

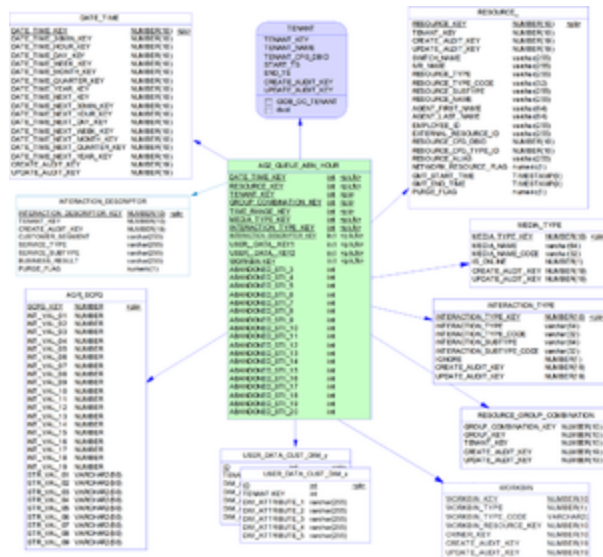


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# Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

AGT\_QUEUE\_ABN Subject Area

# AGT\_QUEUE\_ABN Subject Area



AGT\_QUEUE\_ABN Subject Area View Large

## Subject Area Dimensional Model Tables

Table/View	Description
AGR_SCFG	This internal table stores the thresholds that are associated with the handling of contact center interactions.
AGT_QUEUE_ABN_HOUR	Rollup of interactions that were abandoned within an ACD queue, Virtual queue, Interaction queue, or Workbin.