GENESYS™

Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT_SDR_SESSION_HOUR

12/17/2025

Table AGT_SDR_SESSION_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESSION_* 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_CALL_DISPOSITION_KEY	integer			X	-1
SDR_CALL_TYPE_KEY	integer			X	-1
SDR_ENTRY_POINT_KEY	integer			X	-1
SDR_EXIT_POINT_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
SDR_GEO_LOCATION_KEY	integer			X	-1
SDR_LANGUAGE_KEY	integer			X	-1
STRIKEOUT_SDR_MILESTONE_KEY	integer			X	-1
BAILOUT_SDR_MILESTONE_KEY	integer			X	-1
DEFLECTION_SDR_MILESTONE_KEY	integer			X	-1
FINAL_SDR_MILESTONE_KEY	integer			X	-1
DEFLECTION_SDR_MESSAGE_KEY	integer			X	-1
CALLS	integer				
DURATION	integer				
AS_DURATION	integer				
SS_DURATION	integer				
AS_TRANSFERRED	integer				
AS_ENTERED	integer				
SS_ENTERED	integer				
AS_CONTAINED	integer				
QUEUE_ABANDONED	integer				
AGENT_ROUTED	integer				
DN_ROUTED	integer				
AGR_SET_KEY	integer		X	X	

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.

SDR_CALL_DISPOSITION_KEY

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

SDR_CALL_TYPE_KEY

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

SDR_ENTRY_POINT_KEY

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

SDR_EXIT_POINT_KEY

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

SDR_APPLICATION_KEY

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

SDR_GEO_LOCATION_KEY

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

SDR_LANGUAGE_KEY

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

STRIKEOUT_SDR_MILESTONE_KEY

The key that is used to join the STRIKEOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

BAILOUT_SDR_MILESTONE_KEY

The key that is used to join the BAILOUT milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MILESTONE_KEY

The key that is used to join the DEFLECTION MESSAGE_FILE value in the SDR_MILESTONE dimension to the fact tables.

FINAL_SDR_MILESTONE_KEY

The key that is used to join the FINAL milestone value in the SDR_MILESTONE dimension to the fact tables.

DEFLECTION_SDR_MESSAGE_KEY

The key that is used to join the DEFLECTION_MESSAGE value in the SDR_MESSAGE dimension to the fact tables.

CALLS

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application during the reporting interval.

DURATION

Introduced: Release 8.5.011
The total amount of time that callers spent in the Designer application during the reporting interval.

AS_DURATION

Introduced: Release 8.5.011
The duration, in milliseconds, of the Assisted Service phase.

SS_DURATION

Introduced: Release 8.5.011
The duration, in milliseconds, of the Self-Service phase.

AS_TRANSFERRED

Introduced: Release 8.5.011
The total number of interactions that were transferred from the Self-Service phase to the Assisted-Service phase of the Designer application during the reporting interval.

AS_ENTERED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Assisted-Service.

SS_ENTERED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Self-Service.

AS_CONTAINED

Introduced: Release 8.5.011
The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.

QUEUE_ABANDONED

Introduced: Release 8.5.011
The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue.

AGENT_ROUTED

Introduced: Release 8.5.011
The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.

DN_ROUTED

Introduced: Release 8.5.011
The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.

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.