Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT_QUEUE_ACC_AGENT_HOUR

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Table AGT_QUEUE_ACC_AGENT_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions that were accepted by agents after having been distributed from one of the following queue-type devices:

- ACD queue

- Virtual queue

- Interaction queue

- Workbin

The aggregate classifies interactions by the duration that elapsed before interactions were accepted by agents. Aggregation is performed along the TENANT, DATE_TIME, TIME_RANGE, MEDIA_TYPE, RESOURCE_ (one of the queue types listed above), INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION (the groups to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

When an agent accepts an interaction, the Genesys Info Mart Server quantifies the wait duration and assigns it to one of the twenty time-range buckets defined in this table according to the:

- Duration that the interaction was queued.

- Duration that the interaction spent alerting at the agent.

- Time-range boundaries that are defined **accepted-by-agent thresholds**, and are configured within the agg-gim-thld-QUEUE-ACC section.

Counts and durations are attributed to the interval in which the interaction entered the queue and are tallied for the queue only if the interaction is directly distributed and accepted from the queue and is not first diverted to another queue prior to acceptance. This means that some accepted interactions are not attributed to any of the afore-mentioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being accepted. This table does not record accepted-interaction activity from routing points or virtual routing points but does include interactions that were requeued for consultation.

Because this is a queue-based table, interactions that are accepted after being directly routed from a

switch are also not reflected in the count. If the interaction enters the queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply to other AGT_QUEUE_ACC_AGENT_* 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
DATE_TIME_KEY	integer				-1
GROUP_COMBINATION_KEY	integer				-1

Column	Data Type	P	M	F	DV
RESOURCE_KEY	integer			X	-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
WORKBIN_KEY	integer			X	-1
TIME_RANGE_KEY	integer				-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ACCEPTED_AGENT	numeric(18,0)				
ACCEPTED_AGENT_STI	numeric(18,0)				
ACCEPTED_AGENT_STI_2 through ACCEPTED_AGENT_STI_19	numeric(18,0)				
ACCEPTED_AGENT_STI_20	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 of 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.

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 that have been 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.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2).

For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

TIME_RANGE_KEY

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

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_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.

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.

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.

ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations distributed from this queue were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_STI_1

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval.

ACCEPTED_AGENT_STI_2 through ACCEPTED_AGENT_STI_19

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the nth and (n+1)th service time thresholds. If the (n+1)th service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the nth service time threshold is not defined, this measure returns 0.

Speed-of-accept thresholds are defined within the **[agg-gim-thld-QUEUE-ACC]** section.

ACCEPTED_AGENT_STI_20

The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent beyond the nineteenth service time interval. If the nineteenth service time threshold is not defined, this measure returns 0.

Subject Areas

- AGT_QUEUE_ACC_AGENT