GENESYS™

Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_AGENT_GRP_HOUR

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Table AGT_AGENT_GRP_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

Where so indicated, the measures in this table include either warm consult or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Measures are attributed to the interval in which interactions were offered to agents belong to a particular agent group.

Interactions that occur at DNs that have no associated agent are excluded from this table. 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, RESOURCE_, GROUP_, MEDIA_TYPE, INTERACTION_ TYPE, INTERACTION_DESCRIPTOR, and USER_DATA_CUST_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined by the moment at which the agent receives an interaction. If the agent belongs to more than one agent group, agent measures are attributed to all of the groups of which the agent was a member when s/he received the interaction.

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

> ## 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	NUMBER(38,0)			X	
DATE_TIME_KEY	NUMBER(38,0)				-1
GROUP_KEY	NUMBER(38,0)			X	-1
INTERACTION_DESCRIPTOR_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
MEDIA_TYPE_KEY	NUMBER(38,0)			X	-1
INTERACTION_TYPE_KEY	NUMBER(38,0)			X	-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY1	NUMBER(38,0)				-1
POST_CALL_SURVEY_KEY2	NUMBER(38,0)				-1
ACCEPTED_THREAD	NUMBER(18,0)				
ACCEPTED_UNIQUE	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPTED	NUMBER(18,0)				
NOTACCEPTED	NUMBER(18,0)				
OFFERED	NUMBER(18,0)				
RESPONDED_UNIQUE	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
REJECTED	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
SHORT	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_ACCEPT	NUMBER(18,0)				
CONSULT_RESPONSES	NUMBER(18,0)				
CONSULT_RECEIVED_TIME	NUMBER(18,0)				
CONSULT_RECEIVED	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP_TIME	NUMBER(18,0)				
CONSULT_RECEIVED_WRAP	NUMBER(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	NUMBER(18,0)				
CONSULT_RCV_ACCEPT	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM_HOLD	NUMBER(18,0)				

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_TIME	NUMBER(18,0)				
CONSULT_RCV_WARM	NUMBER(18,0)				
CONSULT_INITIATED	NUMBER(18,0)				
CONSULT_INITIATED_TIME	NUMBER(18,0)				
CONFERENCE_RECEIVED_ACCEPTED	NUMBER(18,0)				
CONFERENCE_INITIATED	NUMBER(18,0)				
TRANSFER_INIT_AGENT	NUMBER(18,0)				
XFER_RECEIVED_ACCEPTED	NUMBER(18,0)				
SATISFACTION_OFFERED	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_OFFERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
AGENT_DISCONNECT_FIRST	NUMBER(18,0)				
ACTIONABILITY_OFFERED	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_OFFERED	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				
INFLUENCE_OFFERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				

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.

GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

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.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled for the first time by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED_UNIQUE for media other than e-mail.

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled by agents who belong to this agent group. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The total number of times that agents who belong to this agent group were in the focus state while working on media sessions. Includes only cases where an agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that agents who belong to this agent group spent in the focus state while working on media sessions. Includes only time that an agent spent actively processing the interaction, as reported by the agent desktop.

ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. For voice media, this measure is identical to RESPONSES.

NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by agents who belong to this agent group or were otherwise not accepted or answered by such agents. This measure includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

The total number of times that interactions were received or initiated by agents who belong to this agent group. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received.

RESPONDED_UNIQUE

The total number of first-time outbound replies in which agents, who belong to this agent group, participated in response to customer interactions. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were answered or accepted by agents who belong to this agent group. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that agents who belong to this agent group prepared an outbound reply.

ABANDONED_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at agents who belong to this agent group.

REJECTED

The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted or answered.

INVITE

The total number of customer interactions that alerted or rang at agents who belong to this agent group before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at agents who belong to this agent group plus the total duration of the dialing that the 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. This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

ENGAGE

The total number of interactions in which agents, who belong to this agent group, were engaged with customers for interactions that the agents received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

SHORT

The total number of times that customer interactions were accepted by agents who belong to this agent group and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, had customer interactions on hold.

HOLD

The total number of customer interactions that agents, who belong to this agent group, had on hold.

WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

WRAP

The total number of times that agents who belong to this agent group were in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents who belong to this agent group were 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_ACCEPTED

The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that agents who belong to this agent group had collaborations or simple consultations on hold where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD

The total number of times that agents from this agent group were on hold during simple

consultations that they received where the consultations were associated with customer interactions.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

CONSULT_RECEIVED_WRAP

The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, were engaged in collaborations or consultations where the collaborations/consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_ACC_WARM

The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD_TIME

The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents from this agent group spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences where the customer leaves the interaction.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of times that agents, who belong to this agent group were in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions, where interactions were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_INITIATED

The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

CONSULT_INITIATED_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/consultations were associated with customer interactions.

CONFERENCE_RECEIVED_ACCEPTED

The total number of times that agents from this agent group joined conferences to participate in customer interactions.

CONFERENCE_INITIATED

The total number of times that agents who belong to this agent group initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

TRANSFER_INIT_AGENT

The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this measure.

XFER_RECEIVED_ACCEPTED

The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this measure.

SATISFACTION_OFFERED

The total number of customer interactions handled by agents who belong with this agent group for which customer-satisfaction scores were recorded.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by agents who belong to this agent group.

REVENUE_OFFERED

The total number of customer interactions that entered or began within the contact center, were handled by agents who belong to this agent group, and had associated revenue.

REVENUE

The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

AGENT_DISCONNECT_FIRST

The total number of times during the reporting interval that agents from this agent group released customer interactions before the other party did. The tally is incremented only when the system

(such as the switch) provides such information.

ACTIONABILITY_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled by agents who belong to this agent group.

SENTIMENT_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by agents belonging to this agent group.

INFLUENCE_OFFERED

The total number of customer interactions that were offered to, pulled, or initiated by agents belonging to this agent group for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by agents belonging to this agent group.

Subject Areas

- AGT_AGENT_GRP