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

Table AGT\_BGS\_SESSION\_HOUR

# Table AGT\_BGS\_SESSION\_HOUR

## Description

**Introduced:** 8.5.003

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interactions associated with Bot Gateway Server (BGS) interactions.

### 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 DNSs)
  - 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 |
|----------------------|-----------|---|---|---|----|
| AGR_SET_KEY          | int       |   |   | X |    |
| DATE_TIME_KEY        | int       |   |   | X | -1 |
| TENANT_KEY           | int       |   |   | X | -1 |
| BGS_BOT_DIM_KEY      | int       |   |   | X | -1 |
| BGS_BOT_NAME_DIM_KEY | int       |   |   | X | -1 |
| BGS_SESSION_DIM_KEY  | int       |   |   | X | -1 |
| MEDIA_TYPE_KEY       | int       |   |   | X | -1 |
| INITIATED            | int       |   |   |   |    |
| FAILED               | int       |   |   |   |    |
| CUSTOMER_TERMINATED  | int       |   |   |   |    |
| REJECTED             | int       |   |   |   |    |
| SESSION_TIME         | int       |   |   |   |    |
| MESSAGES_SENT        | int       |   |   |   |    |
| MESSAGES_RECEIVED    | int       |   |   |   |    |

### 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 at which the caller's participation in the interaction began.

## TENANT\_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

## BGS\_BOT\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT dimension to the fact tables.

## BGS\_BOT\_NAME\_DIM\_KEY

The surrogate key that is used to join the BGS\_BOT\_NAME dimension to the fact tables.

## BGS\_SESSION\_DIM\_KEY

The surrogate key that is used to join the BGS\_SESSION dimension to the fact tables.

## MEDIA\_TYPE\_KEY

The surrogate key that is used to join the MEDIA\_TYPE dimension to the fact tables.

## INITIATED

Indicates that the session was initiated.

## FAILED

Indicates that the session was ended abnormally (due to some technical issue).

## CUSTOMER\_TERMINATED

Indicates that the session was terminated by the customer.

## REJECTED

Indicates that the session was rejected to start.

### SESSION\_TIME

The duration, in seconds, of the ChatServer session.

### MESSAGES\_SENT

The total number of messages sent by a bot in the BGS session.

### MESSAGES\_RECEIVED

The total number of messages received by a bot in the BGS session.

### Subject Areas

No subject area information available.