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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

Table AGT_ID_HOUR

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Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table and are based on the resource's first attempt in handling interactions. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction.

Within the AGT_ID hierarchy, these two sets of fields are stored as integers. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Numeric data only should be written to these fields. Refer to "Check for Incorrect Data Type" in the *Reporting and Analytics Aggregates User's Guide* to learn how to recover from situations in which RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that are assigned a business attribute—namely, measures for:

- Customer interactions that are distributed to handling resources.
- Received consult interactions that are distributed to handling resources, where the consultations are associated with customer interactions.

Counts and durations for the first set of measures are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNS. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_TYPE, MEDIA_TYPE, and INTERACTION_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_ID_* 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
AGR_SET_KEY	NUMBER(38,0)			X	

Table AGT_ID_HOUR

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	NUMBER(38,0)				-1
INTERACTION_DESCRIPTOR	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
USER_DATA_GEN_KEY1	NUMBER(38,0)				-1
USER_DATA_GEN_KEY2	NUMBER(38,0)				-1
USER_DATA_KEY1	NUMBER(38,0)				-1
USER_DATA_KEY2	NUMBER(38,0)				-1
POST_CALL_SURVIVAL	NUMBER(38,0)				-1
POST_CALL_SURVIVAL	NUMBER(38,0)				-1
ENTERED	NUMBER(18,0)				
ENTERED_THREAD	NUMBER(18,0)				
ENTERED_OBJ_RES	NUMBER(18,0)				
ABANDONED	NUMBER(18,0)				
DEFERRED	NUMBER(18,0)				
ABANDONED_INVITE	NUMBER(18,0)				
SHORT_ABANDONED	NUMBER(18,0)				
ACCEPTED_THREAD	NUMBER(18,0)				
ACCEPTED	NUMBER(18,0)				
FOCUS	NUMBER(38,0)				
FOCUS_TIME	NUMBER(38,0)				
ACCEPT_TIME	NUMBER(18,0)				
ACCEPTED_THR	NUMBER(18,0)				
RESPONSES	NUMBER(18,0)				
RESPONDED	NUMBER(18,0)				
RESPONDED_THR	NUMBER(18,0)				
FIRST_RESPONSE_NUM	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPTED_AGENT	NUMBER(18,0)				
ACCEPT_TIME_AGENT	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ABANDONED_START_TIME	NUMBER(18,0)				
ABANDONED_TIME	NUMBER(18,0)				
ENGAGE_TIME	NUMBER(18,0)				
ENGAGE	NUMBER(18,0)				
HOLD_TIME	NUMBER(18,0)				

Table AGT_ID_HOUR

Column	Data Type	P	M	F	DV
HOLD	NUMBER(18,0)				
WRAP_TIME	NUMBER(18,0)				
WRAP	NUMBER(18,0)				
INVITE	NUMBER(18,0)				
INVITE_TIME	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RESPONSE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RECEIVE	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_AC	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONSULT_RCV_WAR	NUMBER(18,0)				
CONFERENCE_INIT	NUMBER(18,0)				
TRANSFER_INIT_A	NUMBER(18,0)				
FINISHED_RESPONSE	NUMBER(18,0)				
FINISH_RESPONSE	NUMBER(18,0)				
FINISHED	NUMBER(18,0)				
FINISHED_THR	NUMBER(18,0)				
FINISH_TIME	NUMBER(18,0)				
SATISFACTION_ENT	NUMBER(18,0)				
SATISFACTION	NUMBER(18,0)				
REVENUE_ENTERED	NUMBER(18,0)				
REVENUE	NUMBER(18,0)				
ACTIONABILITY_ENT	NUMBER(18,0)				
ACTIONABILITY	NUMBER(18,0)				
SENTIMENT_ENTER	NUMBER(18,0)				
SENTIMENT	NUMBER(18,0)				

Table AGT_ID_HOUR

Column	Data Type	P	M	F	DV
INFLUENCE_ENTERED	NUMBER(18,0)				
INFLUENCE	NUMBER(18,0)				
GPM_RESULT_KEY	NUMBER(38,0)			X	-1
GPM_PREDICTOR_KEY	NUMBER(38,0)				-1
GPM_MODEL_KEY	NUMBER(38,0)			X	-1
GPM_AGENT_SCORE	NUMBER(18,0)				
GPM_ACTIVE	NUMBER(18,0)				
GPM_ERROR	NUMBER(18,0)				
GPM_WAIT_TIME	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 corresponding to the start of the aggregated interval.

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 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_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.

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.

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.

ENTERED

The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.

ENTERED_THREAD

The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This measure is attributed to the first interval of the thread.

ENTERED_OBJ_RES

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold that was greater than zero.

This measure relies on the value of the **response threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ABANDONED

The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

DEFERRED

The total number of customer interactions of this business attribute that were deferred while the interactions were waiting for the first handling resource.

ABANDONED_INVITE

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.

SHORT_ABANDONED

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This measure includes a handling resource's first participation in outbound replies to

inbound interactions.

ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

FOCUS

The total number of times that agents were in the focus state while working on media sessions. Includes only cases where agents were 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 spent in the focus state while working on media sessions. Includes only time that agents spent actively processing the interaction, as reported by the agent desktop.

ACCEPT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, or pulled by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by the handling resource. This measure includes alert (ring) time.

ACCEPTED_THR

The total number of times that customer interactions or established warm consultations of this business attribute that were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

RESPONSES

For voice and chat media, the total number of customer interactions of this business attribute that were accepted, answered, or pulled by handling resources.

For email, this measure represents the total number times that resources (for example, agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this measure's value reflects each reply.

The value of this measure is greater than or equal to RESPONDED.

RESPONDED

For voice and chat media, the total number of customer interactions of this business attribute that had been answered by a handling resource.

For e mail, this measure represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this measure's value is either 0 or 1 for each interaction.

The value of this measure is less than or equal to RESPONSES.

RESPONDED_THR

The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this measure.

This measure excludes interactions that were routed to and accepted, answered, or pulled by unmonitored resources.

This measure relies on the value of the **response threshold** option as configured in the [agg-gim-thld-ID-IXN] section.

FIRST_RESPONSE_TIME

The total amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.

For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this measure.

The business-attribute assignment can occur at any moment during the interaction's lifetime for this measure to be tallied.

ACCEPTED_AGENT

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, or pulled by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert time or ring time.

ACCEPT_TIME_AGENT_MAX

The longest amount of time, in seconds, that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, or pulled. This measure includes alert (ring) time.

ABANDONED_TIME

The total amount of time, in seconds, associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.

ABANDONED_STANDARD_TIME

The total amount of time, in seconds, that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

ABANDONED_TIME_MAX

The maximum amount of time, in seconds, that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged with customers for interactions that were assigned this business attribute. This measure excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.

ENGAGE

The total number of interactions for which agents were engaged with customers for interactions that the agents received and that were assigned this business attribute. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agents received.

HOLD_TIME

The total amount of time, in seconds, that agents had customers on hold for interactions assigned this business attribute.

HOLD

The total number of customer interactions of this business attribute that agents had on hold.

WRAP_TIME

The total amount of time, in seconds, that resources spent in ACW state for customer interactions that were received of this business attribute.

WRAP

The total number of times that agents entered ACW state for customer interactions that the agents received of this business attribute.

INVITE

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

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

INVITE_TIME

The total amount of time, in seconds, that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.

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 interactions only and is applicable only to voice media.

This measure is attributed to the interval in which the alerting/dialing first occurred.

CONSULT_RECEIVED_ACCEPTED

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.

For voice, this measure is the same as CONSULT_RESPONSES.

CONSULT_RESPONSES

For email, the total number of collaboration replies that were initiated within the contact center. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_INVITE

The total number of simple consult interactions of this business attribute that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions.

CONSULT_RECEIVED_INVITE_TIME

The total amount of time, in seconds, that simple consult interactions of this attribute alerted or rang at agent resources. Consultations do not have to be established for this measure to be incremented.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had simple consultations on hold where the consultations were associated with customer interactions of this business attributes and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_HOLD

The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state after consult calls that the agents accepted, where the consultations were associated with customer interactions that were assigned this business attribute.

CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations where the agents were the recipients of the consultation requests and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_INVITE

The total number of warm consult interactions of this business attribute that rang at agent resources before the agents answered the calls.

CONSULT_RCV_WARM_INVITE_TIME

The total amount of time, in seconds, that warm consult interactions of this business attribute that alerted or rang at agents.

CONSULT_RCV_ACC_WARM

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.

CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were associated with customer interactions of this business attribute, 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 had on hold where the consultations were associated with customer interactions of this business attribute, 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 spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were 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_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were associated with customer interactions of this attribute, and the interactions were transferred to or conferenced with the agents.

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

CONFERENCE_INIT_AGENT

The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.

TRANSFER_INIT_AGENT

The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this measure.

FINISHED_RESPONSE

The total number of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system.

FINISH_RESPONSE_TIME

The total duration, in seconds, of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queuing, and handling.

FINISHED

The total number of completed customer interactions that were assigned this business attribute. This measure is equivalent to ENTERED when there are no remaining active interactions during the interval.

FINISHED_THR

The total number of customer interactions of this business attribute that were completed within the finish threshold.

This measure relies on the value of the **finish threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

FINISH_TIME

The total amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this measure.

SATISFACTION_ENTERED

The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.

This measure might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

REVENUE_ENTERED

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.

Unlike SATISFACTION_ENTERED, this measure never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.

REVENUE

The total revenue generated during the interval by customer interactions assigned this business attribute.

ACTIONABILITY_ENTERED

The total number of times that actionability scores were recorded for customer interactions of this business attribute.

ACTIONABILITY

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

SENTIMENT_ENTERED

The total number of times that sentiment scores were recorded for customer interactions of this business attribute.

SENTIMENT

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

INFLUENCE_ENTERED

The total number of times that influence scores were recorded for customer interactions of this business attribute.

INFLUENCE

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

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.

GPM_WAIT_TIME

The amount of time, in seconds, that the interaction spent in the queue used for Predictive Routing decision-making.

Subject Areas

- AGT_ID