GENESYS™

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

Table AGT_ID_FCR

12/15/2025

Table AGT_ID_FCR

Description

Introduced: 8.5.002.00

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype.

FCR (First Contact Resolution Rate) is defined as the rate for all interactions on a day and media type using a predictor and model.

Rollups are derived primarily from the INTERACTION_FACT table and are based on the resource's first attempt in handling interactions. A join to the GPM_FACT provides aggregated data that is dimensioned by model, predictor, and result. When running in embedded mode, the data in this table is delayed by 7-8 days.

This table includes measures pertaining to customer interactions that are distributed to handling resources, which are attributed to the interval in which the interaction entered the contact center.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DNs. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_TYPE, MEDIA_TYPE, and INTERACTION_ DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to other AGT_ID_FCR_* 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	int				-1
INTERACTION_DESCRIPTOR_KEY	int			X	-1
TENANT_KEY	int			X	-1
MEDIA_TYPE_KEY	int			X	-1
INTERACTION_TYPE_KEY	int			X	-1
USER_DATA_KEY1	int			X	-1
USER_DATA_KEY2	int			X	-1
GPM_PREDICTOR_KEY	int				-1
GPM_MODEL_KEY	int			X	-1
GPM_RESULT_KEY	int			X	-1

Column	Data Type	P	M	F	DV
ACCEPTED	numeric(18,0)				
ACCEPTED_FCR	numeric(18,0)				
ACCEPTED_CUSTID	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.

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.

MEDIA_TYPE_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

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.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

ACCEPTED_FCR

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource, and which were subsequently resolved during the first customer attempt. An issue is considered to be resolved on the first attempt if there are no subsequent customer interactions from the same CUSTOMER_ID for the same SERVICE-TYPE within 7 days.

ACCEPTED_CUSTID

The number of customer interactions with the indicated Customer ID that were accepted, answered, or pulled.

Subject Areas

No subject area information available.