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

Table AGT_COBROWSE_AGENT_HOUR

12/17/2025

Table AGT_COBROWSE_AGENT_HOUR

Description

Introduced: 8.5.006

In partitioned databases, this table is not partitioned.

This aggregate table provides a rollup of agent participation in Voice and Chat interactions that include Co-browse sessions. This table is used to produce the Co-browse Summary Report.

> **Tip**
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> - 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	X	
DATE_TIME_KEY	int		X	X	-1
TENANT_KEY	int		X	X	-1
MEDIA_TYPE_KEY	int		X	X	-1
AGENT_RESOURCE_KEY	int		X	X	-1
ENTERED	int		X		
INTERACTIONS	int		X		
SESSIONS	int		X		
RW_SESSIONS	int		X		
FIRST_WAIT_TIME	int		X		
HANDLE_TIME	int		X		

AGR_SET_KEY

[INTERNAL] 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 during which the caller'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.

MEDIA_TYPE_KEY

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

AGENT_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to get information such as the Agent Name, Agent ID.

ENTERED

The total number of Voice or Chat interactions that were accepted by the agent, regardless of whether Co-browse sessions were part of the interaction.

INTERACTIONS

The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.

SESSIONS

The total number of Co-browse sessions.

RW_SESSIONS

The total number of Co-browse sessions with WRITE mode. In WRITE mode sessions, the customer enables the agent to remote control the customer browser.

FIRST_WAIT_TIME

The total amount of time (in seconds) that elapses after the interaction starts before the first Co-browse session is initiated. For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST_WAIT_TIME is calculated as seven minutes (420 seconds).

HANDLE_TIME

The total amount of time (in seconds) that this agent spent handling Co-browse sessions.

Subject Areas

No subject area information available.