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

Table AGT_CHAT_THREAD_HOUR

5/12/2025

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Description

Introduced: 8.5.009
Modified: 8.5.010 (Name changed from AGT_CHAT_THREAD_STATS)

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a summary of thread-related 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 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
TENANT_KEY	int				-1
MEDIA_TYPE_KEY	int				-1
MEDIA_ORIGIN_KEY	int				-1
THREADS	int				-1
SESSIONS	int				-1
AGENTS	int				-1
ENGAGEMENTS	int				-1
HANDLE_DURATION	int				-1
MSG_FROM_CUSTOMERS	int				-1
MSG_FROM_CUSTOMERS_SIZE	int				-1
MSG_FROM_AGENTS	int				-1
MSG_FROM_AGENTS_SIZE	int				-1
AGENT_REPLY_DURATION	int				-1

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.

MEDIA_TYPE_KEY

The surrogate key that is used to join this aggregate table to the MEDIA_TYPE dimension table.

MEDIA_ORIGIN_KEY

The key that is used to join the MEDIA_ORIGIN dimension to the fact table.

THREADS

The numbers of threads.

SESSIONS

The numbers of sessions in all threads.

AGENTS

The number of unique agents who handled the interaction within the thread.

ENGAGEMENTS

The number of engagements.

HANDLE_DURATION

The total time that at least one agent was connected to a thread.

MSG_FROM_CUSTOMERS

Total number of client messages in the thread.

MSG_FROM_CUSTOMERS_SIZE

Total size of client messages in the thread.

MSG_FROM_AGENTS

Total number of agents messages in the thread.

MSG_FROM_AGENTS_SIZE

Total size of agents messages in the thread.

AGENT_REPLY_DURATION

The total amount of time between clients' messages and the subsequent agents' messages throughout the thread.

Subject Areas

No subject area information available.