Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database

Table AGT_AGENT_CAMPAIGN_HOUR

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Table AGT_AGENT_CAMPAIGN_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that originated from a particular campaign. Rollups are derived primarily from the CONTACT_ATTEMPT_FACT and INTERACTION_RESOURCE_FACT tables.

This table includes two sets of measures:

- Nonconsult-related interactions
- Consult interactions

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in a transfer to or conference with the agent. Simple consultations are consult interactions that begin and end in consult.

Counts and durations are attributed to the interval in which the agent was offered the interaction. For consultations, counts and durations are attributed to the interval in which the agent, who received the consultation request, was offered the interaction.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE_TIME, CAMPAIGN, MEDIA_TYPE, INTERACTION_DESCRIPTOR, INTERACTION_TYPE, RESOURCE_, RESOURCE_GROUP_COMBINATION, and USER_DATA_CUST_DIM dimensions.

The same columns and column descriptions apply to other AGT_AGENT_CAMPAIGN_* 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	integer				-1
GROUP_COMBINATION_KEY	integer				-1
RESOURCE_KEY	integer			X	-1
INTERACTION_DESCRIPTOR_KEY	integer			X	-1
CAMPAIGN_KEY	integer			X	-1
TENANT_KEY	integer			X	-1
CAMPAIGN_GROUP_KEY	integer				-1
MEDIA_TYPE_KEY	integer			X	-1
INTERACTION_TYPE_KEY	integer			X	-1
USER_DATA_KEY1	integer				-1

Column	Data Type	P	M	F	DV
USER_DATA_KEY2	integer				-1
USER_DATA_GEN_KEY1	integer				-1
USER_DATA_GEN_KEY2	integer				-1
ACCEPTED	numeric(18,0)				
PREVIEW	numeric(18,0)				
PREVIEW_TIME	numeric(18,0)				
OFFERED	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
SHORT	numeric(18,0)				
HOLD_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(18,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				
CONSULT_RCV_ACC_WARM	numeric(18,0)				
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
SATISFACTION	numeric(18,0)				
REVENUE	numeric(18,0)				

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 agent'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 campaign groups of which the campaign was a member when a contact attempt was made.

RESOURCE_KEY

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

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

CAMPAIGN_KEY

The surrogate key that is used to join this aggregate table to the CAMPAIGN view to identify a specific Genesys Outbound Contact campaign.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific tenant.

CAMPAIGN_GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific group which the Genesys Outbound Contact campaign was a member of when the interaction was generated.

MEDIA_TYPE_KEY

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

INTERACTION_TYPE_KEY

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

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ACCEPTED

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

PREVIEW

The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.

PREVIEW_TIME

The total amount of time, in seconds, that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.

OFFERED

The total number of times that customer interactions were received or initiated by an agent. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count includes abandoned interactions and excludes simple consultations whether initiated or received.

INVITE

The total number of customer interactions that are associated with this campaign and that rang at this agent before the interactions were answered plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

INVITE_TIME

The total amount of time, in seconds, that customer interactions that are associated with this campaign alerted at this agent plus the total duration of dialing performed by this agent.

For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only.

This measure is attributed to the interval in which the alerting/dialing first occurred.

ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers for interactions that were associated with this campaign. This measure excludes engagement time that is associated with simple consultations and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.

SHORT

The total number of times that customer interactions from this campaign were accepted by this agent and then released, transferred, or stopped within the short-talk threshold.

This measure relies on the value of the **short-talk threshold** option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

HOLD_TIME

The total amount of time, in seconds, that this agent had customers on hold for interactions that were associated with this campaign.

HOLD

The total number of customer interactions that were associated with this campaign that this agent had on hold.

WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state for customer interactions that the agent received and that were associated with this campaign.

WRAP

The total number of times that agents entered ACW state for customer interactions that this agent received and that were associated with this campaign.

CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted simple consultations that were associated with customer interactions and this campaign.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions and this campaign.

CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions that were sourced from this campaign.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.

CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this

campaign.

CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this campaign.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_ACC_WARM

The total number of times this agent participated in consultations that the agents received, where the consultations were associated with customer interactions from this campaign, and the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that this agent spent in consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_HOLD

The total number of consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

• ACW that was associated with conferences where the customer leaves the interactions.

- Internal contact center interactions where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.

This measure includes:

- ACW durations associated with conferences where the customer leaves the interactions.
- Internal contact center interactions where interactions were transferred to the agent.

In common call-flow scenarios, this measure yields a value of zero.

TRANSFER_INIT_AGENT

The total number of customer interactions that are associated with this campaign that this agent transferred. Both warm and blind transfers are reflected in this measure.

SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions from this outbound campaign.

REVENUE

The total revenue generated by customer interactions that are associated with this campaign.

Subject Areas

- AGT_AGENT_CAMPAIGN