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# Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT\_I\_MN\_SESS\_STATE\_HOUR

# Table AGT\_I\_MN\_SESS\_STATE\_HOUR

## Description

**Introduced:** 8.5.008.00

In partitioned databases, this table is not partitioned.

This interval-based aggregate table provides a rollup of summarized media-neutral agent session states. Rollups are derived primarily from the SM\_RES\_MEDIA\_NEUTRAL\_STATE\_FACT table. Aggregation is performed along the TENANT, DATE\_TIME, RESOURCE\_, and RESOURCE\_GROUP\_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

Note that this table is similar to AGT\_I\_SESS\_STATE\_HOUR, but this aggregate table relies on SM\_MEDIA\_NEUTRAL\_STATE\_FACT, where AGT\_I\_SESS\_STATE relies on SM\_RES\_STATE\_FACT.

The following columns and column descriptions apply to all AGT\_I\_MN\_SESS\_STATE\_\* 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
<a href="#">DATE_TIME_KEY</a>	integer				-1
<a href="#">GROUP_COMBINATION_KEY</a>	integer				-1
<a href="#">RESOURCE_KEY</a>	integer			X	-1
<a href="#">TENANT_KEY</a>	integer			X	-1
<a href="#">ACTIVE_TIME</a>	numeric(18,0)				
<a href="#">READY_TIME</a>	numeric(18,0)				
<a href="#">NOT_READY_TIME</a>	numeric(18,0)				
<a href="#">BUSY_TIME</a>	numeric(18,0)				
<a href="#">WRAP_TIME</a>	numeric(18,0)				
<a href="#">READY</a>	numeric(18,0)				
<a href="#">NOT_READY</a>	numeric(18,0)				
<a href="#">BUSY</a>	numeric(18,0)				
<a href="#">WRAP</a>	numeric(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.

### GROUP\_COMBINATION\_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE\_GROUP\_COMBINATION dimension table to identify a specific combination of queue groups to which the queue was a member when the interaction entered the queue.

### 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.

### ACTIVE\_TIME

The total amount of time, in seconds, between the beginning and end of this agent's login session(s) irrespective of media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

### READY\_TIME

The total amount of time, in seconds, that this agent was in the Ready state, irrespective of media channel.

### NOT\_READY\_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

### BUSY\_TIME

The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

## WRAP\_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

## READY

The total number of times within the interval that this agent was in the Ready state, irrespective of media channel.

## NOT\_READY

The total number of times within the interval that this agent was in the NotReady state, irrespective of media channel.

## BUSY

The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.

## WRAP

The total number of times within the interval that this agent was in ACW state.

## Subject Areas

No subject area information available.