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Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT_SDR_ACTIVITY_HOUR

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Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of the activities that the user encountered while the call was being processed by the Application. A new row is added for each activity. The same columns and column descriptions apply to other AGT_SDR_ACTIVITY_* 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			X	-1
SDR_ACTIVITY_KEY	integer				-1
COMPLETED	integer				-1
SDR_CALL_DISPOSITION_KEY	integer			X	-1
ACTIVITIES	integer				-1
DURATION	integer				-1
AGR_SET_KEY	integer		X	X	

DATE_TIME_KEY

Introduced: Release 9.0.011

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.

SDR_ACTIVITY_KEY

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

COMPLETED

Introduced: Release 9.0.011

The total number of activities that were completed during the reporting interval.

SDR_CALL_DISPOSITION_KEY

Introduced: Release 9.0.011

Table AGT_SDR_ACTIVITY_HOUR

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

ACTIVITIES

Introduced: Release 9.0.011

The total number of activities that began during the reporting interval.

DURATION

Introduced: Release 9.0.011

The total amount of time (in seconds) spent in Designer applications during the reporting period.

AGR_SET_KEY

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

Subject Areas

No subject area information available.