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

Table AGR_TIME_RANGE

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Description

In partitioned databases, this table is not partitioned.

In RAA release 8.1.0, this internal table was used to describe the time ranges that are associated with the handling of interactions through queue-type devices within the contact center as they pertain to abandoned or accepted interactions.

In 8.5 releases, RAA populates this table; however, RAA uses the boundaries that are defined by options in the **[agg-gim-thld-QUEUE-ABN]** and **[agg-gim-thld-QUEUE-ACC]** sections for computation of STI measures.

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
TIME_RANGE_KEY	int	X	X		
BOUND_1 through BOUND_19	int		X		

TIME_RANGE_KEY

The primary key of this table.

BOUND_1 through BOUND_19

The upper boundaries of the 1st through 19th time ranges.

Subject Areas

No subject area information available.