



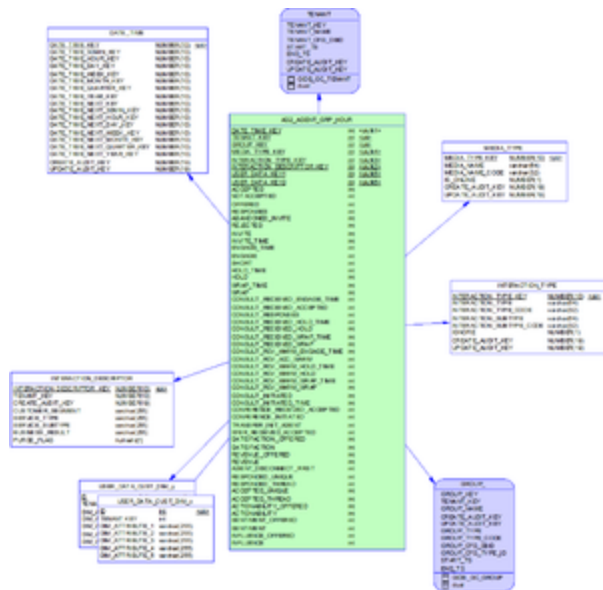
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# Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

AGT\_AGENT\_GRP Subject Area

12/17/2025

# AGT\_AGENT\_GRP Subject Area



AGT\_AGENT\_GRP Subject Area View Large

## Subject Area Dimensional Model Tables

| Table/View         | Description                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| AGT_AGENT_GRP_HOUR | Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype. |