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

Table AGT_CHAT_AGENT_HOUR

5/12/2025

Table AGT_CHAT_AGENT_HOUR

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 asyncronous (Async) Chat Server sessions (multimedia interactions).

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
AGR_SET_KEY	int			X	
DATE_TIME_KEY	int			X	-1
TENANT_KEY	int			X	-1
GROUP_COMBINATION_KEY	int			X	-1
RESOURCE_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				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
INVITE_ACC_TIME	int			X	
INVITE_ACC_TIME_MAX	int			X	
ACCEPTED_LONG	int			X	
ACCEPTED_SHORT	int			X	

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.

TENANT_KEY

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

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.

RESOURCE_KEY

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

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 this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The number of times the agent was in the focus state while working on media sessions.

FOCUS_TIME

The total amount of time (in seconds) the agent 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.

NOTACCEPTED

Introduced: Release 8.5.008.00
The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent. 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 the agents.

REJECTED

Introduced: Release 8.5.008.00
Number of sessions that were rejected by the agents.

ENGAGE_TIME

Introduced: Release 8.5.008.00
Duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.

ENGAGE

Introduced: Release 8.5.008.00
Number of times that this agent was engaged with customers.

WRAP_TIME

Introduced: Release 8.5.008.00
Amount of time, that agents 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 this agent had on hold.

HOLD

Introduced: Release 8.5.008.00
The total amount of time, in seconds, that this agent had customer interactions on hold.

CONSULT_RECEIVED_ENGAGE_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RECEIVED_HOLD_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RECEIVED_WRAP_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RECEIVED_WRAP

Introduced: Release 8.5.008.00
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.

CONSULT_RCV_WARM_ENGAGE_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RCV_WARM_HOLD_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RCV_WARM_WRAP_TIME

Introduced: Release 8.5.008.00
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.

CONSULT_RCV_WARM_WRAP

Introduced: Release 8.5.008.00
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.

INVITE_ACC_TIME

Introduced: Release 9.0.010.01
The total amount of time interactions alerted at the agent's DN before the agent accepted the interactions. (This metric is not calculated and reserved for future use.)

INVITE_ACC_TIME_MAX

Introduced: Release 9.0.010.01
The maximum amount of time that it took for an agent to accept an interaction after it began alerting. (This metric is not calculated and reserved for future use.)

ACCEPTED_LONG

Introduced: Release 9.0.010.01
The number of interactions that were accepted by an agent 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 9.0.010.01
The number of interactions that were accepted by an agent before 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.)

Subject Areas

No subject area information available.