

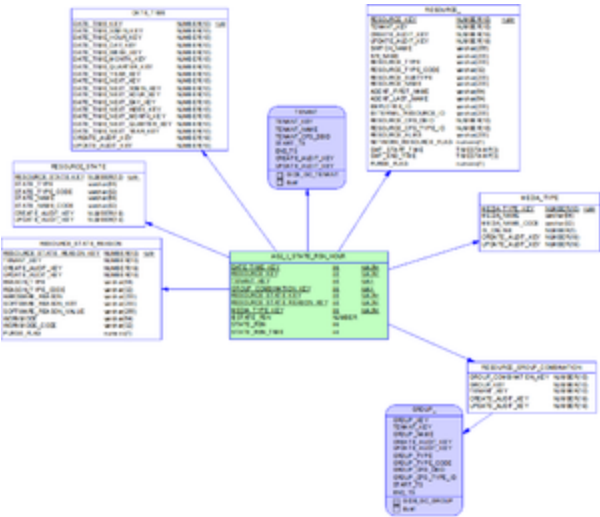


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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

AGT_I_STATE_RSN Subject Area

AGT_I_STATE_RSN Subject Area



AGT_I_STATE_RSN Subject Area View Large

Subject Area Dimensional Model Tables

| Table/View | Description |
|----------------------|--|
| AGT_I_STATE_RSN_HOUR | Rollup of hardware- and software-related reasons for summarized agent states on voice devices. |