

GENESYS

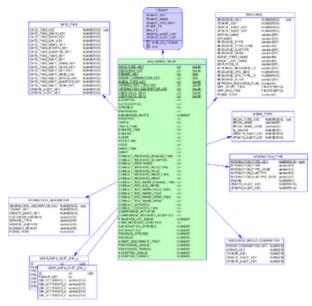
This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

AGT AGENT Subject Area

AGT_AGENT Subject Area

This subject area represents agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.



AGT_AGENT Subject Area View Large

Subject Area Dimensional Model Tables

Table/View	Description
AGT_AGENT_HOUR	Rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype.