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

Table AGT_SDR_SESS_BLOCK_HOUR

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Table AGT_SDR_SESS_BLOCK_HOUR

Description

Introduced: 8.5.0

In partitioned databases, this table is not partitioned.

This table describes caller activity within an SDR session. The same columns and column descriptions apply to other AGT_SDR_SESS_BLOCK_* tables.

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			X	-1
SDR_ENTRY_POINT_KEY	int			X	-1
SDR_APPLICATION_KEY	int			X	-1
SDR_GEO_LOCATION_KEY	int			X	-1
SDR_LANGUAGE_KEY	int			X	-1
AGR_SET_KEY	int		X	X	
SDR_INPUT_KEY	int			X	-1
SDR_USER_INPUT_KEY	int			X	-1
SDR_INPUT_OUTCOME_KEY	int			X	-1
BLOCKS	int				
STRIKEOUT	int				
SUCCESS	int				
NO_INPUT_ERROR	int				
NO_MATCH_ERROR	int				
DURATION	int				

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 that correspond to the start of the aggregated interval.

SDR_ENTRY_POINT_KEY

The key that is used to join the SDR_ENTRY_POINT dimension to the fact tables.

SDR_APPLICATION_KEY

The key that is used to join the SDR_APPLICATION dimension to the fact tables.

SDR_GEO_LOCATION_KEY

The key that is used to join the SDR_GEO_LOCATION dimension to the fact tables.

SDR_LANGUAGE_KEY

The key that is used to join the SDR_LANGUAGE dimension to the fact tables.

AGR_SET_KEY

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

SDR_INPUT_KEY

The key that is used to join the SDR_INPUT dimension to the fact tables.

SDR_USER_INPUT_KEY

The key that is used to join the SDR_USER_INPUT dimension to the fact tables.

SDR_INPUT_OUTCOME_KEY

The key that is used to join the SDR_INPUT_OUTCOME dimension to the fact tables.

BLOCKS

The total number of hits to a given block. A session can hit a block more than once.

STRIKEOUT

The total number of times that the maximum number of retries was reached.

SUCCESS

The total number of sessions were routed successfully.

NO_INPUT_ERROR

The total count of instances when the caller's input was not heard or not received.

NO_MATCH_ERROR

The total count of instances when the caller's input did not match a set of possible values predefined in the Designer application.

DURATION

The total amount of time (in seconds) spent in Designer applications during the reporting period.

Subject Areas

No subject area information available.