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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

Table AGT_AGENT_QUEUE_HOUR

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Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that were distributed from the following queue types:

- ACD queue
- Virtual queues
- Interaction queues
- Workbins

Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT and tables. An inner join to IRF_USER_DATA_GEN_1 provides aggregated data that is dimensioned by revenue and customer satisfaction. Note that within this table these two sets of fields are stored as integers. Numeric data only should be written to these fields. In the source IRF_USER_DATA_GEN_1 table, they are stored in character format. Refer to “Check for Incorrect Data Type” in the *Reporting and Analytics Aggregates User’s Guide* to learn how to recover from situations where RAA attempts to aggregate nonnumeric data.

This table includes two sets of measures regarding interactions that were distributed from the preceding queue-type devices to agents-namely, measures for:

- Nonconsult-related interactions.
- Consult interactions.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent who received the consultation request was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are

interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE TIME, MEDIA_TYPE, INTERACTION_DESCRIPTOR, INTERACTION_TYPE, RESOURCE_, USER_DATA_CUST_DIM, and RESOURCE_GROUP_COMBINATION dimensions. Each of the latter two dimensions is referenced twice in this table, because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply to other AGT_AGENT_QUEUE_* 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

Table AGT_AGENT_QUEUE_HOUR

Column	Data Type	P	M	F	DV
AGR_SET_KEY	int			X	
DATE_TIME_KEY	int				-1
AGENT_GROUP_COMBINATION_KEY	int				-1
AGENT_RESOURCE_KEY	int				-1
INTERACTION_DESCRIPTOR_KEY	int			X	-1
TENANT_KEY	int			X	-1
QUEUE_GROUP_COMBINATION_KEY	int				-1
QUEUE_RESOURCE_KEY	int				-1
MEDIA_TYPE_KEY	int			X	-1
INTERACTION_TYPE_KEY	int			X	-1
USER_DATA_KEY1	int				-1
USER_DATA_KEY2	int				-1
USER_DATA_GEN_KEY1	int				-1
USER_DATA_GEN_KEY2	int				-1
POST_CALL_SURVEY_KEY1	int				-1
POST_CALL_SURVEY_KEY2	int				-1
ACCEPTED_THREAD	numeric(18,0)				
ACCEPTED_UNIQUE	numeric(18,0)				
FOCUS	int				
FOCUS_TIME	int				
ACCEPTED	numeric(18,0)				
NOTACCEPTED	numeric(18,0)				
OFFERED	numeric(18,0)				
RESPONDED_UNIQUE	numeric(18,0)				
RESPONSES	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
REJECTED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
ENGAGE	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				

Table AGT_AGENT_QUEUE_HOUR

Column	Data Type	P	M	F	DV
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RESPONSES	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RECEIVED_WAIT	numeric(18,0)				
CONSULT_RCV_WARM_UP_TIME	numeric(18,0)				
CONSULT_RCV_WARM_UP	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_UP_TIME	numeric(18,0)				
CONSULT_RCV_WARM_UP	numeric(18,0)				
CONSULT_INITIATED	numeric(18,0)				
CONSULT_INITIATED_TIME	numeric(18,0)				
CONFERENCE_INITIATED	numeric(18,0)				
CONFERENCE_RECEIVED_ABORTED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
XFER_RECEIVED_ACCEPTED	numeric(18,0)				
SATISFACTION_OFFERED	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE_OFFERED	numeric(18,0)				
REVENUE	numeric(18,0)				
AGENT_DISCONNECT_FIRST	numeric(18,0)				
ACTIONABILITY_OFFERED	numeric(18,0)				
ACTIONABILITY	numeric(18,0)				
SENTIMENT_OFFERED	numeric(18,0)				
SENTIMENT	numeric(18,0)				
INFLUENCE_OFFERED	numeric(18,0)				
INFLUENCE	numeric(18,0)				

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 that correspond to the start of the aggregated

interval.

AGENT_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

AGENT_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific agent.

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.

QUEUE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the groups of which the queue was a member when the agent was offered the interaction.

QUEUE_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific queue.

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.

If you engage the social-media feature, RAA maps this field to GEN_ES_KEY in the IRF_USER_DATA_KEYS table.

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.

POST_CALL_SURVEY_KEY1

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

POST_CALL_SURVEY_KEY2

The surrogate key that is used to join this aggregate table to the POST_CALL_SURVEY dimension table. This attribute is populated only if the configuration option **agg-feature:post-call-survey** is enabled.

ACCEPTED_THREAD

The total number of customer-interaction threads that were accepted, initiated, or pulled from this queue for the first time by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as ACCEPTED_UNIQUE for media other than e-mail.

ACCEPTED_UNIQUE

The total number of logical interactions that were accepted, initiated, or pulled from this queue by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.

FOCUS

The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires that WDE has been configured to report focus time.

FOCUS_TIME

The total time, in seconds, that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

ACCEPTED

The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, or pulled by this agent. For voice media, this measure is identical to RESPONSES.

NOTACCEPTED

The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by the agent. This measure includes interactions that the customer abandoned while they were alerting at the agent.

OFFERED

The total number of times that interactions, distributed or pulled from this queue, were received or initiated by this agent, excluding interactions that were abandoned within the short-abandoned threshold. The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count

excludes simple consultations, whether they were initiated or received.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-ID-IXN]** section.

RESPONDED_UNIQUE

The total number of first-time outbound replies made by this agent in response to customer interactions that were pulled or transferred from this queue. Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were distributed or pulled from this queue and answered or accepted by this agent. For voice media, this measure is identical to ACCEPTED; it returns positive values when agents initiate calls.

For e-mail, this measure represents the total number of times that the agent created an outbound reply for interactions that were distributed or pulled from this interaction queue or workbin.

ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from this queue, were abandoned or dropped for any reason while the interactions were alerting at this agent.

REJECTED

The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted or answered.

INVITE

The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted, answered, or pulled, plus the total number of dials that the agent performed where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

The dialing component of this measure applies to voice media only.

INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue. For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only. This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that was spent in collaboration or consultation.

ENGAGE

For interactions that were distributed or pulled from this queue, the total number of interactions in which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

SHORT

The total number of times that customer interactions were distributed or pulled from this queue, accepted by this agent, and then released, transferred, or stopped within the short-engagement threshold.

This measure relies on the value of **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that this agent had on hold customer interactions that were distributed from this queue.

HOLD

The total number of customer interactions that were distributed from this queue that this agent had on hold.

WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that

the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount time, in seconds, that this agent was engaged in collaborations and simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

CONSULT_RESPONSES

For e-mail, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that this agent had collaborations or simple consultations on hold where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions and were distributed from this queue.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in consultations that were distributed or pulled from this queue where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_ACC_WARM

The total number of times that this agent participated in consultations that the agent received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that this agent had consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from this queue that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and

were associated with customer interactions that were transferred to or conferenced with the agent.

This measure includes:

- ACW durations that were associated with conferences where the customer leaves the interaction.
- Internal interactions that were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following consultations that were distributed from this queue and that the agent requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW that was associated with conferences, where the customer leaves the interactions.
- Internal contact center interactions, where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established, distributed or pulled from this queue, and associated with customer interactions.

CONSULT_INITIATED_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.

CONFERENCE_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received, where the interactions were distributed or pulled from this queue and, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

CONFERENCE_RECEIVED_ACCEPTED

The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.

TRANSFER_INIT_AGENT

The total number of times that this agent transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

XFER_RECEIVED_ACCEPTED

The total number of times that this agent received customer interactions that were distributed or pulled from this queue that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

SATISFACTION_OFFERED

The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.

REVENUE_OFFERED

The total number of customer interactions that entered or began within the contact center, were distributed from this queue, had associated revenue, and were handled by this agent.

REVENUE

The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

AGENT_DISCONNECT_FIRST

The total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. The tally is incremented only when the system (such as the switch) provides such information.

ACTIONABILITY_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an actionability score was attached. Actionability scores measure the degree to which interactions required agent attention.

ACTIONABILITY

The sum of actionability scores attached to customer interactions that were handled this agent and distributed from this queue.

SENTIMENT_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which a sentiment score was attached. Sentiment scores reflect the attitude expressed by customers.

SENTIMENT

The sum of sentiment scores attached to customer interactions that were handled by this agent and distributed from this queue.

INFLUENCE_OFFERED

The total number of customer interactions that were offered to this agent and distributed from this queue for which an influence score was attached. Influence scores represent the clout that the customer amassed on social networks.

INFLUENCE

The sum of influence scores attached to customer interactions that were handled by this agent and distributed from this queue.

Subject Areas

- AGT_AGENT_QUEUE