GENESYS™

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

Table AGT_I_AGENT_HOUR

5/11/2025

Table AGT_I_AGENT_HOUR

Description

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of an agent's handling of interactions. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT (IRF) and IXN_RESOURCE_STATE_FACT tables.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, MEDIA_ TYPE, RESOURCE_, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

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

> ### Tip
> The GPM_* columns in this table are populated only if the **enable-gpr** feature is enabled.

> ### 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
GROUP_COMBINATION_KEY	int				-1
RESOURCE_KEY	int			X	-1
TENANT_KEY	int			X	-1
MEDIA_TYPE_KEY	int			X	-1
INTERACTION_TYPE_KEY	int			X	-1
OFFERED	numeric(18,0)				
ACCEPTED_EVENT_UNIQUE	numeric(18,0)				
ACCEPTED	numeric(18,0)				
HOLD	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
WRAP_TIME	numeric(18,0)				

Table AGT_I_AGENT_HOUR

Column	Data Type	P	M	F	DV
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
WRAP_IN	numeric(18,0)				
WRAP_OUT	numeric(18,0)				
NOT_READY_IN	numeric(18,0)				
NOT_READY_OUT	numeric(18,0)				
WRAP_IN_TIME	numeric(18,0)				
WRAP_OUT_TIME	numeric(18,0)				
NOT_READY_IN_TIME	numeric(18,0)				
NOT_READY_OUT_TIME	numeric(18,0)				
GPM_RESULT_KEY	int			X	-1
GPM_PREDICTOR_KEY	int			X	-1
GPM_MODEL_KEY	int			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	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.

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.

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.

OFFERED

The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because this agent did not answer or accept them.

ACCEPTED_EVENTUALLY

The total number of customer interactions and consultations (warm or simple) that were accepted, answered, or pulled by this agent. This measure is bound by the interval in which interactions were received and extends beyond the reporting interval to include interactions that were eventually accepted. This measure is internally used for calculation of not-accepted measures.

ACCEPTED

The total number of customer interactions and warm consultations that were accepted, answered, or pulled by this agent within the interval or accepted, answered, or pulled in a prior interval but ensued in this interval.

HOLD

The total number of times within the interval that this agent had customer calls on hold.

HOLD_TIME

The total amount of time, in seconds, within the interval that this agent had customer interactions on hold. This measure counts all held durations for interactions, whether they were placed on hold once or more than once.

WRAP

The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.

WRAP_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state for customer calls that the agent received.

INVITE_TIME

The total amount of time, in seconds, attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only.

ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This measure might include engagement time for interactions that the agent made or received while in the Not Ready or ACW states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This measure excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.

CONSULT_RECEIVED_ACCEPTED

The total number of times within the interval that this agent received and accepted, answered, or pulled requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.

CONSULT_RECEIVED_HOLD

The total number of collaborations or consultations (warm or simple) that this agent had on hold within the interval that were associated with customer interactions where the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD_TIME

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

CONSULT_RECEIVED_WRAP

The total number of consultations (warm or simple) for which this agent entered or was in ACW state within the interval where the interactions were associated with customer interactions and the agent was the recipient of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state within the interval following requests for consultations that the agent accepted.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, within the interval that this agent was engaged in collaborations or consultations (warm or simple) where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/ consultation requests

WRAP_IN

The total number of times that this agent received customer calls while in ACW state.

WRAP_OUT

The total number of times that this agent placed calls while in ACW state. Consultations that the agent participated in while in ACW state are excluded from this measure.

NOT_READY_IN

The total number of times that this agent was handling customer calls that were answered while the agent was in the NotReady state.

NOT_READY_OUT

The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady

state.

WRAP_IN_TIME

The total amount of time, in seconds, that this agent spent handling customer calls that the agent answered while in ACW state. This duration includes alert (ring) time, hold time, and time of engagement.

WRAP_OUT_TIME

The total amount of time, in seconds, that this agent spent handling internal or outbound interactions that the agent initiated while in ACW state. This duration includes dial time, hold time, and time of engagement and excludes consultations that the agent participated in while in ACW state.

NOT_READY_IN_TIME

The total amount of time, in seconds, that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.

NOT_READY_OUT_TIME

The total amount of time, in seconds, that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

Subject Areas

- AGT_I_AGENT