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

Table AGT\_SDR\_SESS\_BLOCK\_HOUR

# 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 DNSs)
  - 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			X	-1
SDR_ENTRY_POINT_KEY	integer			X	-1
SDR_APPLICATION_KEY	integer			X	-1
SDR_GEO_LOCATION_KEY	integer			X	-1
SDR_LANGUAGE_KEY	integer			X	-1
AGR_SET_KEY	integer		X	X	
SDR_INPUT_KEY	integer			X	-1
SDR_USER_INPUT_KEY	integer			X	-1
SDR_INPUT_OUTCOME_KEY	integer			X	-1
BLOCKS	integer				
STRIKEOUT	integer				
SUCCESS	integer				
NO_INPUT_ERROR	integer				
NO_MATCH_ERROR	integer				
DURATION	integer				

### 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.