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# Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

RAA Views

5/7/2025

# RAA Views

This document provides subject area diagrams and descriptions only for the hour-level aggregation tables and views (AGT\_\*\_HOUR tables, and AG2\_\*\_HOUR views). The AG2\_\* views represent the corresponding AGT\_\* aggregate tables. Note the following:

- Except where noted, tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions as the corresponding hour level.
- Genesys recommends that you always use AG2 views rather than AGT tables.
- Where AGT tables are presented only for materialized levels, AG2 views are presented for all levels.

The aggregation process provides predefined views for each table, for example:

| View              | Levels                                                                                                                                                                                                                                                                          |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AG2_AGENT         | <ul style="list-style-type: none"><li>• AG2_AGENT_SUBHR</li><li>• AG2_AGENT_HOUR</li><li>• AG2_AGENT_DAY</li><li>• AG2_AGENT_WEEK</li><li>• AG2_AGENT_MONTH</li><li>• AG2_AGENT_QRTR</li><li>• AG2_AGENT_YEAR</li></ul>                                                         |
| AG2_AGENT_CAMPAIN | <ul style="list-style-type: none"><li>• AG2_AGENT_CAMPAIN_SUBHR</li><li>• AG2_AGENT_CAMPAIN_HOUR</li><li>• AG2_AGENT_CAMPAIN_DAY</li><li>• AG2_AGENT_CAMPAIN_WEEK</li><li>• AG2_AGENT_CAMPAIN_MONTH</li><li>• AG2_AGENT_CAMPAIN_QRTR</li><li>• AG2_AGENT_CAMPAIN_YEAR</li></ul> |
| AG2_AGENT_GRP     | <ul style="list-style-type: none"><li>• AG2_AGENT_GRP_SUBHR</li><li>• AG2_AGENT_GRP_HOUR</li><li>• AG2_AGENT_GRP_DAY</li><li>• AG2_AGENT_GRP_WEEK</li><li>• AG2_AGENT_GRP_MONTH</li></ul>                                                                                       |

| View            | Levels                                                                                                                                                                                                                                                            |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 | <ul style="list-style-type: none"><li>• AG2_AGENT_GRP_QRTR</li><li>• AG2_AGENT_GRP_YEAR</li></ul>                                                                                                                                                                 |
| AG2_AGENT_QUEUE | <ul style="list-style-type: none"><li>• AG2_AGENT_QUEUE_SUBHR</li><li>• AG2_AGENT_QUEUE_HOUR</li><li>• AG2_AGENT_QUEUE_DAY</li><li>• AG2_AGENT_QUEUE_WEEK</li><li>• AG2_AGENT_QUEUE_MONTH</li><li>• AG2_AGENT_QUEUE_QRTR</li><li>• AG2_AGENT_QUEUE_YEAR</li></ul> |
| AG2_BGS_SESSION | <ul style="list-style-type: none"><li>• AG2_BGS_SESSION_SUBHR</li><li>• AG2_BGS_SESSION_HOUR</li><li>• AG2_BGS_SESSION_DAY</li><li>• AG2_BGS_SESSION_WEEK</li><li>• AG2_BGS_SESSION_MONTH</li><li>• AG2_BGS_SESSION_QRTR</li><li>• AG2_BGS_SESSION_YEAR</li></ul> |
| AG2_CALLBACK    | <ul style="list-style-type: none"><li>• AG2_CALLBACK_SUBHR</li><li>• AG2_CALLBACK_HOUR</li><li>• AG2_CALLBACK_DAY</li><li>• AG2_CALLBACK_WEEK</li><li>• AG2_CALLBACK_MONTH</li><li>• AG2_CALLBACK_QRTR</li><li>• AG2_CALLBACK_YEAR</li></ul>                      |
| AG2_CAMPAIN     | <ul style="list-style-type: none"><li>• AG2_CAMPAIN_SUBHR</li><li>• AG2_CAMPAIN_HOUR</li><li>• AG2_CAMPAIN_DAY</li><li>• AG2_CAMPAIN_WEEK</li><li>• AG2_CAMPAIN_MONTH</li></ul>                                                                                   |

| View             | Levels                                                                                                                                                                                                                                                                   |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"><li>• AG2_CAMPAIGN_QRTR</li><li>• AG2_CAMPAIGN_YEAR</li></ul>                                                                                                                                                                          |
| AG2_CHAT_STATS   | <ul style="list-style-type: none"><li>• AG2_CHAT_STATS_SUBHR</li><li>• AG2_CHAT_STATS_HOUR</li><li>• AG2_CHAT_STATS_DAY</li><li>• AG2_CHAT_STATS_WEEK</li><li>• AG2_CHAT_STATS_MONTH</li><li>• AG2_CHAT_STATS_QRTR</li><li>• AG2_CHAT_STATS_YEAR</li></ul>               |
| AG2_I_AGENT      | <ul style="list-style-type: none"><li>• AG2_I_AGENT_SUBHR</li><li>• AG2_I_AGENT_HOUR</li><li>• AG2_I_AGENT_DAY</li><li>• AG2_I_AGENT_WEEK</li><li>• AG2_I_AGENT_MONTH</li><li>• AG2_I_AGENT_QRTR</li><li>• AG2_I_AGENT_YEAR</li></ul>                                    |
| AG2_I_SESS_STATE | <ul style="list-style-type: none"><li>• AG2_I_SESS_STATE_SUBHR</li><li>• AG2_I_SESS_STATE_HOUR</li><li>• AG2_I_SESS_STATE_DAY</li><li>• AG2_I_SESS_STATE_WEEK</li><li>• AG2_I_SESS_STATE_MONTH</li><li>• AG2_I_SESS_STATE_QRTR</li><li>• AG2_I_SESS_STATE_YEAR</li></ul> |
| AG2_I_STATE_RSN  | <ul style="list-style-type: none"><li>• AG2_I_STATE_RSN_SUBHR</li><li>• AG2_I_STATE_RSN_HOUR</li><li>• AG2_I_STATE_RSN_DAY</li><li>• AG2_I_STATE_RSN_WEEK</li><li>• AG2_I_STATE_RSN_MONTH</li></ul>                                                                      |

| View          | Levels                                                                                                                                                                                                                         |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               | <ul style="list-style-type: none"><li>• AG2_I_STATE_RSN_QRTR</li><li>• AG2_I_STATE_RSN_YEAR</li></ul>                                                                                                                          |
| AG2_ID_FCR    | <ul style="list-style-type: none"><li>• AG2_ID_FCR_SUBHR</li><li>• AG2_ID_FCR_HOUR</li><li>• AG2_ID_FCR_DAY</li><li>• AG2_ID_FCR_WEEK</li><li>• AG2_ID_FCR_MONTH</li><li>• AG2_ID_FCR_QRTR</li><li>• AG2_ID_FCR_YEAR</li></ul> |
| AG2_ID        | <ul style="list-style-type: none"><li>• AG2_ID_SUBHR</li><li>• AG2_ID_HOUR</li><li>• AG2_ID_DAY</li><li>• AG2_ID_WEEK</li><li>• AG2_ID_MONTH</li><li>• AG2_ID_QRTR</li><li>• AG2_ID_YEAR</li></ul>                             |
| AG2_QUEUE     | <ul style="list-style-type: none"><li>• AG2_QUEUE_SUBHR</li><li>• AG2_QUEUE_HOUR</li><li>• AG2_QUEUE_DAY</li><li>• AG2_QUEUE_WEEK</li><li>• AG2_QUEUE_MONTH</li><li>• AG2_QUEUE_QRTR</li><li>• AG2_QUEUE_YEAR</li></ul>        |
| AG2_QUEUE_ABN | <ul style="list-style-type: none"><li>• AG2_QUEUE_ABN_SUBHR</li><li>• AG2_QUEUE_ABN_HOUR</li><li>• AG2_QUEUE_ABN_DAY</li><li>• AG2_QUEUE_ABN_WEEK</li><li>• AG2_QUEUE_ABN_MONTH</li></ul>                                      |

| View          | Levels                                                                                                                                                                                                                                                                                        |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               | <ul style="list-style-type: none"><li>• AG2_QUEUE_ABN_QRTR</li><li>• AG2_QUEUE_ABN_YEAR</li></ul>                                                                                                                                                                                             |
| AG2_QUEUE_ACC | <ul style="list-style-type: none"><li>• AG2_QUEUE_ACC_AGENT_SUBHR</li><li>• AG2_QUEUE_ACC_AGENT_HOUR</li><li>• AG2_QUEUE_ACC_AGENT_DAY</li><li>• AG2_QUEUE_ACC_AGENT_WEEK</li><li>• AG2_QUEUE_ACC_AGENT_MONTH</li><li>• AG2_QUEUE_ACC_AGENT_QRTR</li><li>• AG2_QUEUE_ACC_AGENT_YEAR</li></ul> |
| AG2_QUEUE_GRP | <ul style="list-style-type: none"><li>• AG2_QUEUE_GRP_SUBHR</li><li>• AG2_QUEUE_GRP_HOUR</li><li>• AG2_QUEUE_GRP_DAY</li><li>• AG2_QUEUE_GRP_WEEK</li><li>• AG2_QUEUE_GRP_MONTH</li><li>• AG2_QUEUE_GRP_QRTR</li><li>• AG2_QUEUE_GRP_YEAR</li></ul>                                           |