



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

AGT_AGENT_GRP Subject Area

12/19/2025

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.