

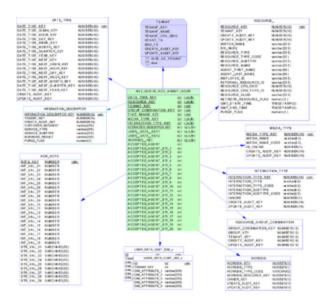
## **GENESYS**

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

AGT\_QUEUE\_ACC\_AGENT Subject Area

## AGT\_QUEUE\_ACC\_AGENT Subject Area



AGT\_QUEUE\_ACC\_AGENT Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ACC_AGENT_HOUR	Rollup of interactions that were accepted by agents after having been distributed from an ACD queue, Virtual queue, Interaction queue, or Workbin.