GENESYS™

Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT_CHAT_STATS_HOUR

12/16/2025

Table AGT_CHAT_STATS_HOUR

Description

Introduced: 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with chat interactions. The same columns and column descriptions apply to other AGT_CHAT_STATS_* 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	integer		X	X	
DATE_TIME_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
MEDIA_TYPE_KEY	integer			X	-1
CHAT_SESSION_DIM_KEY	integer			X	-1
SESSION_TIME	integer				
MSG_FROM_AGENTS	integer				
MSG_FROM_AGENTS_SIZE	integer				
MSG_FROM_BOTS	integer				
MSG_FROM_BOTS_SIZE	integer				
MSG_FROM_CUSTOMERS	integer				
MSG_FROM_CUSTOMERS_SIZE	integer				
AGENT_RESPONSES	integer				
AGENT_RESPONSE_TIME_MAX	integer				
AGENT_RESPONSE_TIME	integer				
AGENT_WAIT	integer				
AGENT_WAIT_TIME_MAX	integer				
AGENT_WAIT_TIME	integer				
CUSTOMER_RESPONSES	integer				
CUSTOMER_RESPONSE_TIME_MAX	integer				
CUSTOMER_RESPONSE_TIME	integer				
CUSTOMER_WAIT	integer				
CUSTOMER_WAIT_TIME_MAX	integer				
CUSTOMER_WAIT_TIME	integer				
FIRST_AGENT_WAIT_TIME	integer				
FIRST_RESPONSE_WAIT_TIME	integer				

Table AGT_CHAT_STATS_HOUR

Column	Data Type	P	M	F	DV
FIRST_BOT_WAIT_TIME	integer				
AGENTS	integer				
BOTS	integer				
SESSIONS	integer				
SESSIONS_WITH_BOT	integer				
SESSIONS_ONLY_WITH_BOT	integer				
SESSIONS_CUSTOMER_TERMINATED	integer				
SESSIONS_AGENT_TERMINATED	integer				
SESSIONS_ENDED_INTERNALLY	integer				
SESSIONS_DISCONNECTED	integer				
SESSIONS_INACTIVE	integer				
SESSIONS_MISSED	integer				
SESSIONS_TRANSFERRED	integer				
ABANDONED_WAITING_TIME	integer				
DORMANT	integer				
DORMANT_TIME	integer				
ASYNC_IDLE	integer				
ASYNC_IDLE_TIME	integer				
ACTIVE_IDLE	integer				
ACTIVE_IDLE_TIME	integer				
HANDLE	integer				
HANDLE_TIME	integer				
FIRST_TOUCH_RESOLUTION	integer				
SESSIONS_PARKED	integer				
PARKING_DURATION	integer				
PARKING_DURATION_MAX	integer				
SESSIONS_PARKED_SHORT	integer				
SESSIONS_PARKED_LONG	integer				

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 caller's participation in the interaction began.

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.

CHAT_SESSION_DIM_KEY

The surrogate key that is used to join the CHAT_SESSION dimension to the fact tables.

SESSION_TIME

The total duration, in seconds, of the ChatServer session.

MSG_FROM_AGENTS

The total number of messages (that are visible to customer) that all agents sent. Note: there could be several agents in a chat session, for instance because of a conference or transfer.

MSG_FROM_AGENTS_SIZE

The total size of all messages sent by agents.

MSG_FROM_BOTS

The total number of messages (that are visible to customer) that all bots sent. Note: there could be more than one bots in a chat session.

MSG_FROM_BOTS_SIZE

The total size of all messages sent by bots.

MSG_FROM_CUSTOMERS

The total number of messages sent by customers.

MSG_FROM_CUSTOMERS_SIZE

The total size of all messages sent by customers.

AGENT_RESPONSES

The total number of times that agents replied to customers.

AGENT_RESPONSE_TIME_MAX

The maximum amount of time (in seconds) that any agent spent replying to a customer.

AGENT_RESPONSE_TIME

The total amount of time (in seconds) agents spent on replying to a customer.

AGENT_WAIT

The total number of times that agents waited for a reply from a customer.

AGENT_WAIT_TIME_MAX

The maximum amount of time (in seconds) that that any agent spent waiting for a reply from a customer.

AGENT_WAIT_TIME

The total amount of time (in seconds) that agents spent waiting for replies from customers.

CUSTOMER_RESPONSES

The total number of times that a customer replied to an agent.

CUSTOMER_RESPONSE_TIME_MAX

The maximum amount of time (in seconds) that elapsed before a customer replied to an agent.

CUSTOMER_RESPONSE_TIME

The total amount of time (in seconds) that customers spent replying to agents.

CUSTOMER_WAIT

The total number of times that a customer waited for a reply from an agent.

CUSTOMER_WAIT_TIME_MAX

The maximum amount of time (in seconds) that a customer waited for a reply from an agent.

CUSTOMER_WAIT_TIME

The total amount of time (in seconds) that customers spent waiting for a reply from an agent.

FIRST_AGENT_WAIT_TIME

The amount of time the customer waited for the first agent (who was visible to the customer) to join the session. An agent *joining* the session means that interaction was first queued, then attempted to be routed to an agent (possibly more than once, for example if an agent did not answer or rejected the interaction). If the value is 0, and **csg_PartiesAsAgentCount**=0, then no agent joined. If **csg_PartiesAsAgentCount** is not equal to 0, agent joined very early in the session.

FIRST_RESPONSE_WAIT_TIME

The amount of time that passed before the first agent submitted the first greeting/message (that was visible to the customer) into the chat session.

FIRST_BOT_WAIT_TIME

The amount of time that the customer waited for the first bot (that was visible to the customer) to join the session.

AGENTS

The number of parties that participated in session as agents.

BOTS

The number of parties that participated in session as bots.

SESSIONS

The total number of sessions.

SESSIONS_WITH_BOT

The total number of media sessions in which bots participated.

SESSIONS_ONLY_WITH_BOT

The total number of media sessions handled by bots, without agent involvement.

SESSIONS_CUSTOMER_TERMINATED

The total number of sessions that were terminated by the customer.

SESSIONS_AGENT_TERMINATED

The total number of sessions that were terminated by an agent.

SESSIONS_ENDED_NORMALLY

The total number of sessions that terminated normally. (ENDED_ABNORMALLY = 0)

SESSIONS_DISCONNECTED

The total number of sessions that were terminated due to disconnection.

SESSIONS_INACTIVE

The total number of sessions that were terminated due to inactivity.

SESSIONS_MISSED

Introduced: Release 8.5.008.00
Modified: 8.5.010.01
Total number of chats requested by clients that were not answered by agents.

SESSIONS_TRANSFERRED

Introduced: Release 8.5.008.00
Total number of chats that were transferred from one agent to another.

ABANDONED_WAITING_TIME

Introduced: Release 8.5.008.00
Modified: 8.5.010.01
Total time clients waited for a response before leaving.

DORMANT

Introduced: Release 8.5.005.03
The total number of times sessions entered the dormant state.

DORMANT_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds) that customer interactions were in the dormant state or on hold (with no agent participant). Routing time is excluded.

ASYNC_IDLE

Introduced: Release 8.5.005.03
The total number of times, exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

ASYNC_IDLE_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the dormant state (with no agent participant).

ACTIVE_IDLE

Introduced: Release 8.5.005.03
The total number of times, exceeding configured threshold, without any activity when interactions were in the active state (at least one Agent participated).

ACTIVE_IDLE_TIME

Introduced: Release 8.5.005.03
The total amount of time (in seconds), exceeding configured threshold, without any activity when interactions were in the active state (and at least one agent participated).

HANDLE

Introduced: Release 8.5.005.03
The total number of times that sessions were in an active state (as opposed to a dormant state).

HANDLE_TIME

Introduced: Release 8.5.005.03
The total duration (in seconds) of the media session.

FIRST_TOUCH_RESOLUTION

Introduced: Release 8.5.005.03
The total number of Async chat sessions handled with one touch (session was either never placed in dormant state or never woken from it). Session are included whether ended by agent, by customer, or by timeout.

SESSIONS_PARKED

Introduced: Release 8.5.011
The number of interactions that were placed in the parking queue and routed during business hours. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

PARKING_DURATION

Introduced: Release 8.5.011
The total amount of time that the interaction spent in the parking queue during the reporting period. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

PARKING_DURATION_MAX

Introduced: Release 8.5.011
The maximum amount of time that any interaction spent in the parking queue. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

SESSIONS_PARKED_SHORT

Introduced: Release 8.5.011
The number of interactions that were in the parking queue for a period of time less than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

SESSIONS_PARKED_LONG

Introduced: Release 8.5.011
The number of interactions that were in the parking queue for a period of time greater than the duration threshold value configured in the **[agg-gim-thld-CHAT-PARKING]** section. This column is populated only if Genesys Info Mart release 8.5.014.26 or later is installed.

Subject Areas

No subject area information available.