Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_CALLBACK_HOUR

12/18/2025

Table AGT_CALLBACK_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with callbacks. Data is derived primarily from the CALLBACK_FACT table and IRF table.

Aggregation is performed along the TENANT, DATE TIME, RESOURCE, CALLBACK_* dimensions.

The same columns and column descriptions apply to the AGT_CALLBACK_SUBHOUR, AGT_CALLBACK_DAY, AGT_CALLBACK_WEEK, AGT_CALLBACK_MONTH, AGT_CALLBACK_QRTR, and AGT_CALLBACK_YEAR views.

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	NUMBER(38,0)				-1
RESOURCE_KEY	NUMBER(38,0)			X	-1
TENANT_KEY	NUMBER(38,0)			X	-1
CBD1_KEY	NUMBER(38,0)				-1
CBD2_KEY	NUMBER(38,0)				-1
CBD3_KEY	NUMBER(38,0)				-1
CALLBACKS	NUMBER(18,0)				
EWT_READY_TO_START	NUMBER(18,0)				
EWT_READY_TO_START_MAX	NUMBER(18,0)				
POS_READY_TO_START	NUMBER(18,0)				
POS_READY_TO_START_MAX	NUMBER(18,0)				
CALLBACK_OFFER	NUMBER(18,0)				
CALLBACK_OFFER_MAX	NUMBER(18,0)				
WAIT_AGENT_OFFLINE	NUMBER(18,0)				
WAIT_AGENT_OFFLINE_MAX	NUMBER(18,0)				
ESTABLISH_MEDIAN	NUMBER(18,0)				
ESTABLISH_MEDIAN_MAX	NUMBER(18,0)				
ABANDONED_WAIT	NUMBER(18,0)				
CONN_WAITING_AGENT_SERVICE	NUMBER(18,0)				
CONN_WAITING_AGENT_SERVICE_MAX	NUMBER(18,0)				
ABANDONED_WAIT	NUMBER(18,0)				
ABANDONED_WAIT_MAX	NUMBER(18,0)				
AGENT_ADDED_TO	NUMBER(18,0)				

Table AGT_CALLBACK_HOUR

Column	Data Type	P	M	F	DV
XFER_TO_AGENT_FAIL	NUMBER(18,0)				
XFER_TO_AGENT_FAIL	NUMBER(18,0)				
TIMEOUT_WAITING	NUMBER(18,0)				
IXN_REQ_AGENT	NUMBER(18,0)				
EWT_WHEN_OFFERED	NUMBER(18,0)				
EWT_WHEN_OFFERED	NUMBER(18,0)				
EWT_WHEN_OFFERED	NUMBER(18,0)				
POS_WHEN_OFFERED	NUMBER(18,0)				
POS_WHEN_OFFERED	NUMBER(18,0)				
POS_WHEN_OFFERED	NUMBER(18,0)				
CALLBACK_OFFERED	NUMBER(18,0)				
CALLBACK_ACCEPTED	NUMBER(18,0)				
ACCEPTED_WAIT_FOR_AGENT	NUMBER(18,0)				
ACCEPTED_SCHEDULED	NUMBER(18,0)				
ACCEPTED_IMMEDIATE	NUMBER(18,0)				
CALLBACK_ATTEMPTS	NUMBER(18,0)				
CALLBACK_ATTEMPTED	NUMBER(18,0)				
CALLBACK_CONNECTED	NUMBER(18,0)				
CONNECTED_ATTEMPT	NUMBER(18,0)				
CONNECTED_ATTEMPT	NUMBER(18,0)				
CONNECTED_ATTEMPT	NUMBER(18,0)				
CONNECTED_ATTEMPT	NUMBER(18,0)				
CALLBACK_RETURNED	NUMBER(18,0)				
CALLBACK_CANCELLED	NUMBER(18,0)				
SAVED_TIME	NUMBER(18,0)				
FORCE_DIALED	NUMBER(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 that correspond to the start of the aggregated interval.

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.

CBD1_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_1 table.

CBD2_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_2 table.

CBD3_KEY

The surrogate key that is used to join this aggregate table to the CALLBACK_DIM_3 table.

CALLBACKS

The total number of callbacks processed.

EWT_READY_TO_START_IXN

The customer expected wait time when the callback dial attempt was ready to begin.

EWT_READY_TO_START_IXN_MAX

The maximum expected wait time any customer had when the callback dial attempt was ready to begin.

POS_READY_TO_START_IXN

The customer position in the queue when the callback dial attempt was ready to begin.

POS_READY_TO_START_IXN_MAX

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

CALLBACK_OFFER_TIME

The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

CALLBACK_OFFER_TIME_MAX

The maximum amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

WAIT_AGENT_OFFLINE_TIME

The amount of time, in seconds, the customer was waiting offline for an agent to become available.

WAIT_AGENT_OFFLINE_TIME_MAX

The longest amount of time, in seconds, that a customer was waiting offline for an agent to become available.

ESTABLISH_MEDIA_IXN_TIME

The amount of time required to establish an outbound call.

ESTABLISH_MEDIA_IXN_TIME_MAX

The maximum amount of time required to establish the outbound call.

ABANDONED_WAITING

Indicates whether the call was abandoned by the customer while waiting for an agent to connect.

CONN_WAITING_AGENT_TIME

The total amount of time that elapsed between when customers connected to callback calls and when an agent was connected.

CONN_WAITING_AGENT_TIME_MAX

The maximum amount of time that elapsed between when a customer connected to the callback call and when an agent was connected.

ABANDONED_WAITING_TIME

After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.

ABANDONED_WAITING_TIME_MAX

After a successful callback, the maximum amount of time any customer spent waiting before abandoning the call.

AGENT_ADDED_TO_IXN

Indicates whether an agent was successfully added to the callback call.

XFER_TO_AGENT_FAIL_CONN

The number of attempts to transfer the callback interaction to the agent that failed after connecting.

XFER_TO_AGENT_FAIL_NOCONN

The number of attempts to transfer the callback interaction to the agent that failed without connecting.

TIMEOUT_WAITING

The number of times that a customer was disconnected because the max timeout limit was reached.

IXN_REQ_AGENT

The number of callbacks that were offered to customers who had requested agent assistance.

EWT_WHEN_OFFERED

The expected wait time (EWT) before an agent was available to call back a customer, as of the time callback was offered.

EWT_WHEN_OFFERED_MIN

The minimum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

EWT_WHEN_OFFERED_MAX

The maximum expected wait time before an agent is available to call back a customer, as of the time callback was offered.

POS_WHEN_OFFERED

The customer's position in the queue when the callback dial attempt was ready to begin.

POS_WHEN_OFFERED_MIN

The minimum position a customer held in the queue when the callback dial attempt was ready to begin.

POS_WHEN_OFFERED_MAX

The maximum position a customer held in the queue when the callback dial attempt was ready to begin.

CALLBACK_OFFERED

The total number of times that callback was offered to a customer.

CALLBACK_ACCEPTED

The total number of times that callback was accepted by a customer.

ACCEPTED_WAIT_FOR_AGENT

The total number of times that "WAIT FOR AGENT" callback was accepted by a customer.

ACCEPTED_SCHEDULED

The total number of times that "SCHEDULED" callback was accepted by a customer.

ACCEPTED_IMMEDIATE

The total number of times that "IMMEDIATE" callback was accepted by a customer.

CALLBACK_ATTEMPTS

The number of times the system attempted to call the customer back.

CALLBACK_ATTEMPTED

The total number of callback attempts, including the one that succeeded.

CALLBACK_CONNECTED

The total number of times a customer was connected after callback dialout, including instances where no agent was connected.

CONNECTED_ATTEMPT1

The total number of callback connections that were successfully completed on the first callback attempt.

CONNECTED_ATTEMPT2

The total number of callback connections that were successfully completed on the second callback attempt.

CONNECTED_ATTEMPT3

The total number of callback connections that were successfully completed on the third callback attempt.

CONNECTED_ATTEMPT4

The total number of callback connections that were successfully completed on the fourth callback attempt.

CALLBACK_RETURNED

The total number of callbacks that successfully connected the customer with an agent.

CALLBACK_CANCELLED

The number of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether was canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.

SAVED_TIME

The total number of minutes of call time that were saved because of callback.

FORCE_DIALED

Introduced: Release 8.5.005.03
The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.

Subject Areas

- AGT_CALLBACK