_TIME_MAX

Introduced: Release 8.5.010.01

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

ACCEPTED_LONG

Introduced: Release 8.5.010.01

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

ACCEPTED_SHORT

Introduced: Release 8.5.010.01

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

Subject Areas

No subject area information available.