# GENESYS™

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

Table AGT_SDR_SURVEY_ANS_HOUR

5/13/2025

# Table AGT_SDR_SURVEY_ANS_HOUR

## Description

**Introduced:** 8.5.0

In partitioned databases, this table is not partitioned.

This table contains a record of survey answer data. The same columns and column descriptions apply to other AGT_SDR_SURVEY_ANS_* 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 |
| GROUP_COMBINATION_KEY | int | | | X | -1 |
| RESOURCE_KEY | int | | | X | -1 |
| SDR_APPLICATION_KEY | int | | | X | -1 |
| MULTI_AGENT_FLAG | int | | | | -1 |
| SDR_SURVEY_QUESTIONS_KEY | int | | | X | -1 |
| SDR_SURVEY_ANSWERS_KEY | int | | | X | -1 |
| SURVEY_COUNT | int | | | | |
| AGR_SET_KEY | int | | X | X | |

## 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.

## GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

## RESOURCE_KEY

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

## SDR_APPLICATION_KEY

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

## MULTI_AGENT_FLAG

The number of calls that were successfully transferred by the agent to another agent, where a survey was later accepted and completed by the caller.

## SDR_SURVEY_QUESTIONS_KEY

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

## SDR_SURVEY_ANSWERS_KEY

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

## SURVEY_COUNT

The total number of sessions that included survey interactions.

## AGR_SET_KEY

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

# Subject Areas

No subject area information available.