

Genesys Decisions

Genesys Decisions
Data Mart Data Dictionary 9.0

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Introduction

A Data Mart is a repository of data gathered from operational data. Historical data will be synched into the data mart when historical imports are run and scenario data will be published to the Data Mart manually by each individual user. Historical data will always be in one folder but scenarios can be published to individual folders set up by the users. **Genesys Decisions Data mart Data Dictionary** provides a concise and detailed description of the database views that are available to be used to generate reports on historical and scenario data. Genesys Decisions Data Mart consists of two sets of views, Dimension views and Fact views. The dimension view stores attributes, or dimensions, that describe the objects in a fact view. A fact view consists of the measurements, metrics or facts of a business process. Understanding the details about each view and its relationship to other views is the key to using the data for your reporting needs.

Aggregating Metrics

Different kinds of metrics in the Fact views within the Data Mart should be aggregated in different ways. For example, when aggregating different types of volume offered metrics, you would sum them up, while with AHT metrics, you would create a weighted average based on other metrics.

The weighted average calculation is as follows:

$$\frac{\sum metric_o * metric_w}{\sum metric_w}$$

Where $metric_o$ is the metric that you are aggregating, and $metric_w$ is the metric used as a weighting.

Dimension Views

Centers View

The Centers view is used to join to the fact views and display the corresponding Center Name. It is synchronized with the center table in the Interaction Decisions OLTP and contains all the same records.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
SourceID	Int	Unique ID within the Interaction Decisions OLTP for each record
Name	nvarchar(50)	Name of the Center
Status	TinyInt	Enabled/Disabled 0 is enabled anything else is disabled

ContactGroups View

The ContactGroups view is used to join to the fact views and display the corresponding Contact Group Name. It is synchronized with the contact groups table in the Interaction Decisions OLTP and contains all the same records. It is utilized for joining to the RequirementsAndGoals view and the ContactTypes view. For non-multi-skill

groups, the staff requirements are generated at the Contact Group and MediaType level. For multi-skill groups, they are generated at the Contact Type level.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
SourceID	Int	Unique ID within the Interaction Decisions OLTP for each record
Name	nvarchar(50)	Name of the Contact Group
Status	TinyInt	Enabled/Disabled. 0 is enabled anything else id disabled

ContactTypes View

The ContactTypes view is used to join to the fact views and display the corresponding Center Name. It is synchronized with the center table in the Interaction Decisions OLTP and contains all the same records.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
SourceID	Int	Unique ID within the Interaction Decisions OLTP for each record
Name	nvarchar(50)	Name of the Contact Type
Status	TinyInt	Enabled/Disabled. 0 is enabled anything else id disabled
Media Type	Int	Foreign Key to MediaTypes.ID
ContactGroup	Int	Foreign key to ContactGroups.ID

Data Sources View

The Data Sources view is used to join to the fact views and display the corresponding Data Source Name or join to in order to select specific data sources for reporting. Data Sources are utilized by the Data Mart with the Folders in order to organize and secure the data. Data Sources reside within Folders. Permissions can be given or removed from folders to allow or prevent specific users from seeing the data sources contained within the folder and therefore the data within the DataSources table. DataSources are logical ways to separate the data in the Data Mart. The historical data that gets synchronized has its own DataSource called Synchronization. All scenario data that gets published is given a DataSource name by the user who is doing the publishing. It is used to find the specific data that has been added to the Data Mart.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID

Column Name	Data Type	Definition
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
Descriptions	nvarchar(256)	Name of the data source

Folders View

The Folders view is used to join to the fact views and display the corresponding Folder Name or join to in order to select specific folders for reporting. Folders are utilized by the Data Mart in order to organize and secure the data. Permissions can be given to or removed from folders to allow or prevent specific users from seeing the data contained within the folder. Folders logically contain DataSources.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID that this folder is part of
Name	nvarchar(100)	Name of the folder

MediaTypes View

The MediaTypes view is used to join to the fact views and display the corresponding Media Type Name. It is synchronized with the MediaTypes table in the Decisions OLTP and contains all the same records. It is utilized for joining to the RequirementsAndGoals view and the ContactTypes view. For non-multi-skill groups, the staff requirements are generated at the Contact Group and MediaTypes level. For multi-skill groups, they are generated at the Contact Type level.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Folder	Int	Folder ID
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
SourceID	Int	Unique ID within the Interaction Decisions OLTP for each record
Name	nvarchar(50)	Name of the Staff Type

StaffTypes View

The StaffTypes view is used to join to the fact views and display the corresponding Staff Type Name. It is synchronized with the StaffTypes table in the Decisions OLTP and contains all the same records.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record

Column Name	Data Type	Definition
Folder	Int	Folder ID
Lineage	nvarchar(256)	A name for an Interaction Decisions deployment. Corresponds to an Interaction Decisions scenario or a monitored database in sync configuration.
SourceID	Int	Unique ID within the Interaction Decisions OLTP for each record
Name	nvarchar(50)	Name of the Staff Type
Status	TinyInt	Enabled/Disabled. 0 is enabled anything else is disabled

Timespans View

The Timespans view contains the different types of timespans, i.e. Weekly, Monthly.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Name	nvarchar(100)	The name of the timespan (i.e. Weekly, Monthly)

Time View

The Time view gives the start and end of a time period. When a new data is published to or synced with the Data Mart, if the time period does not exist in the Time View, a new record is added to this view. It contains the start and end of the time period that was just added. It is used to join with the fact views to get the time period for specific data in the fact views.

Column Name	Data Type	Definition
ID	Int	Unique ID within the DataMart for each record
Timespan	Int	The ID of the timespan that this particular time represents. (Weekly or Monthly)
Start	DateTime	The start of the time period
End	DateTime	The end of the time period

Fact View

Contact/Media Type

InboundPerformance Fact View

This view contains all the metrics related to Inbound Phone Contact Performance.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
After Call Work (Sec)	Float	Seconds of after call work per inbound skill call handled.	Skill Calls Handled (SCH)
ASA (Sec)	Float	Average speed of answer for the call in seconds, measured at the skill level.	Skill Calls Handled (SCH)
Avg. Length of Prompter Call (Sec)	Float	Average time calls spend in the prompter.	Skill Calls Offered Net
Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Skill Calls Handled (SCH)
Base ATT (Sec)	Float	Average talk time of fully trained agents (i.e., agents not in learning curve).	Skill Calls Handled (SCH)
Base Sales Conversion Rate (%)	Float	Proportion of skill calls handled that result in a completed sale for fully trained agents.	Skill Calls Handled (SCH)
Capture Rate (%)	Float	Measures the percentage of total contacts that are handled by the selected center staff type	Sum
Inbound Idle Time per Contact (Sec)	Float	The average number of seconds that agents are idle in between handling inbound contacts.	Skill Calls Handled (SCH)
Inbound Revenue (C)	Float	Total revenue from completed sales for inbound calls. Equal to inbound skill calls handled multiplied by the new hire adjusted sales conversion rate multiplied by revenue per sale.	Sum
New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Skill Calls Handled (SCH)
New Hire Adjusted Sales Conversion Rate (%)	Float	Proportion of skill calls handled that result in a completed sale adjusted downward for the impact of new hires still in their learning curve.	Skill Calls Handled (SCH)
New Hire Adjusted Talk Time (Sec)	Float	Average talk time adjusted for the impact of new agents still in their learning curve.	Skill Calls Handled (SCH)

Column Name	Output Data Type (size)	Description	Aggregation
Outcall Talk Time per Outbound Call (Sec)	Float	Talk time per outbound call.	Inbound Outcalls
Outcall to SCH Ratio (%)	Float	Proportion of skill calls handled that generate an outbound call.	Skill Calls Handled (SCH)
Outsourcer Calls Offered to Calls Offered (%)	Float	Percentage of Outsourcer calls offered with respect to Calls Offered	Contact Type Total: Net Calls Offered
Outsourcer Skill Calls Offered	Float	Calls that are overflowed to outsourcer	Sum
SCH Using Transfer Connect (%)	Float	Percent of skill calls handled using transfer connect	Skill Calls Handled (SCH)
SCO GeoTel Routed (%)	Float	Percent of skill calls offered using GeoTel routed	Skill Calls Offered Net
SCO Using Prompter (%)	Float	Percent of skill calls offered using prompter	Skill Calls Handled (SCH)
Revenue per Sale (C)	Float	Revenue per sale made during each call.	Units Sold
Service Level (%)	Float	Percentage of skill calls handled answered within the defined number of seconds.	Skill Calls Offered Net
Skill Abandon Rate (%)	Float	Percentage of skill calls offered that abandoned before being answered.	Skill Calls Offered Net
Skill Calls Handled (SCH)	Float	Calls offered to the skill that is answered.	Sum
Skill Calls Offered	Float	Calls offered to agents.	Sum
Skill Calls Offered Net	Float	Skill Calls Offered Net	Sum
Skill Calls Overflowed	Float	Skill Calls Overflowed	Sum
Units Sold	Float	Number of sales completed.	Sum

OutboundPerformance Fact View

This view contains all the metrics related to Outbound Phone Contact Performance.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
Abort Rate (%)	Float	Percentage of callers that hang up before connecting to an agent.	Total Attempts
Aborts	Float	Number of callers that hang up before connecting to an agent.	Sum
Attempts to Contacts Ratio	Float	Number of attempts divided by number of contacts.	Contacts
Base P(Confirm: Contact) (%)	Float	Probability of achieving a confirmation given a right party contact for a fully trained agent.	Confirms
Confirms	Float	Number of contacts that result in a completed transaction.	Sum
Connects	Float	Number of outbound attempts that result in a call being delivered to an outbound agent.	Sum
Contact Goal	Float	The desired number of contacts.	Sum
Contacts	Float	Right party contacts.	Sum
Drop Rate (%)	Float	Percentage of callers that are dropped by the dialer.	Total Attempts
Drops	Float	Number of callers that are dropped by the dialer.	Sum
First Attempts	Float	Number of list names attempted to be called at least one time.	Sum
Fourth and Greater Attempts	Float	Number of list names attempted to be called four or more times.	Sum
List Size	Float	Size of list available for outbound calling during the time period.	Sum
New Hire Adjusted P(Confirm: Contact) (%)	Float	Probability of achieving a confirmation given a right party contact adjusted for the impact of new agents still in their learning curve.	Confirms
No Connects	Float	Number of outbound attempts that result in a call NOT being delivered to an outbound agent.	Sum
Outbound After Call Work (Sec)	Float	Average seconds of after call work per connect.	Connects
Outbound Base ATT: No Connect (Sec)	Float	Average talk time of fully trained agents per no connect for outbound calls (i.e., agents not in learning curve).	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Outbound Base ATT: Right Party Contacts (Sec)	Float	Average talk time of fully trained agents per right party contact for outbound calls (i.e., agents not in learning curve).	Contacts
Outbound Base ATT: Wrong Party Connects (Sec)	Float	Average talk time of fully trained agents per wrong party connect for outbound calls (i.e., agents not in learning curve).	Confirms
Outbound Idle Time Per Connect (Sec)	Float	The average number of seconds that agents are idle between calls. Determined by dialer settings.	Connects Connects
Outbound New Hire Adjusted AHT (Sec)	Float	Average total handling time for outbound contacts and connects together adjusted for outbound agents in their learning period.	Connects
Outbound New Hire Adjusted AHT per Contact (Sec)	Float	Average total handling time (for contacts) adjusted for agents in their learning curve.	Contacts
Outbound New Hire Adjusted ATT: Right Party Contacts (Sec)	Float	Average talk time of fully trained agents per wrong party contact for outbound calls adjusted for new agents in learning curve.	Contacts
Outbound New Hire Adjusted ATT: Wrong Party Connects (Sec)	Float	Average talk time of agents per right party connect for outbound calls adjusted for new agents in learning curve.	Confirms
Outbound New Hire Adjusted Talk Time (Sec)	Float	Average talk time for outbound connects and contacts together adjusted for the impact of new agents still in their learning curve.	Connects
Outbound Revenue (C)	Float	Total revenue from completed transactions for outbound calls. Equal to contacts multiplied by the new hire adjusted sales conversion rate multiplied by revenue per transaction.	Sum
Over/Under Contact Goal	Float	The number of contacts minus the contact goal.	Sum
P(Connect Attempt) (%)	Float	Probability of outbound call being delivered to an agent, given a call attempt.	Connects
P(Contact: Connect on Attempt 1) (%)	Float	Probability of achieving a right party contact, given a connect, on the first pass through the list per day.	First Attempts

Column Name	Output Data Type (size)	Description	Aggregation
P(Contact: Connect on Attempt 2) (%)	Float	Probability of achieving a right party contact, given a connect, on the second pass through the list per day.	Second Attempts
P(Contact: Connect on Attempt 3) (%)	Float	Probability of achieving a right party contact, given a connect, on the third pass through the list per day.	Third Attempts
P(Contact: Connect on Attempt 4+) (%)	Float	Probability of achieving a right party contact, given a connect, on the fourth and greater pass through the list per day.	Fourth and Greater Attempts
P(Contact: Connect) (%)	Float	Total probability of achieving a right party contact given a connect.	Connects
Revenue per Confirm (C)	Float	Revenue from each completed outbound transaction	Confirms
Second Attempts	Float	Number of list names attempted to be called two times.	Sum
Third Attempts	Float	Number of list names attempted to be called three times.	Sum
Total Attempts	Float	Total number of outbound list names attempted.	Sum

InstantMessagingPerformance Fact View

This view contains all the metrics related to IM/Chat Performance.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
IM Abandon Rate (%)	Float	Percentage of Instant Messaging chats that abandoned before being answered.	IM Offered
IM After Chat Work (Sec)	Float	Seconds of after chat work per Instant Messaging skill chat handled	IM Handled

Column Name	Output Data Type (size)	Description	Aggregation
IM ASA (Sec)	Float	Average speed of answer for the Instant Messaging in seconds, measured at the skill level.	IM Handled
IM Base ACT (Sec)	Float	Average chat time of fully trained agents (i.e., agents not in learning curve).	IM Handled
IM Base AHT (Sec)	Float	Average handled time of fully trained agents (i.e., agents not in learning curve).	IM Handled
IM Handled	Float	Instant Messaging offered to the skill that is handled.	Sum
IM Idle Time per Contact	Float	The average number of seconds that agents are idle in between handling Instant Messaging Chats.	Skill Calls Handled (SCH)
IM New Hire Adjusted ACT (Sec)	Float	Average chat time adjusted for the impact of new agents still in their learning curve.	IM Handled
IM New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	IM Handled
IM Offered	Float	Instant Messaging offered to the skill level	Sum
IM Overflowed	Float	IM Overflowed	Sum
IM Service Level (%)	Float	Percentage of IM chats handled within the defined number of seconds.	IM Offered
Max Concurrent IM Sessions	Float	Maximum concurrent sessions of Instant Messaging the agents can handle.	IM Handled
Net IM Offered	Float	Net IM Offered	Sum
Outsourcer IM Offered	Float	IM that are overflowed to outsourcer	Sum
Outsourcer IM Offered to IM Offered (%)	Float	Percentage of Outsourcer IM offered with respect to IM Offered	IM Offered

CaseworkPerformance Fact View

This view contains all the metrics related to Casework Performance.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A

Column Name	Output Data Type (size)	Description	Aggregation
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
Casework Average Daily Backlog Bucket 1	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 2	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 3	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 4	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 5	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 6	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 7	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 8	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 9	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Casework Handled
Casework Beginning Backlog Bucket 1	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 2	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 3	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 4	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 5	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Casework Beginning Backlog Bucket 6	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 7	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 8	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 9	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Handled	Float	Casework offered to the skill that is handled.	Sum
Casework Handled Bucket 1	Float	Casework offered to the skill that is handled within a Casework period of time.	Sum
Casework Handled Bucket 2	Float	Casework offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 3	Float	Casework offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 4	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 5	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 6	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 7	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 8	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 9	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Merge Volume	Float	Casework volume that is combined	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Casework Merge Volume (%)	Float	Percentage of casework offered that is combined	Casework Offered
Casework New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Casework Offered
Casework Offered	Float	Casework offered to the skill level	Sum
Casework Overflowed	Float	Casework Overflowed	Sum
Casework Purge Volume	Float	Casework volume that is being purged from the casework offered volume	Sum
Casework Service Level (%)	Float	Percentage of Caseworks handled within the defined number of periods.	Casework Handled
Net Casework Offered	Float	Net Casework Offered	Sum
Outsourcer Casework Offered	Float	Casework that is overflowed to outsourcer	Sum
Outsourcer Casework Offered to Casework Offered (%)	Float	Percentage of Outsourcer casework offered with respect to Casework Offered	Casework Offered

EmailPerformance Fact View

This view contains all the metrics related to Email Performance.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
Email Average Daily Backlog Bucket 1	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 2	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 3	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 4	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 5	Float	Average daily backlog of emails within a specified period of time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Email Average Daily Backlog Bucket 6	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 7	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 8	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 9	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Email Handled
Email Beginning Backlog Bucket 1	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 2	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 3	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 4	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 5	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 6	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 7	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 8	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 9	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Handled	Float	Emails offered to the skill that is handled.	Sum
Email Handled Bucket 1	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 2	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 3	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 4	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 5	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 6	Float	Emails offered to the skill that is handled within a specified period of time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Email Handled Bucket 7	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 8	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 9	Float	Emails offered to the skill that is handled after a specified period of time.	Sum
Email Merge Volume	Float	Email volume that is combined	Sum
Email Merge Volume (%)	Float	Percentage of email offered that is combined	Email Offered
Email New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Email Handled
Email Offered	Float	Emails offered to the skill level	Sum
Email Overflowed	Float	Email Overflowed	Sum
Email Purge Volume	Float	Email volume that is being purged from the email offered volume	Sum
Email Service Level (%)	Float	Percentage of Emails handled within the defined number of periods.	Email Handled
Net Email Offered	Float	Net Email Offered	Sum
Outsourcer Email Offered	Float	Email that are overflowed to outsourcer	Sum
Outsourcer Email Offered to Email Offered (%)	Float	Percentage of Outsourcer email offered with respect to Email Offered	Email Offered

RequirementsAndGoals Fact View

The amount of agents required to hit a specific set of goals is calculated by the application. This view contains the results of those calculations along with the goals that were used to generate the staff requirement. This view is for use with non-Multi-Skill groups only. For Multi-Skill groups, please use the MultiSkillRequirementsAndGoals Fact View.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
ContactGroup	Int	Foreign Key to ContactGroups.ID	N/A
Media	Int	Foreign Key to MediaTypes.ID	N/A
Abandon Rate Goal (%)	Float	Abandon Rate goal used to generate required staff.	Sum
ASA Goal (Sec)	Float	ASA goal used to generate required staff.	N/A
Outbound Contact Goal	Float	Outbound contact goal used to generate required staff.	
Over/Under Required Staffed (FTE)	Float	Difference between Staffed FTE and Required Staff.	Sum
Required Staff (FTE)	Float	Number of staff required to achieve a specific service goal.	Sum
Service Level Goal (%)	Float	Service Level goal used to generate required staff.	
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or handling contacts (occupied FTE + idle FTE).	

MultiSkillRequirementsAndGoals Fact View

The amount of agents required to hit a specific set of goals is calculated by the application. This view contains the results of those calculations along with the goals that were used to generate the staff requirement. This view is for use with Multi-Skill groups only. For non-Multi-Skill groups please use the RequirementsAndGoals Fact View.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
Abandon Rate Goal (%)	Float	Abandon Rate goal used to generate required staff.	Sum
ASA Goal (Sec)	Float	ASA goal used to generate required staff.	N/A
Outbound Contact Goal	Float	Outbound contact goal used to generate required staff.	
Over/Under Required Staffed (FTE)	Float	Difference between Staffed FTE and Required Staff.	Sum
Required Staff (FTE)	Float	Number of staff required to achieve a specific service goal.	Sum
Service Level Goal (%)	Float	Service Level goal used to generate required staff.	

Column Name	Output Data Type (size)	Description	Aggregation
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or handling contacts (occupied FTE + idle FTE).	

Shrinkage

Agent Efficiency Fact View

This view includes the Agent Efficiency metrics.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A
Datasource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
Stafftype	Int	Foreign Key to StaffTypes.ID	N/A
ContactType	Int	Foreign Key to ContactTypes.ID	N/A
Available Hours	Float	The pool of agent time that is available to be scheduled for work. Equal to total agent hours minus scheduled absence hours minus other absence hours.	Sum
Contacts Per Paid Hour	Float	Number of contacts handled per paid hour.	Paid Hours
Contact per Worked Hour	Float	Number of contacts handled per worked hour.	Worked Hours (Payroll)
Occupancy (%)	Float	The time agents are handling contacts (occupied) divided by the time agents are staffed to handle contacts	Staffed Hours
Occupied Hours	Float	The time agents are handling contacts.	
Occupied Time to Paid Time (%)	Float	The percentage of time that agents are paid for during which they are handling contacts.	
Occupied Time to Staffed Time (%)	Float	The percentage of time agents are staffed to handle contacts that they are handling contacts (equivalent to occupancy ratio).	
Occupied Time to Worked Time (%)	Float	The percentage of time that agents are on premise and working during which they are handling contacts.	
Paid FTE	Float	FTE equivalent of paid agent time. Equal to worked time plus paid off-premise shrinkage.	Sum
Paid Hours	Float	Total hours for which an agent is paid. Equal to worked hours plus paid off-premise time.	Sum
Paid Leave FTE	Float	Paid off-premise time expressed in FTE, i.e., the FTE equivalent of the sum of the scheduled absence, other absence, vacation, floating holiday/personal day, and sick time that is paid.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Phone FTE	Float	FTE equivalent of time spent handling contacts. Equal to talk time plus after call work time plus outcall time when outbound calls are made as part of the inbound call.	Sum
Scheduled FTE	Float	FTE equivalent of agents scheduled to work. Scheduled FTE = total agent FTE - scheduled absence FTE - other absence FTE - vacation FTE - floating holiday/personal day FTE - under time FTE + extra time FTE.	Sum
Scheduled Hours	Float	Hours the agents are scheduled to work. Scheduled hours= total agent hours - scheduled absence hours - other absence hours - vacation hours - floating holiday/personal day hours - under time hours + extra time hours	Sum
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or are handling contacts (occupied FTE + idle FTE).	Sum
Staffed Hours	Float	Hours the agents are available to handle contacts or are handling contacts (occupied hours + idle hours).	Sum
Staffed Time Per Contact (Sec)	Float	Staffed time per contact.	Total Contacts Handled
Staffed Time to Paid Time (%)	Float	The percentage of time that agents are paid for during which they are handling contacts or available to handle contacts.	
Staffed Time to Worked Time (%)	Float	The percentage of time agents are working that they are handling contacts or available to handle contacts.	
Total Contacts Handled	Float	Total contacts handled of the specific contact by the specific staff type.	Sum
Worked FTE	Float	All paid time on premises expressed in FTE. Equal to paid break FTE plus off-phone FTE plus lost FTE plus staffed FTE.	Sum
Worked Hours (Payroll)	Float	All paid time on premises expressed in hours. Equal to paid break hours plus off-phone hour plus lost hours plus staffed hours.	Sum
Worked Time to Paid Time (%)	Float	The percentage of time agents are paid for during which they are working.	

AgentShrinkage Fact View

This view contains all the metrics used to calculate the different Shrinkage areas for all the Agents.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
Available Agents (FTE)	Float	Average total agents minus scheduled absence and other absence agents.	Sum
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Base Scheduled Agents (Excluding ET/UT) (FTE)	Float	Available agents minus vacation and floating holiday/personal day agents.	Sum
Float Holiday/Pers. Day (%)	Float	The proportion of time the agents are on floating holiday/personal day leave, divided by available agent time. Floating holiday/personal day time can be paid or unpaid.	Available Agents [FTE]
Float Holiday/Pers. Day (FTE)	Float	The FTE equivalent of time the agents are on floating holiday/personal day leave. Floating holiday/personal day time can be paid or unpaid.	Sum
Lost (%)	Float	The proportion of agent time that is not otherwise accounted for, divided by worked agent time. All lost time is paid.	Worked Agents [FTE]
Lost (FTE)	Float	The FTE equivalent of agent time that is not otherwise accounted for. All lost time is paid.	Sum
Off-Phone: Coaching (%)	Float	The proportion of time agents are in off-phone coaching activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Coaching (FTE)	Float	The FTE equivalent of off -phone time agents in coaching activities. All off-phone time is paid.	Sum
Off-Phone: Other (%)	Float	The proportion of time agents are in off-phone other activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Other (FTE)	Float	The FTE equivalent of other off -phone time. All off-phone time is paid.	Sum
Off-Phone: Recurrent Training (%)	Float	The proportion of time agents are in off-phone recurrent training activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Recurrent Training (FTE)	Float	The FTE equivalent of off -phone time agents in recurrent training (not new hire training) activities. All off-phone time is paid.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Off-Phone: Team Meetings (%)	Float	The proportion of time agents are in off-phone team meeting activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Team Meetings (FTE)	Float	The FTE equivalent of off -phone time agents in meetings. All off-phone time is paid.	Sum
Off-Phone: Total (FTE)	Float	The FTE equivalent of time the agents are in all off-phone activities. All off-phone time is paid.	Sum
Other Absence (%)	Float	Proportion of time agents are unavailable to be scheduled for work, due to other absences not already accounted for in scheduled absence, divided by average total agent time. This can be paid or unpaid.	Sum
Other Absence (FTE)	Float	The FTE equivalent of the time agents are unavailable to be scheduled for work due to other types of absence not already accounted for in scheduled absence. Other absence time can be paid or unpaid.	Avg. Total Agents [FTE]
Paid Break (%)	Float	The proportion of time agents are on paid break, divided by worked agent time. All paid break time is paid.	Worked Agents [FTE]
Paid Break (FTE)	Float	The FTE equivalent of time the agents are on paid break. All paid break time is paid.	Sum
Scheduled Absence (%)	Float	The proportion of time agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA, or other scheduled absence, divided by average total agent time. This can be paid or unpaid.	Avg. Total Agents [FTE]
Scheduled Absence (FTE)	Float	The FTE equivalent of the time that agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA absence, or other scheduled absence. Scheduled absence time can be paid or unpaid.	Sum
Scheduled Agents (FTE)	Float	Base scheduled agents plus extra time and minus under time agents.	Sum
Sick (%)	Float	The proportion of time agents are sick or taking other unscheduled absence, divided by scheduled agent time. Sick time can be paid or unpaid.	Scheduled Agents [FTE]
Sick (FTE)	Float	The FTE equivalent of time the agents are sick or taking other unscheduled absence. Sick time can be paid or unpaid.	Sum
Total Off-Phone (%)	Float	The proportion of time agents are in off-phone activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Total Shrinkage (%)	Float	Total time, paid, non-paid, on premise, and off premise, where agents are not taking calls, waiting to take calls, in after call work, or outcalls, expressed as a percentage of average total agent time.	Avg. Total Agents [FTE]

Column Name	Output Data Type (size)	Description	Aggregation
Total Shrinkage (FTE)	Float	The FTE equivalent of the total time, both paid and non-paid, on premise and off premise, where agents are not taking calls, waiting to take calls, in after call work or in outcalls related to the inbound call.	Avg. Total Agents [FTE]
Vacation (%)	Float	The proportion of time the agents are on vacation divided by available agent time. Vacation time can be paid or unpaid.	Available Agents [FTE]
Vacation (FTE)	Float	The FTE equivalent of the time the agents are on vacation. Vacation time can be paid or unpaid.	Sum
Worked Agents (FTE)	Float	Scheduled agents minus sick agents.	Sum

Staffing

Agents Fact View

This view contains all information associated with the number of Agents. All metrics that go into calculating the total number of agents available to handle contacts are contained within this view, except for shrinkage metrics which are handled in the Agent Shrinkage View.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
Agents in Learning (FTE)	Float	Average number of agents in their learning period during the week or month.	Sum
Agents In On Loan (FTE)	Float	Total tally of the agents that are in on loan during a given week or month	Sum
Agents Out on Loan (FTE)	Float	Total tally of the agents that are out on loan during a given week or month	Sum
Attrition (FTE)	Float	The total number of agent attrition during a week or month.	Sum
Attrition Rate (%)	Float	The attrition rate of agents, expressed as a percentage. Values exclude terminations. Attrition is applied on a daily basis, with the daily rate calculated as $(1 + \text{rate})^{(1/\# \text{ days in period})}$.	Sum
Avg. Agent Headcount	Float	The average headcount of agents during a week or month. Excludes new hires in their classroom training period, and includes agents in their learning period.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Base Scheduled Agents (Excluding ET/UT) (FTE)	Float	Available agents minus vacation and floating holiday/personal day agents.	Sum
Beginning Non-Learning Agents (FTE)	Float	Beginning agents for each week and month of the scenario. Excludes agents in their learning period.	Sum
Classroom Training Attrition (FTE)	Float	Classroom Training Attrition FTE	Sum
Extra Time (%)	Float	Extra Time FTE divided by (available FTE - vacation FTE - floating holiday/personal day FTE), i.e., agents not on leave and not on vacation.	Base Scheduled Agents (Excluding ET/UT) [FTE]
Extra Time (FTE)	Float	Additional time that agents are required to work beyond their normal schedule in FTE. Increases available FTE for the week or month. All or a fraction of this time is paid at overtime rates.	Sum
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
New Hires in Classroom Training (FTE)	Float	Average number of FTE in new hire classroom training during the period. These agents do not impact the workload as they are not yet taking contacts. This time is paid at the new hire classroom training rate.	Sum
Terminations (FTE)	Float	Terminations. Layoffs planned using Interaction Decisions' Hiring/Termination Optimizer feature are input by the system into this line.	Sum
Total Attrition (FTE)	Float	Total Attrition including Classroom Training Attrition FTE	Sum
Transfer to New Hire After Learning (FTE)	Float	Flow through hiring after learning from one staff to another staff type within a center	Sum
Transfer to New Hire As Needed (FTE)	Float	Flow through hiring as needed from one staff to another staff type within a center	Sum
Transfer to New Hire Total (FTE)	Float	Total number of flow through hiring transfer	Sum
Transfers (FTE)	Float	The number of agents transferred in (+) or out (-). Transferred agents are not subject to the new hire classroom training or the learning period.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Under Time (%)	Float	Under Time FTE divided by (available FTE - vacation FTE - floating holiday/personal day FTE), i.e., the number of agents not on leave and not on vacation.	Base Scheduled Agents (Excluding ET/UT) [FTE]
Under Time (FTE)	Float	Agents taking time off from their regular scheduled hours. All this time is unpaid. Also known as unpaid leave, absence without pay (AWOP), leave without pay (LWOP), or voluntary time off (VTO).	Sum

ClassroomTraining Fact View

This view contains the information that is used to calculate the effect that classroom training has on staff efficiency.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
Beginning New Hires in Classroom Training FTE	Float	Agents that were hired before the beginning of the scenario and are completing classroom training during the scenario.	Sum
Expected # of Graduates	Float	Agents that were hired before the beginning of the scenario that actually complete the classroom training.	Sum
Remaining Hours of Classroom Training per FTE per week	Float	Classroom training hours for agents that were hired before the beginning of the scenario and are completing classroom training during the scenario.	Sum
Remaining Weeks	Int	Remaining weeks of classroom training.	

LearningCurve Fact View

This view contains the information that is used to calculate the effect that the learning curve has on staff efficiency.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
Week	Int	Week of the learning curve.	
ATT Inefficiency Ratio (%)	Float	The ratio between the handle time of new agents in the learning curve and fully trained agents. Established for each week during the learning curve, and must be greater than or equal to 100% for each week.	Sum
Beginning Agents in Learning (FTE)	Float	Agents that entered their learning period before the beginning of the scenario and are completing learning during the scenario.	Sum
New Hire Off Phone Shrinkage (%)	Float	Percentage of off phone shrinkage experienced by agents in the learning period. This is in addition to normal shrinkage applied to all agents.	Sum
Sales Conversion Effectiveness Ratio (%)	Float	Ratio between sales effectiveness of new agents in the learning period and fully trained agents. Established for each week during the learning period, and must be less than or equal to 100% for each week.	Sum

Financials

Agent Financial Parameters Fact View

This is a grouping of all the metrics that could be classified as Agent Financial Parameters. This includes the parameters that are required to calculate agent financial metrics. The difference between this table and the Agent Financial Fact View is that the Agent Financial Fact View only contains currency numbers. It is the perfect view to use when you are looking to report on currency metrics for Agents.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
Agent 401k Rate (% of Agent Total Wages and Pay)	Float	401k rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Skill Calls Handled (SCH)
Agent Corporate Bonus Pay (% of Agent Total Wages)	Float	Corporate bonus rate as a percentage of total wages.	Agent Total Wages [C]

Column Name	Output Data Type (size)	Description	Aggregation
Agent FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Agent FICA (Corporate Bonus Only) [C]
Agent FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Agent FICA (Excl. Corp. Bonus) (% of Non-Corp Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Agent FICA (Excl. Corporate Bonus) [C]
Agent FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Agent FUTA (% of Agent Total Wages and Pay)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Agent Total Wages and Pay [C]
Agent Incentive Pay (% of Agent Total Wages)	Float	Incentive pay provided as a percentage of agent total wages.	Agent Total Wages [C]
Agent Incentive Pay (% of Sales Volume)	Float	Incentive pay rate as a percentage of sales revenue.	Units Sold
Agent Other Benefits (% of Agent Total Wages and Pay)	Float	Other benefits rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Other Pay [% of Agent Total Wages)	Float	Other agent pay as a percentage of total wages and pay.	Agent Total Wages [C]
Agent Other Payroll Taxes (% of Agent Total Wages and Pay)	Float	Payroll tax rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Straight Time Wages (C)	Float	Wages paid for time worked at the straight time rate, i.e., regular hours plus paid leave hours. Excludes overtime and non-hours based pay.	Sum
Agent SUTA (% of Agent Total Wages and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Agent Total Wages and Pay [C]
Agent Total Payroll Taxes (% of Agent Total Wages and Pay)	Float	Total agent payroll taxes as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Total Wages (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave plus new hire training wages.	Sum
Agent Total Wages and Pay (C)	Float	Amounts paid to agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Agent Transfer Bonus Pay (C per Contact Handled)	Float	Transfer bonus rate per call handled.	Skill Calls Handled (SCH)
Avg. Agent Headcount	Float	The average headcount of agents during a week or month. Excludes new hires in their classroom training period, and includes agents in their learning period.	Sum
Beginning Non-Learning Agents (FTE)	Float	Beginning agents for each week and month of the scenario. Excludes agents in their learning period.	Sum
Classroom Training Period Wage (C per Hour)	Float	Average hourly wage paid to new hires during their classroom training period.	New Hire Classroom Training Hours
Cost to Recruit a New Agent (C per New Agent)	Float	One-time cost to hire a new agent. Includes recruiting, orientation, HR and payroll setup, training, and allocated termination costs.	New Hires [FTE]
Extra Time (FTE)	Float	Additional time that agents are required to work beyond their normal schedule in FTE. Increases available FTE for the week or month. All or a fraction of this time is paid at overtime rates.	Sum
Float Holiday/Pers. Day (FTE)	Float	The FTE equivalent of time the agents are on floating holiday/personal day leave. Floating holiday/personal day time can be paid or unpaid.	Sum
Floating Holiday/Personal Day Time Paid (%)	Float	The percentage of floating holiday and personal day time that is paid.	Float Holiday/Pers. Day [FTE]
Holiday Time Paid (%)	Float	The percentage of holiday time that is paid.	Paid Holiday Hours
Holiday Time per FTE (Hours)	Float	The paid holiday hours per average total FTE. This number is used to calculate paid holiday cost, and is included in paid leave hours, but does not affect scheduled hours.	Beginning Non-Learning Agents [FTE]
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
Other Absence (FTE)	Float	The FTE equivalent of the time agents are unavailable to be scheduled for work due to other types of absence not already accounted for in scheduled absence. Other absence time can be paid or unpaid.	Sum
Other Absence Time Paid (%)	Float	The percentage of other absence time that is paid.	Other Absence [FTE]

Column Name	Output Data Type (size)	Description	Aggregation
Overtime Wage Differential (% of Straight Time Wage)	Float	Ratio between the average overtime wage and the average straight time wage.	Agent Straight Time Wages [C]
Portion of Extra Time that is Overtime (%)	Float	Percentage of extra time which is subject to the overtime wage rate.	Extra Time [FTE]
Scheduled Absence (FTE)	Float	The FTE equivalent of the time that agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA absence, or other scheduled absence. Scheduled absence time can be paid or unpaid.	Sum
Scheduled Absence Paid (%)	Float	The percentage of scheduled absence time that is paid.	Scheduled Absence [FTE]
Sick (FTE)	Float	The FTE equivalent of time the agents are sick or taking other unscheduled absence. Sick time can be paid or unpaid.	Sum
Sick Hours Bought Back per FTE	Float	Sick hours bought back per FTE. This number is used to calculate sick cost and is included in paid leave hours, but does not affect scheduled hours.	Beginning Non-Learning Agents [FTE]
Sick Time Paid (%)	Float	The percentage of sick time that is paid.	Sick [FTE]
Straight Time Wage (C per Hour)	Float	Average wage paid for non-overtime hours worked and paid leave time.	Straight Time Hours
Vacation (FTE)	Float	The FTE equivalent of time the agents are on vacation. Vacation time can be paid or unpaid.	Sum
Vacation Time Paid (%)	Float	The percentage of vacation time that is paid.	Vacation [FTE]

Agent Financials Fact View

This is a grouping of all the metrics that could be classified as Agent Financials. The difference between this view and the Agent Financial Parameters Fact View is that the Agent Financial Fact View only contains currency numbers. It is the perfect view to use when you are looking to report on currency metrics for Agents.

Column Name	Output Data Type (size)	Description	Aggregation
ID	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Agent 401k (C)	Float	Cost for 401k benefits.	Sum
Agent Average Overtime Wage (C per Hour)	Float	Wage rate for hours worked that are paid at the overtime rate.	Overtime Hours
Agent Benefits (Headcount-Based) (C)	Float	Cost for health, life, and other benefits on a per head basis.	Sum
Agent Classroom Training Period Wage (C per Hour)	Float	Wage rate paid to new hires during their classroom training period.	New Hire Classroom Training Hours
Agent Corporate Bonus Pay (C)	Float	Pay provided under a corporate bonus and incentive program.	Sum
Agent FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Agent FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Agent FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Agent Incentive Pay (Sales-Based) (C)	Float	Pay provided as a % of sales revenue.	Sum
Agent Incentive Pay (Wages-Based) (C)	Float	Incentive pay provided.	Sum
Agent New Hire Recruiting Cost (C)	Float	One-time cost to recruit a new agent. Includes recruiting, orientation, HR and payroll setup, training, and allocated termination costs.	Sum
Agent Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Agent Other Pay (C)	Float	Other pay.	Sum
Agent Other Payroll Taxes (C)	Float	Other payroll taxes.	Sum
Agent Overtime (C)	Float	Wages paid for overtime hours paid at the overtime rate. Equal to extra time multiplied by the portion of extra time that is overtime multiplied by the overtime wage differential.	Sum
Agent Paid Floating Holiday (C)	Float	Wages paid for floating holiday time. Equal to floating holiday hours multiplied by the % of floating holiday time paid multiplied by the straight time wage.	Sum
Agent Paid Holiday (C)	Float	Wages paid for holiday time. Equal to holiday hours multiplied by the % of holiday time paid multiplied by the straight time wage.	Sum
Agent Paid Other Absence (C)	Float	Wages paid for other absence. Equal to other absence hours multiplied by the % of other absence time paid multiplied by the straight time wage.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Agent Paid Scheduled Absence (C)	Float	Wages paid for scheduled absence time. Equal to scheduled absence hours multiplied by the % of scheduled absence time paid multiplied by the straight time wage.	Sum
Agent Paid Sick (C)	Float	Wages paid for sick time. Equal to sick hours multiplied by the % of sick time paid multiplied by the straight time wage.	Sum
Agent Paid Vacation (C)	Float	Wages paid for vacation. Equal to vacation hours multiplied by the % of vacation time paid multiplied by the straight time wage.	Sum
Agent Regular Wages (C)	Float	Wages for time worked that is paid at the straight time rate (i.e., worked time that is not overtime). Excludes paid leave.	Sum
Agent Sick Hours Buyback (C)	Float	Wages paid for sick time bought back. Equal to sick hours bought back multiplied by the straight time wage.	Sum
Agent Straight Time Wage (C per Hour)	Float	Straight time wage rate per hour.	Straight Time Hours
Agent Straight Time Wages (C)	Float	Wages paid for time worked at the straight time rate, i.e., regular hours plus paid leave hours. Excludes overtime and non-hours based pay.	Sum
Agent SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum
Agent Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Agent Total Paid Leave (C)	Float	Total wages paid for time on leave.	Sum
Agent Total Payroll Taxes	Float	Total agent payroll taxes.	Sum
Agent Total Wages (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave plus new hire training wages.	Sum
Agent Total Wages (Excluding Training) (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave. Excludes pay for new hires.	Sum
Agent Total Wages and Pay (C)	Float	Amounts paid to agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Agent Transfer Bonus Pay (C)	Float	Pay provided on a per call handled basis.	Sum
Agent Wages, Pay, Taxes, and Benefits (C)	Float	Sum of wages, pay, taxes, and all benefits cost.	Sum
Classroom Training Period Wages (C)	Float	Wages paid to new hires during their classroom training period.	Sum
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Total Compensation (C)	Float	Sum of agent, clerical, and supervisory wages, pay, and salaries.	Sum
Total Compensation, Taxes and Benefits (C)	Float	Sum of agent, clerical, and supervisory wages, pay, salaries, taxes, and benefits.	Sum
Total Taxes and Benefits (C)	Float	Sum of agent, clerical, and supervisory taxes and benefits.	Sum

ClericalFinancials Fact View

This is a grouping of all the metrics that could be classified as Clerical Financials.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A
Clerical 401k (C)	Float	Cost for 401k benefit.	Sum
Clerical 401k Rate (% of Clerical Wages and Pay)	Float	401k benefit as a percentage of clerical wages and pay.	Clerical Total Wages and Pay [C]
Clerical Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Clerical Headcount
Clerical Benefits (Headcount-Based) (C)	Float	Cost for health, life, and other benefits on a per head basis.	Sum
Clerical Corporate Bonus Pay (% of Clerical Wages)	Float	Bonus pay provided as a percentage of clerical wages.	Clerical Wages [C]
Clerical Corporate Bonus Pay (Wages-Based) (C)	Float	Bonus pay provided.	Sum
Clerical FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Clerical FICA (Corporate Bonus Only) [C]
Clerical FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Clerical FICA (Excl. Corp. Bonus) (% of Non-Corp. Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Clerical FICA (Excl. Corporate Bonus) [C]

Column Name	Output Data Type (size)	Description	Aggregation
Clerical FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Clerical FUTA (% of Clerical Wages and Pay)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Clerical Total Wages and Pay [C]
Clerical FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Clerical Headcount	Float	Clerical staff headcount.	Sum
Clerical Incentive Pay (% of Clerical Wages)	Float	Incentive pay provided as a % of clerical wages	Clerical Wages [C]
Clerical Incentive Pay (Wages-Based) (C)	Float	Incentive pay provided.	Skill Calls Handled (SCH)
Clerical Other Benefits (% of Clerical Wages and Pay)	Float	Other benefits rate as a percentage of total wages.	Clerical Total Wages and Pay [C]
Clerical Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Clerical Other Payroll Taxes (% of Clerical Wages and Pay)	Float	Additional payroll taxes for clerical agents as a percentage of total wages and pay.	Clerical Total Wages and Pay [C]
Clerical Other Payroll Taxes (C)	Float	Additional payroll taxes for clerical agents.	Sum
Clerical Staff (FTE)	Float	Clerical staff.	Sum
Clerical SUTA (% of Clerical Wages and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Clerical Total Wages and Pay [C]
Clerical SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum
Clerical Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Clerical Total Payroll Taxes (% of Clerical Wages and Pay)	Float	Cost for payroll taxes as a percentage of total wages and pay.	Clerical Total Wages and Pay [C]
Clerical Total Payroll Taxes (C)	Float	Cost for payroll taxes.	Sum
Clerical Total Wages (C per Hour)	Float	Average wage rate paid. Should include regular, overtime, and paid leave costs.	Clerical Staff [FTE]
Clerical Total Wages and Pay (C)	Float	Amounts paid to clerical agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Clerical Wages (C)	Float	Wages paid for all paid time.	Sum
Clerical Wages, Pay, Taxes, and Benefits (C)	Float	Sum of wages, pay, taxes, and all benefits cost.	Sum

GeneralFinancials Fact View

This view contains the financial metrics dealing with Net Profit, Revenue and Total Cost.

Column Name	Output Data Type (size)	Description	Description
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time Dimension.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to Contact Types.ID	N/A
Net Profit (C)	Float	Total revenue minus all costs	Sum
Revenue (C)	Float	Total revenue from completed sales for inbound or outbound calls. Equal to skill calls handled or connects multiplied by new hire adjusted sales conversion rate multiplied by revenue per sale or transaction.	Sum
Total Cost (C)	Float	Total of all costs.	Sum

OtherFinancials Fact View

This view is a catch all for the financial metrics that are not related to staff or profit, revenue or total cost.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to StaffTypes.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Currency Ratio (Local to Base)	Float	Local currency ratio with dollar.	NULL
Depreciation (C)	Float	Fixed cost for depreciation.	Sum
Depreciation (Fixed C)	Float	Depreciation cost.	Sum
Other Fixed Costs (C)	Float	Other fixed or allocated costs (e.g., facilities, IT, HRM).	Sum
Other Fixed Costs (Fixed C)	Float	Other fixed costs. Generally consists of facilities, IT, and other allocated costs.	Sum
Outsourcer Cost (C per Handle Time Minute)	Float	Outsourcer Cost per Handle Time Minute	Phone Hours
Outsourcer Cost (C per Staffed Time Minute)	Float	Outsourcer Cost per Staffed Time Minute	Staffed Hours
Outsourcer Cost (Handle time Minute-Based)	Float	Outsourcer Cost based on handle time.	Skill Calls Handled (SCH)
Outsourcer Cost (Staffed Minute-Based) (C)	Float	Cost for outsourcer based on staffed minutes	Skill Calls Handled (SCH)
Total Fixed Costs (C)	Float	Depreciation plus other fixed costs.	Sum

PaidTime Fact View

This view contains the hours that are paid for agents.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to Contact Types.ID	N/A
Overtime Hours	Float	Worked hours paid at the overtime rate.	Sum
Overtime Hours/Worked Hours (%)	Float	Ratio of overtime hours to worked hours.	Worked Hours (Payroll)

Column Name	Output Data Type (size)	Description	Aggregation
Paid Floating Holiday/Personal Day Hours	Float	Float holiday/personal day hours multiplied by the % of floating holiday/personal day hours paid. Paid at the straight time rate.	Sum
Paid Holiday Hours	Float	Holiday hours multiplied by the % of holiday hours paid. Paid at the straight time rate.	Sum
Paid Leave Hours	Float	Paid off-premise time, i.e., the total hours of scheduled absence, other absence, vacation, floating holiday/personal day, and sick time that are paid.	Sum
Paid Other Absence Hours	Float	Other absence hours multiplied by the % of other absence hours paid. Paid at the straight time rate.	Sum
Paid Scheduled Absence Hours	Float	Scheduled absence hours multiplied by the % of scheduled absence time paid. Paid at the straight time rate.	Sum
Paid Sick Hours	Float	Sick hours multiplied by the % of sick hours paid, plus total sick hours bought back. Paid at the straight time rate.	Sum
Paid Vacation Hours	Float	Vacation hours multiplied by the % of vacation hours paid. Paid at the straight time rate.	Sum
Regular Hours	Float	Worked hours paid at the straight time rate.	Sum
Straight Time Hours	Float	Worked Hours paid at the straight time rate plus paid leave hours. Excludes hours paid at the overtime rate.	Sum
Total Paid Hours	Float	Regular hours plus overtime hours plus paid leave hours. Excludes new hire training hours.	Sum
Unpaid Hours	Float	Agent hours that are unpaid. Equal to the unpaid portion of scheduled absence, other absence, vacation, floating holiday/personal day, and sick hours.	Sum
Worked Hours (Payroll)	Float	All paid time on premises expressed in hours. Equal to paid break hours plus off-phone hour plus lost hours plus staffed hours.	Sum

StaffParameters Fact View

This view contains metrics dealing with the Staff Parameters. Metrics from those used to calculate the number of workstations required to support the agents to percentages of staff taking which media type. Many of the metrics are used to calculate the Clerical and Supervisor staff required based on the number of Agents.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
StaffType	Int	Foreign Key to Staff Types.ID	N/A
Agent FTE per Agent Workstation	Float	The ratio of agent FTE to agent workstations.	
Agent FTE per Clerical FTE	Float	The ratio of agent FTE to clerical FTE.	Agent Workstations Required
Agent FTE per Supervisor FTE	Float	The ratio of agent FTE to supervisor FTE.	Supervisors [FTE]
Agent Headcount per Agent FTE	Float	The headcount equivalent of an agent FTE.	Avg. Total Agents [FTE]
Agent Workstations Required	Float	The total number of workstations required to accommodate the agent workforce expressed in FTE.	Sum
Avg. Agent, Supv. and Clerical Staff (FTE)	Float	Total of all staff. Sum of agents, supervisor, and clerical staff. Excludes new hires in training.	Sum
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Casework Staffed Agents (FTE)	Float	Agents that are available to handle Email contacts, net of all shrinkage, plus extra time minus under time.	Sum
Clerical Headcount	Float	Clerical staff headcount.	Sum
Clerical Headcount per Clerical FTE	Float	The headcount equivalent of a clerical FTE.	Clerical Staff [FTE]
Clerical Staff (FTE)	Float	Clerical staff.	Sum
Email Staffed Agents (FTE)	Float	Agents that are available to handle Email contacts, net of all shrinkage, plus extra time minus under time.	Sum
IM Staffed Agents (FTE)	Float	Agents that are available to handle Instant Messaging contacts, net of all shrinkage, plus extra time minus under time.	Sum
Inbound Staffed Agents (FTE)	Float	Agents that are available to handle inbound contacts, net of all shrinkage, plus extra time minus under time.	Sum
Length of New Hire Classroom Training (Weeks)	Float	Length of time new hires are in classroom training, in weeks. New hires do not take calls during the classroom training period.	New Hires [FTE]
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
Outbound Staffed Agents (FTE)	Float	Agents that are available to handle outbound contacts, net of all shrinkage, plus extra time minus under time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Share of Staffed Agents on Casework (%)	Float	Share of total staffed agents that are allocated to Casework.	Staffed Hours
Share of Staffed Agents on Email (%)	Float	Share of total staffed agents that are allocated to Emails.	Staffed Hours
Share of Staffed Agents on IM (%)	Float	Share of total staffed agents that are allocated to IM.	Staffed Hours
Share of Staffed Agents on Inbound (%)	Float	Share of total staffed agents that are allocated to Inbound.	Staffed Hours
Share of Staffed Agents on Outbound (%)	Float	Share of total staffed agents that are allocated to outbound calling.	Staffed Hours
Supervisor Headcount	Float	Supervisory staff headcount.	Sum
Supervisor Headcount per Supervisor FTE	Float	The headcount equivalent of a supervisor FTE.	Supervisors [FTE]
Supervisors (FTE)	Float	Supervisory staff.	Sum
Total New Hire Attrition during Classroom Training (%)	Float	Total attrition, in percent, during the new hire training period. Equal to the number of agents who attrite during training divided by the number of agents that begin training.	New Hires [FTE]
Total Training Hours during Classroom Training	Float	Total hours of classroom training (all hours are paid). Note this is not hours per week. Example: if agents are in training 30 hours per week for two weeks, enter 60 hours.	New Hires [FTE]

SupervisorFinancials Fact View

This is a grouping of all the metrics that could be classified as Clerical Financials.

Column Name	Output Data Type (size)	Description	Description
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
Salary (C)	Float	Monthly supervisor salary.	Supervisors [FTE]

Column Name	Output Data Type (size)	Description	Description
Supervisor 401k (C)	Float	Cost for 401k benefit.	Sum
Supervisor 401k Rate (% of Supervisor Total Salaries and Pay)	Float	401k rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]
Supervisor Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Skill Calls Handled (SCH)
Supervisor Benefits (Headcount-Based) (C)	Float	Supervisor Benefits.	Sum
Supervisor Corporate Bonus Pay (% of Salary)	Float	Bonus pay provided as a percentage of salary	Supervisor Salaries [C]
Supervisor Corporate Bonus Pay (Salary-Based) (C)	Float	Bonus pay provided.	Sum
Supervisor FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Supervisor FICA (Corporate Bonus Only) [C]
Supervisor FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Sum
Supervisor FICA (Excl. Corporate Bonus) (% of Non-Corp. Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Supervisor FICA (Excl. Corporate Bonus) [C]
Supervisor FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Supervisor FUTA (% of Supervisor Total Salaries and Pay)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Supervisor Total Salaries and Pay [C]
Supervisor FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Supervisor Headcount	Float	Supervisory staff headcount.	Sum
Supervisor Incentive Pay (% of Salary)	Float	Incentive pay provided as a percentage of salary.	Supervisor Salaries [C]

Column Name	Output Data Type (size)	Description	Description
Supervisor Incentive Pay (Salary-Based) (C)	Float	Incentive pay provided.	Sum
Supervisor Other Benefits (% of Supervisor Total Salaries and Pay)	Float	Other benefits rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]
Supervisor Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Supervisor Other Payroll Taxes (% of Supervisor Total Salaries and Pay)	Float	Payroll tax rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]
Supervisor Other Payroll Taxes (C)	Float	Cost for payroll taxes.	Sum
Supervisor Salaries (C)	Float	Monthly salary.	Sum
Supervisor Salaries, Taxes, and Benefits (C)	Float	Sum of salaries, taxes, and all benefits cost.	Sum
Supervisor SUTA (% of Supervisor Total Salaries and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Supervisor Total Salaries and Pay [C]
Supervisor SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum
Supervisor Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Supervisor Total Payroll Taxes (% of Supervisor Total Salaries and Pay)	Float	Total payroll taxes for supervisors as a percentage of salary.	Supervisor Total Salaries and Pay [C]
Supervisor Total Payroll Taxes (C)	Float	Total payroll taxes for supervisors.	Sum
Supervisor Total Salaries and Pay (C)	Float	Amounts paid to supervisors for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Supervisors (FTE)	Float	Supervisory staff.	Sum

Telecom Fact View

This view contains the metrics that deal with Telecom items. These are mostly used to calculate costs associated with the Telecom metrics. Those costs are found in the Telecom Financials View.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to Contact Types.ID	N/A
ASA Minutes	Float	Telecom time of calls waiting in queue.	Sum
GeoTel Routed Calls	Float	Number of calls routed by GeoTel.	Sum
Inbound Outcall Talk Time Minutes	Float	Telecom time from outcalls.	Sum
Inbound Outcalls	Float	Number of outcalls.	Sum
Outbound Talk Time Minutes	Float	Telecom time from outbound calling	Sum
Prompter Calls	Float	Number of calls using the prompter.	Sum
Prompter Minutes	Float	Telecom time of calls using the prompter.	Sum
Talk Time Minutes	Float	Telecom time from agents speaking with callers.	Sum
Total Inbound Usage Minutes	Float	ASA minutes plus talk time minutes.	Sum
Transfer Connect Calls	Float	Number of calls transferred out using transfer connects.	Sum

TelecomFinancials Fact View

This view contains the items from Telecom Fact view as well as the costs associated with those different metrics.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
Allocated Telecom Costs (Fixed C)	Float	Allocated telecom costs.	Sum
DIP Fees (C per Call Handled That Is Routed)	Float	Telecom rate per routed call.	Geotel Routed Calls
DIP Fees (C)	Float	Telecom cost for routed calls.	Sum
GeoTel Routed Calls	Float	Number of calls routed by GeoTel.	Sum
Inbound Outcalling Usage Fee (C per Outcall Minute)	Float	Telecom rate per outbound minute for outcalls	Inbound Outcall Talk Time Minutes
Inbound Outcalling Usage Fees (C)	Float	Telecom cost for outcalls.	Sum
Inbound Usage Fee (C per IB Minute)	Float	Telecom rate per inbound minute ASA and talk time minute.	Skill Calls Handled (SCH)
Inbound Usage Fees (C)	Float	Telecom cost for inbound usage. Includes ASA time and Talk time.	Sum
Line Fee (Fixed C)	Float	Fixed telecom line cost.	Sum
Line Fees (C)	Float	Cost for inbound and outbound lines.	Sum
Outbound Talk Time Minutes	Float	Telecom time from outbound calling	Sum
Outbound Usage Fee (C per Outbound Minute)	Float	Telecom rate per outbound minute for outbound calls.	Outbound Talk Time Minutes
Outbound Usage Fees (C)	Float	Telecom cost for outbound calling.	Sum
Prompter Minutes	Float	Telecom time of calls using the prompter.	Sum
Prompter Usage Fee (C per IB Minute)	Float	Telecom rate per prompter minute.	Prompter Minutes
Prompter Usage Fees (C)	Float	Telecom cost for calls using the prompter.	Sum
Tax Rate (% of Telecom Fees)	Float	Telecom tax rate.	Total Taxable Telecom Fees [C]
Telecom Allocation (C)	Float	Allocated telecom charges.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Telecom Taxes (C)	Float	Telecom related taxes.	Sum
Total Direct Telecom Fees (C)	Float	Taxable telecom fees plus telecom taxes.	Sum
Total Taxable Telecom Fees (C)	Float	Total taxable telecom fees.	Sum
Total Telecom Fees (C)	Float	Direct Telecom Fees plus telecom allocation.	Sum
Transfer Connect Calls	Float	Number of calls transferred out using transfer connects.	Sum
Transfer Connect Fee (C per Trans. Con. Call)	Float	Telecom rate per transfer connect call.	Transfer Connect Calls
Transfer Connect Fees (C)	Float	Telecom costs for transfer connect calls.	Sum
USC Chargeable Fees (C)	Float	Telecom charges subject to USC fees.	Sum
USC Fees (C)	Float	USC fees.	Sum
USC Rate (% of USC Chargeable Costs)	Float	USC rate.	USC Chargeable Fees [C]

MultiSkillCaptureRate Fact View

Multi-skill calculations require that the Capture Rate range be set for each Contact-Staff combination. This view gives the values used for Capture Rate minimums and maximums.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to Contact Types.ID	N/A
Max. Capture Rate (%)	Float	Maximum percentage of calls that need to go to a staff type (Multi-Skill only).	Sum
Min. Capture Rate (%)	Float	Minimum percentage of calls that need to go to a staff type (Multi-Skill only).	Sum

Other

OptionalMetrics Fact View

Optional metrics can be set by the administrator. They are values that are wanted to be tracked but are not used in calculations. This view contains the data for the 10 Optional Metrics provided with the application.

Column Name	Output Data Type (size)	Description	Aggregation
Id	BigInt	Unique Id within the DataMart for each record.	N/A
DataSource	Int	Foreign Key to DataSources.ID	N/A
Time	BigInt	Foreign Key to Time.ID	N/A
Center	Int	Foreign Key to Centers.ID	N/A
StaffType	Int	Foreign Key to Staff Types.ID	N/A
ContactType	Int	Foreign Key to Contact Types.ID	N/A
Optional Metric 1	Float	Customer Defined Optional Metric 1	Sum
Optional Metric 2	Float	Customer Defined Optional Metric 2	Sum
Optional Metric 3	Float	Customer Defined Optional Metric 3	Sum
Optional Metric 4	Float	Customer Defined Optional Metric 4	Sum
Optional Metric 5	Float	Customer Defined Optional Metric 5	Sum
Optional Metric 6	Float	Customer Defined Optional Metric 6	Sum
Optional Metric 7	Float	Customer Defined Optional Metric 7	Sum
Optional Metric 8	Float	Customer Defined Optional Metric 8	Sum
Optional Metric 9	Float	Customer Defined Optional Metric 9	Sum
Optional Metric 10	Float	Customer Defined Optional Metric 10	Sum

Name Fact View

Contact/Media Type

InboundPerformance Name Fact View

This view contains all the metrics related to Inbound Phone Contact Performance.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
After Call Work (Sec)	Float	Seconds of after call work per inbound skill call handled.	Skill Calls Handled (SCH)
ASA (Sec)	Float	Average speed of answer for the call in seconds, measured at the skill level.	Skill Calls Handled (SCH)
Avg. Length of Prompter Call (Sec)	Float	Average time calls spend in the prompter.	Skill Calls Offered Net
Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Skill Calls Handled (SCH)
Base ATT (Sec)	Float	Average talk time of fully trained agents (i.e., agents not in learning curve).	Skill Calls Handled (SCH)
Base Sales Conversion Rate (%)	Float	Proportion of skill calls handled that result in a completed sale for fully trained agents.	Skill Calls Handled (SCH)
Capture Rate (%)	Float	Measures the percentage of total contacts that are handled by the selected center staff type	Sum
Inbound Idle Time per Contact (Sec)	Float	The average number of seconds that agents are idle in between handling inbound contacts.	Skill Calls Handled (SCH)
Inbound Revenue (C)	Float	Total revenue from completed sales for inbound calls. Equal to inbound skill calls handled multiplied by the new hire adjusted sales conversion rate multiplied by revenue per sale.	Sum
New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Skill Calls Handled (SCH)
New Hire Adjusted Sales Conversion Rate (%)	Float	Proportion of skill calls handled that result in a completed sale adjusted downward for the impact of new hires still in their learning curve.	Skill Calls Handled (SCH)
New Hire Adjusted Talk Time (Sec)	Float	Average talk time adjusted for the impact of new agents still in their learning curve.	Skill Calls Handled (SCH)
Outcall Talk Time per Outbound Call (Sec)	Float	Talk time per outbound call.	Inbound Outcalls
Outcall to SCH Ratio (%)	Float	Proportion of skill calls handled that generate an outbound call.	Skill Calls Handled (SCH)
Outsourcer Calls Offered to Calls Offered (%)	Float	Percentage of Outsourcer calls offered with respect to Calls Offered	Contact Type Total: Net Calls Offered
Outsourcer Skill Calls Offered	Float	Calls that are overflowed to outsourcer	Sum

Column Name	Output Data Type (size)	Description	Aggregation
SCH Using Transfer Connect (%)	Float	Percent of skill calls handled using transfer connect	Skill Calls Handled (SCH)
SCO GeoTel Routed (%)	Float	Percent of skill calls offered using GeoTel routed	Skill Calls Offered Net
SCO Using Prompter (%)	Float	Percent of skill calls offered using prompter	Skill Calls Handled (SCH)
Revenue per Sale (C)	Float	Revenue per sale made during each call.	Units Sold
Service Level (%)	Float	Percentage of skill calls handled answered within the defined number of seconds.	Skill Calls Offered Net
Skill Abandon Rate (%)	Float	Percentage of skill calls offered that abandoned before being answered.	Skill Calls Offered Net
Skill Calls Handled (SCH)	Float	Calls offered to the skill that is answered.	Sum
Skill Calls Offered	Float	Calls offered to agents.	Sum
Skill Calls Offered Net	Float	Skill Calls Offered Net	Sum
Skill Calls Overflowed	Float	Skill Calls Overflowed	Sum
Units Sold	Float	Number of sales completed.	Sum

OutboundPerformance Name Fact View

This view contains all the metrics related to Outbound Phone Contact Performance.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Abort Rate (%)	Float	Percentage of callers that hang up before connecting to an agent.	Total Attempts

Column Name	Output Data Type (size)	Description	Aggregation
Aborts	Float	Number of callers that hang up before connecting to an agent.	Sum
Attempts to Contacts Ratio	Float	Number of attempts divided by number of contacts.	Contacts
Base P(Confirm: Contact) (%)	Float	Probability of achieving a confirmation given a right party contact for a fully trained agent.	Confirms
Confirms	Float	Number of contacts that result in a completed transaction.	Sum
Connects	Float	Number of outbound attempts that result in a call being delivered to an outbound agent.	Sum
Contact Goal	Float	The desired number of contacts.	Sum
Contacts	Float	Right party contacts.	Sum
Drop Rate (%)	Float	Percentage of callers that are dropped by the dialer.	Total Attempts
Drops	Float	Number of callers that are dropped by the dialer.	Sum
First Attempts	Float	Number of list names attempted to be called at least one time.	Sum
Fourth and Greater Attempts	Float	Number of list names attempted to be called four or more times.	Sum
List Size	Float	Size of list available for outbound calling during the time period.	Sum
New Hire Adjusted P(Confirm: Contact) (%)	Float	Probability of achieving a confirmation given a right party contact adjusted for the impact of new agents still in their learning curve.	Confirms
No Connects	Float	Number of outbound attempts that result in a call NOT being delivered to an outbound agent.	Sum
Outbound After Call Work (Sec)	Float	Average seconds of after call work per connect.	Connects
Outbound Base ATT: No Connect (Sec)	Float	Average talk time of fully trained agents per no connect for outbound calls (i.e., agents not in learning curve).	Sum
Outbound Base ATT: Right Party Contacts (Sec)	Float	Average talk time of fully trained agents per right party contact for outbound calls (i.e., agents not in learning curve).	Contacts
Outbound Base ATT: Wrong Party Connects (Sec)	Float	Average talk time of fully trained agents per wrong party connect for outbound calls (i.e., agents not in learning curve).	Confirms
Outbound Idle Time Per Connect (Sec)	Float	The average number of seconds that agents are idle between calls. Determined by dialer settings.	Connects Connects
Outbound New Hire Adjusted AHT (Sec)	Float	Average total handling time for outbound contacts and connects together adjusted for outbound agents in their learning period.	Connects

Column Name	Output Data Type (size)	Description	Aggregation
Outbound New Hire Adjusted AHT per Contact (Sec)	Float	Average total handling time (for contacts) adjusted for agents in their learning curve.	Contacts
Outbound New Hire Adjusted ATT: Right Party Contacts (Sec)	Float	Average talk time of fully trained agents per wrong party contact for outbound calls adjusted for new agents in learning curve.	Contacts
Outbound New Hire Adjusted ATT: Wrong Party Connects (Sec)	Float	Average talk time of agents per right party connect for outbound calls adjusted for new agents in learning curve.	Confirms
Outbound New Hire Adjusted Talk Time (Sec)	Float	Average talk time for outbound connects and contacts together adjusted for the impact of new agents still in their learning curve.	Connects
Outbound Revenue (C)	Float	Total revenue from completed transactions for outbound calls. Equal to contacts multiplied by the new hire adjusted sales conversion rate multiplied by revenue per transaction.	Sum
Over/Under Contact Goal	Float	The number of contacts minus the contact goal.	Sum
P(Connect Attempt) (%)	Float	Probability of outbound call being delivered to an agent, given a call attempt.	Connects
P(Contact: Connect on Attempt 1) (%)	Float	Probability of achieving a right party contact, given a connect, on the first pass through the list per day.	First Attempts
P(Contact: Connect on Attempt 2) (%)	Float	Probability of achieving a right party contact, given a connect, on the second pass through the list per day.	Second Attempts
P(Contact: Connect on Attempt 3) (%)	Float	Probability of achieving a right party contact, given a connect, on the third pass through the list per day.	Third Attempts
P(Contact: Connect on Attempt 4+) (%)	Float	Probability of achieving a right party contact, given a connect, on the fourth and greater pass through the list per day.	Fourth and Greater Attempts
P(Contact: Connect) (%)	Float	Total probability of achieving a right party contact given a connect.	Connects
Revenue per Confirm (C)	Float	Revenue from each completed outbound transaction	Confirms
Second Attempts	Float	Number of list names attempted to be called two times.	Sum
Third Attempts	Float	Number of list names attempted to be called three times.	Sum
Total Attempts	Float	Total number of outbound list names attempted.	Sum

InstantMessagingPerformance Name Fact View

This view contains all the metrics related to IM/Chat Performance.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
IM Abandon Rate (%)	Float	Percentage of Instant Messaging chats that abandoned before being answered.	IM Offered
IM After Chat Work (Sec)	Float	Seconds of after chat work per Instant Messaging skill chat handled	IM Handled
IM ASA (Sec)	Float	Average speed of answer for the Instant Messaging in seconds, measured at the skill level.	IM Handled
IM Base ACT (Sec)	Float	Average chat time of fully trained agents (i.e., agents not in learning curve).	IM Handled
IM Base AHT (Sec)	Float	Average handled time of fully trained agents (i.e., agents not in learning curve).	IM Handled
IM Handled	Float	Instant Messaging offered to the skill that is handled.	Sum
IM Idle Time per Contact	Float	The average number of seconds that agents are idle in between handling Instant Messaging Chats.	Skill Calls Handled (SCH)
IM New Hire Adjusted ACT (Sec)	Float	Average chat time adjusted for the impact of new agents still in their learning curve.	IM Handled
IM New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	IM Handled
IM Offered	Float	Instant Messaging offered to the skill level	Sum
IM Overflowed	Float	IM Overflowed	Sum
IM Service Level (%)	Float	Percentage of IM chats handled within the defined number of seconds.	IM Offered
Max Concurrent IM Sessions	Float	Maximum concurrent sessions of Instant Messaging the agents can handle.	IM Handled
Net IM Offered	Float	Net IM Offered	Sum
Outsourcer IM Offered	Float	IM that are overflowed to outsourcer	Sum
Outsourcer IM Offered to IM Offered (%)	Float	Percentage of Outsourcer IM offered with respect to IM Offered	IM Offered

CaseworkPerformance Name Fact View

This view contains all the metrics related to Casework Performance.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Casework Average Daily Backlog Bucket 1	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 2	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 3	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 4	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 5	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 6	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 7	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 8	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Average Daily Backlog Bucket 9	Float	Average daily backlog of Casework within a specified period of time.	Sum
Casework Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Casework Handled
Casework Beginning Backlog Bucket 1	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 2	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 3	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 4	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 5	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Casework Beginning Backlog Bucket 6	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 7	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 8	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Beginning Backlog Bucket 9	Float	Casework that is backlogged at the beginning of the specified period of time.	Sum
Casework Handled	Float	Casework offered to the skill that is handled.	Sum
Casework Handled Bucket 1	Float	Casework offered to the skill that is handled within a Casework period of time.	Sum
Casework Handled Bucket 2	Float	Casework offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 3	Float	Casework offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 4	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 5	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 6	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 7	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 8	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Handled Bucket 9	Float	Caseworks offered to the skill that is handled within a specified period of time.	Sum
Casework Merge Volume	Float	Casework volume that is combined	Sum
Casework Merge Volume (%)	Float	Percentage of casework offered that is combined	Casework Offered
Casework New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Casework Offered
Casework Offered	Float	Casework offered to the skill level	Sum
Casework Overflowed	Float	Casework Overflowed	Sum
Casework Purge Volume	Float	Casework volume that is being purged from the casework offered volume	Sum
Casework Service Level (%)	Float	Percentage of Caseworks handled within the defined number of periods.	Casework Handled
Net Casework Offered	Float	Net Casework Offered	Sum
Outsourcer Casework Offered	Float	Casework that is overflowed to outsourcer	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Outsourcer Casework Offered to Casework Offered (%)	Float	Percentage of Outsourcer casework offered with respect to Casework Offered	Casework Offered

EmailPerformance Name Fact View

This view contains all the metrics related to Email Performance.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Email Average Daily Backlog Bucket 1	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 2	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 3	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 4	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 5	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 6	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 7	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 8	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Average Daily Backlog Bucket 9	Float	Average daily backlog of emails within a specified period of time.	Sum
Email Base AHT (Sec)	Float	Average handle time of fully trained agents (i.e., agents not in learning curve).	Email Handled
Email Beginning Backlog Bucket 1	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Email Beginning Backlog Bucket 2	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 3	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 4	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 5	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 6	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 7	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 8	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Beginning Backlog Bucket 9	Float	Emails that are backlogged at the beginning of the specified period of time.	Sum
Email Handled	Float	Emails offered to the skill that is handled.	Sum
Email Handled Bucket 1	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 2	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 3	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 4	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 5	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 6	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 7	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 8	Float	Emails offered to the skill that is handled within a specified period of time.	Sum
Email Handled Bucket 9	Float	Emails offered to the skill that is handled after a specified period of time.	Sum
Email Merge Volume	Float	Email volume that is combined	Sum
Email Merge Volume (%)	Float	Percentage of email offered that is combined	Email Offered
Email New Hire Adjusted AHT (Sec)	Float	Average handle time adjusted for the impact of new agents still in their learning curve.	Email Handled
Email Offered	Float	Emails offered to the skill level	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Email Overflowed	Float	Email Overflowed	Sum
Email Purge Volume	Float	Email volume that is being purged from the email offered volume	Sum
Email Service Level (%)	Float	Percentage of Emails handled within the defined number of periods.	Email Handled
Net Email Offered	Float	Net Email Offered	Sum
Outsourcer Email Offered	Float	Email that are overflowed to outsourcer	Sum
Outsourcer Email Offered to Email Offered (%)	Float	Percentage of Outsourcer email offered with respect to Email Offered	Email Offered

RequirementsAndGoals Name Fact View

The amount of agents required to hit a specific set of goals is calculated by the application. This view contains the results of those calculations along with the goals that were used to generate the staff requirement. This view is for use with non-Multi-Skill groups only. For Multi-Skill groups, please use the MultiSkillRequirementsAndGoals Fact View.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
ContactGroupName	Varchar	Name of contact group	N/A
MediaName	Varchar	Foreign Key to MediaTypes.ID	N/A
Abandon Rate Goal (%)	Float	Abandon Rate goal used to generate required staff.	Sum
ASA Goal (Sec)	Float	ASA goal used to generate required staff.	N/A
Outbound Contact Goal	Float	Outbound contact goal used to generate required staff.	
Over/Under Required Staffed (FTE)	Float	Difference between Staffed FTE and Required Staff.	Sum
Required Staff (FTE)	Float	Number of staff required to achieve a specific service goal.	Sum
Service Level Goal (%)	Float	Service Level goal used to generate required staff.	

Column Name	Output Data Type (size)	Description	Aggregation
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or handling contacts (occupied FTE + idle FTE).	

MultiSkillRequirementsAndGoals Name Fact View

The amount of agents required to hit a specific set of goals is calculated by the application. This view contains the results of those calculations along with the goals that were used to generate the staff requirement. This view is for use with Multi-Skill groups only. For non-Multi-Skill groups please use the RequirementsAndGoals Fact View.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Abandon Rate Goal (%)	Float	Abandon Rate goal used to generate required staff.	Sum
ASA Goal (Sec)	Float	ASA goal used to generate required staff.	N/A
Outbound Contact Goal	Float	Outbound contact goal used to generate required staff.	
Over/Under Required Staffed (FTE)	Float	Difference between Staffed FTE and Required Staff.	Sum
Required Staff (FTE)	Float	Number of staff required to achieve a specific service goal.	Sum
Service Level Goal (%)	Float	Service Level goal used to generate required staff.	
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or handling contacts (occupied FTE + idle FTE).	

Shrinkage

Agent Efficiency Name Fact View

This view includes the Agent Efficiency metrics.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Available Hours	Float	The pool of agent time that is available to be scheduled for work. Equal to total agent hours minus scheduled absence hours minus other absence hours.	Sum
Contacts Per Paid Hour	Float	Number of contacts handled per paid hour.	Paid Hours
Contact per Worked Hour	Float	Number of contacts handled per worked hour.	Worked Hours (Payroll)
Occupancy (%)	Float	The time agents are handling contacts (occupied) divided by the time agents are staffed to handle contacts	Staffed Hours
Occupied Hours	Float	The time agents are handling contacts.	
Occupied Time to Paid Time (%)	Float	The percentage of time that agents are paid for during which they are handling contacts.	
Occupied Time to Staffed Time (%)	Float	The percentage of time agents are staffed to handle contacts that they are handling contacts (equivalent to occupancy ratio).	
Occupied Time to Worked Time (%)	Float	The percentage of time that agents are on premise and working during which they are handling contacts.	
Paid FTE	Float	FTE equivalent of paid agent time. Equal to worked time plus paid off-premise shrinkage.	Sum
Paid Hours	Float	Total hours for which an agent is paid. Equal to worked hours plus paid off-premise time.	Sum
Paid Leave FTE	Float	Paid off-premise time expressed in FTE, i.e., the FTE equivalent of the sum of the scheduled absence, other absence, vacation, floating holiday/personal day, and sick time that is paid.	Sum
Phone FTE	Float	FTE equivalent of time spent handling contacts. Equal to talk time plus after call work time plus outcall time when outbound calls are made as part of the inbound call.	Sum
Scheduled FTE	Float	FTE equivalent of agents scheduled to work. Scheduled FTE = total agent FTE - scheduled absence FTE - other absence FTE - vacation FTE - floating holiday/personal day FTE - under time FTE + extra time FTE.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Scheduled Hours	Float	Hours the agents are scheduled to work. Scheduled hours= total agent hours - scheduled absence hours - other absence hours - vacation hours - floating holiday/personal day hours - under time hours + extra time hours	Sum
Staffed FTE	Float	FTE equivalent of agents that are available to handle contacts or are handling contacts (occupied FTE + idle FTE).	Sum
Staffed Hours	Float	Hours the agents are available to handle contacts or are handling contacts (occupied hours + idle hours).	Sum
Staffed Time Per Contact (Sec)	Float	Staffed time per contact.	Total Contacts Handled
Staffed Time to Paid Time (%)	Float	The percentage of time that agents are paid for during which they are handling contacts or available to handle contacts.	
Staffed Time to Worked Time (%)	Float	The percentage of time agents are working that they are handling contacts or available to handle contacts.	
Total Contacts Handled	Float	Total contacts handled of the specific contact by the specific staff type.	Sum
Worked FTE	Float	All paid time on premises expressed in FTE. Equal to paid break FTE plus off-phone FTE plus lost FTE plus staffed FTE.	Sum
Worked Hours (Payroll)	Float	All paid time on premises expressed in hours. Equal to paid break hours plus off-phone hour plus lost hours plus staffed hours.	Sum
Worked Time to Paid Time (%)	Float	The percentage of time agents are paid for during which they are working.	

AgentShrinkage Name Fact View

This view contains all the metrics used to calculate the different Shrinkage areas for all the Agents.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Available Agents (FTE)	Float	Average total agents minus scheduled absence and other absence agents.	Sum
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Base Scheduled Agents (Excluding ET/UT) (FTE)	Float	Available agents minus vacation and floating holiday/personal day agents.	Sum
Float Holiday/Pers. Day (%)	Float	The proportion of time the agents are on floating holiday/personal day leave, divided by available agent time. Floating holiday/personal day time can be paid or unpaid.	Available Agents [FTE]
Float Holiday/Pers. Day (FTE)	Float	The FTE equivalent of time the agents are on floating holiday/personal day leave. Floating holiday/personal day time can be paid or unpaid.	Sum
Lost (%)	Float	The proportion of agent time that is not otherwise accounted for, divided by worked agent time. All lost time is paid.	Worked Agents [FTE]
Lost (FTE)	Float	The FTE equivalent of agent time that is not otherwise accounted for. All lost time is paid.	Sum
Off-Phone: Coaching (%)	Float	The proportion of time agents are in off-phone coaching activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Coaching (FTE)	Float	The FTE equivalent of off -phone time agents in coaching activities. All off-phone time is paid.	Sum
Off-Phone: Other (%)	Float	The proportion of time agents are in off-phone other activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Other (FTE)	Float	The FTE equivalent of other off -phone time. All off-phone time is paid.	Sum
Off-Phone: Recurrent Training (%)	Float	The proportion of time agents are in off-phone recurrent training activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Recurrent Training (FTE)	Float	The FTE equivalent of off -phone time agents in recurrent training (not new hire training) activities. All off-phone time is paid.	Sum
Off-Phone: Team Meetings (%)	Float	The proportion of time agents are in off-phone team meeting activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Off-Phone: Team Meetings (FTE)	Float	The FTE equivalent of off -phone time agents in meetings. All off-phone time is paid.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Off-Phone: Total (FTE)	Float	The FTE equivalent of time the agents are in all off-phone activities. All off-phone time is paid.	Sum
Other Absence (%)	Float	Proportion of time agents are unavailable to be scheduled for work, due to other absences not already accounted for in scheduled absence, divided by average total agent time. This can be paid or unpaid.	Sum
Other Absence (FTE)	Float	The FTE equivalent of the time agents are unavailable to be scheduled for work due to other types of absence not already accounted for in scheduled absence. Other absence time can be paid or unpaid.	Avg. Total Agents [FTE]
Paid Break (%)	Float	The proportion of time agents are on paid break, divided by worked agent time. All paid break time is paid.	Worked Agents [FTE]
Paid Break (FTE)	Float	The FTE equivalent of time the agents are on paid break. All paid break time is paid.	Sum
Scheduled Absence (%)	Float	The proportion of time agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA, or other scheduled absence, divided by average total agent time. This can be paid or unpaid.	Avg. Total Agents [FTE]
Scheduled Absence (FTE)	Float	The FTE equivalent of the time that agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA absence, or other scheduled absence. Scheduled absence time can be paid or unpaid.	Sum
Scheduled Agents (FTE)	Float	Base scheduled agents plus extra time and minus under time agents.	Sum
Sick (%)	Float	The proportion of time agents are sick or taking other unscheduled absence, divided by scheduled agent time. Sick time can be paid or unpaid.	Scheduled Agents [FTE]
Sick (FTE)	Float	The FTE equivalent of time the agents are sick or taking other unscheduled absence. Sick time can be paid or unpaid.	Sum
Total Off-Phone (%)	Float	The proportion of time agents are in off-phone activities, divided by worked agent time. All off-phone time is paid.	Worked Agents [FTE]
Total Shrinkage (%)	Float	Total time, paid, non-paid, on premise, and off premise, where agents are not taking calls, waiting to take calls, in after call work, or outcalls, expressed as a percentage of average total agent time.	Avg. Total Agents [FTE]
Total Shrinkage (FTE)	Float	The FTE equivalent of the total time, both paid and non-paid, on premise and off premise, where agents are not taking calls, waiting to take calls, in after call work or in outcalls related to the inbound call.	Avg. Total Agents [FTE]

Column Name	Output Data Type (size)	Description	Aggregation
Vacation (%)	Float	The proportion of time the agents are on vacation divided by available agent time. Vacation time can be paid or unpaid.	Available Agents [FTE]
Vacation (FTE)	Float	The FTE equivalent of the time the agents are on vacation. Vacation time can be paid or unpaid.	Sum
Worked Agents (FTE)	Float	Scheduled agents minus sick agents.	Sum

Staffing

Agents Name Fact View

This view contains all information associated with the number of Agents. All metrics that go into calculating the total number of agents available to handle contacts are contained within this view, except for shrinkage metrics which are handled in the Agent Shrinkage View.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Agents in Learning (FTE)	Float	Average number of agents in their learning period during the week or month.	Sum
Agents In On Loan (FTE)	Float	Total tally of the agents that are in on loan during a given week or month	Sum
Agents Out on Loan (FTE)	Float	Total tally of the agents that are out on loan during a given week or month	Sum
Attrition (FTE)	Float	The total number of agent attrition during a week or month.	Sum
Attrition Rate (%)	Float	The attrition rate of agents, expressed as a percentage. Values exclude terminations. Attrition is applied on a daily basis, with the daily rate calculated as $(1 + \text{rate})^{(1/\# \text{ days in period})}$.	Sum
Avg. Agent Headcount	Float	The average headcount of agents during a week or month. Excludes new hires in their classroom training period, and includes agents in their learning period.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Base Scheduled Agents (Excluding ET/UT) (FTE)	Float	Available agents minus vacation and floating holiday/personal day agents.	Sum
Beginning Non-Learning Agents (FTE)	Float	Beginning agents for each week and month of the scenario. Excludes agents in their learning period.	Sum
Classroom Training Attrition (FTE)	Float	Classroom Training Attrition FTE	Sum
Extra Time (%)	Float	Extra Time FTE divided by (available FTE - vacation FTE - floating holiday/personal day FTE), i.e., agents not on leave and not on vacation.	Base Scheduled Agents (Excluding ET/UT) [FTE]
Extra Time (FTE)	Float	Additional time that agents are required to work beyond their normal schedule in FTE. Increases available FTE for the week or month. All or a fraction of this time is paid at overtime rates.	Sum
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
New Hires in Classroom Training (FTE)	Float	Average number of FTE in new hire classroom training during the period. These agents do not impact the workload as they are not yet taking contacts. This time is paid at the new hire classroom training rate.	Sum
Terminations (FTE)	Float	Terminations. Layoffs planned using Interaction Decisions' Hiring/Termination Optimizer feature are input by the system into this line.	Sum
Total Attrition (FTE)	Float	Total Attrition including Classroom Training Attrition FTE	Sum
Transfer to New Hire After Learning (FTE)	Float	Flow through hiring after learning from one staff to another staff type within a center	Sum
Transfer to New Hire As Needed (FTE)	Float	Flow through hiring as needed from one staff to another staff type within a center	Sum
Transfer to New Hire Total (FTE)	Float	Total number of flow through hiring transfer	Sum
Transfers (FTE)	Float	The number of agents transferred in (+) or out (-). Transferred agents are not subject to the new hire classroom training or the learning period.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Under Time (%)	Float	Under Time FTE divided by (available FTE - vacation FTE - floating holiday/personal day FTE), i.e., the number of agents not on leave and not on vacation.	Base Scheduled Agents (Excluding ET/UT) [FTE]
Under Time (FTE)	Float	Agents taking time off from their regular scheduled hours. All this time is unpaid. Also known as unpaid leave, absence without pay (AWOP), leave without pay (LWOP), or voluntary time off (VTO).	Sum

ClassroomTraining Fact View

This view contains the information that is used to calculate the effect that classroom training has on staff efficiency.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Beginning New Hires in Classroom Training FTE	Float	Agents that were hired before the beginning of the scenario and are completing classroom training during the scenario.	Sum
Expected # of Graduates	Float	Agents that were hired before the beginning of the scenario that actually complete the classroom training.	Sum
Remaining Hours of Classroom Training per FTE per week	Float	Classroom training hours for agents that were hired before the beginning of the scenario and are completing classroom training during the scenario.	Sum
Remaining Weeks	Int	Remaining weeks of classroom training.	

LearningCurve Name Fact View

This view contains the information that is used to calculate the effect that the learning curve has on staff efficiency.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A

Column Name	Output Data Type (size)	Description	Aggregation
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Week	Int	Week of the learning curve.	
ATT Inefficiency Ratio (%)	Float	The ratio between the handle time of new agents in the learning curve and fully trained agents. Established for each week during the learning curve, and must be greater than or equal to 100% for each week.	Sum
Beginning Agents in Learning (FTE)	Float	Agents that entered their learning period before the beginning of the scenario and are completing learning during the scenario.	Sum
New Hire Off Phone Shrinkage (%)	Float	Percentage of off phone shrinkage experienced by agents in the learning period. This is in addition to normal shrinkage applied to all agents.	Sum
Sales Conversion Effectiveness Ratio (%)	Float	Ratio between sales effectiveness of new agents in the learning period and fully trained agents. Established for each week during the learning period, and must be less than or equal to 100% for each week.	Sum

Financials

Agent Financial Parameters Name Fact View

This is a grouping of all the metrics that could be classified as Agent Financial Parameters. This includes the parameters that are required to calculate agent financial metrics. The difference between this table and the Agent Financial Fact View is that the Agent Financial Fact View only contains currency numbers. It is the perfect view to use when you are looking to report on currency metrics for Agents.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A

Column Name	Output Data Type (size)	Description	Aggregation
Agent 401k Rate (% of Agent Total Wages and Pay)	Float	401k rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Skill Calls Handled (SCH)
Agent Corporate Bonus Pay (% of Agent Total Wages)	Float	Corporate bonus rate as a percentage of total wages.	Agent Total Wages [C]
Agent FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Agent FICA (Corporate Bonus Only) [C]
Agent FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Agent FICA (Excl. Corp. Bonus) (% of Non-Corp Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Agent FICA (Excl. Corporate Bonus) [C]
Agent FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Agent FUTA (% of Agent Total Wages and Pay)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Agent Total Wages and Pay [C]
Agent Incentive Pay (% of Agent Total Wages)	Float	Incentive pay provided as a percentage of agent total wages.	Agent Total Wages [C]
Agent Incentive Pay (% of Sales Volume)	Float	Incentive pay rate as a percentage of sales revenue.	Units Sold
Agent Other Benefits (% of Agent Total Wages and Pay)	Float	Other benefits rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Other Pay [% of Agent Total Wages)	Float	Other agent pay as a percentage of total wages and pay.	Agent Total Wages [C]
Agent Other Payroll Taxes (% of Agent Total Wages and Pay)	Float	Payroll tax rate as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Straight Time Wages (C)	Float	Wages paid for time worked at the straight time rate, i.e., regular hours plus paid leave hours. Excludes overtime and non-hours based pay.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Agent SUTA (% of Agent Total Wages and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Agent Total Wages and Pay [C]
Agent Total Payroll Taxes (% of Agent Total Wages and Pay)	Float	Total agent payroll taxes as a percentage of total wages and pay.	Agent Total Wages and Pay [C]
Agent Total Wages (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave plus new hire training wages.	Sum
Agent Total Wages and Pay (C)	Float	Amounts paid to agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Agent Transfer Bonus Pay (C per Contact Handled)	Float	Transfer bonus rate per call handled.	Skill Calls Handled (SCH)
Avg. Agent Headcount	Float	The average headcount of agents during a week or month. Excludes new hires in their classroom training period, and includes agents in their learning period.	Sum
Beginning Non-Learning Agents (FTE)	Float	Beginning agents for each week and month of the scenario. Excludes agents in their learning period.	Sum
Classroom Training Period Wage (C per Hour)	Float	Average hourly wage paid to new hires during their classroom training period.	New Hire Classroom Training Hours
Cost to Recruit a New Agent (C per New Agent)	Float	One-time cost to hire a new agent. Includes recruiting, orientation, HR and payroll setup, training, and allocated termination costs.	New Hires [FTE]
Extra Time (FTE)	Float	Additional time that agents are required to work beyond their normal schedule in FTE. Increases available FTE for the week or month. All or a fraction of this time is paid at overtime rates.	Sum
Float Holiday/Pers. Day (FTE)	Float	The FTE equivalent of time the agents are on floating holiday/personal day leave. Floating holiday/personal day time can be paid or unpaid.	Sum
Floating Holiday/Personal Day Time Paid (%)	Float	The percentage of floating holiday and personal day time that is paid.	Float Holiday/Pers. Day [FTE]
Holiday Time Paid (%)	Float	The percentage of holiday time that is paid.	Paid Holiday Hours
Holiday Time per FTE (Hours)	Float	The paid holiday hours per average total FTE. This number is used to calculate paid holiday cost, and is included in paid leave hours, but does not affect scheduled hours.	Beginning Non-Learning Agents [FTE]

Column Name	Output Data Type (size)	Description	Aggregation
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
Other Absence (FTE)	Float	The FTE equivalent of the time agents are unavailable to be scheduled for work due to other types of absence not already accounted for in scheduled absence. Other absence time can be paid or unpaid.	Sum
Other Absence Time Paid (%)	Float	The percentage of other absence time that is paid.	Other Absence [FTE]
Overtime Wage Differential (% of Straight Time Wage)	Float	Ratio between the average overtime wage and the average straight time wage.	Agent Straight Time Wages [C]
Portion of Extra Time that is Overtime (%)	Float	Percentage of extra time which is subject to the overtime wage rate.	Extra Time [FTE]
Scheduled Absence (FTE)	Float	The FTE equivalent of the time that agents are unavailable to be scheduled for work due to leave of absence, disability, FMLA absence, or other scheduled absence. Scheduled absence time can be paid or unpaid.	Sum
Scheduled Absence Paid (%)	Float	The percentage of scheduled absence time that is paid.	Scheduled Absence [FTE]
Sick (FTE)	Float	The FTE equivalent of time the agents are sick or taking other unscheduled absence. Sick time can be paid or unpaid.	Sum
Sick Hours Bought Back per FTE	Float	Sick hours bought back per FTE. This number is used to calculate sick cost and is included in paid leave hours, but does not affect scheduled hours.	Beginning Non-Learning Agents [FTE]
Sick Time Paid (%)	Float	The percentage of sick time that is paid.	Sick [FTE]
Straight Time Wage (C per Hour)	Float	Average wage paid for non-overtime hours worked and paid leave time.	Straight Time Hours
Vacation (FTE)	Float	The FTE equivalent of time the agents are on vacation. Vacation time can be paid or unpaid.	Sum
Vacation Time Paid (%)	Float	The percentage of vacation time that is paid.	Vacation [FTE]

Agent Financials Name Fact View

This is a grouping of all the metrics that could be classified as Agent Financials. The difference between this view and the Agent Financial Parameters Fact View is that the Agent Financial Fact View only contains currency numbers. It is the perfect view to use when you are looking to report on currency metrics for Agents.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Agent 401k (C)	Float	Cost for 401k benefits.	Sum
Agent Average Overtime Wage (C per Hour)	Float	Wage rate for hours worked that are paid at the overtime rate.	Overtime Hours
Agent Benefits (Headcount-Based) (C)	Float	Cost for health, life, and other benefits on a per head basis.	Sum
Agent Classroom Training Period Wage (C per Hour)	Float	Wage rate paid to new hires during their classroom training period.	New Hire Classroom Training Hours
Agent Corporate Bonus Pay (C)	Float	Pay provided under a corporate bonus and incentive program.	Sum
Agent FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Agent FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Agent FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Agent Incentive Pay (Sales-Based) (C)	Float	Pay provided as a % of sales revenue.	Sum
Agent Incentive Pay (Wages-Based) (C)	Float	Incentive pay provided.	Sum
Agent New Hire Recruiting Cost (C)	Float	One-time cost to recruit a new agent. Includes recruiting, orientation, HR and payroll setup, training, and allocated termination costs.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Agent Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Agent Other Pay (C)	Float	Other pay.	Sum
Agent Other Payroll Taxes (C)	Float	Other payroll taxes.	Sum
Agent Overtime (C)	Float	Wages paid for overtime hours paid at the overtime rate. Equal to extra time multiplied by the portion of extra time that is overtime multiplied by the overtime wage differential.	Sum
Agent Paid Floating Holiday (C)	Float	Wages paid for floating holiday time. Equal to floating holiday hours multiplied by the % of floating holiday time paid multiplied by the straight time wage.	Sum
Agent Paid Holiday (C)	Float	Wages paid for holiday time. Equal to holiday hours multiplied by the % of holiday time paid multiplied by the straight time wage.	Sum
Agent Paid Other Absence (C)	Float	Wages paid for other absence. Equal to other absence hours multiplied by the % of other absence time paid multiplied by the straight time wage.	Sum
Agent Paid Scheduled Absence (C)	Float	Wages paid for scheduled absence time. Equal to scheduled absence hours multiplied by the % of scheduled absence time paid multiplied by the straight time wage.	Sum
Agent Paid Sick (C)	Float	Wages paid for sick time. Equal to sick hours multiplied by the % of sick time paid multiplied by the straight time wage.	Sum
Agent Paid Vacation (C)	Float	Wages paid for vacation. Equal to vacation hours multiplied by the % of vacation time paid multiplied by the straight time wage.	Sum
Agent Regular Wages (C)	Float	Wages for time worked that is paid at the straight time rate (i.e., worked time that is not overtime). Excludes paid leave.	Sum
Agent Sick Hours Buyback (C)	Float	Wages paid for sick time bought back. Equal to sick hours bought back multiplied by the straight time wage.	Sum
Agent Straight Time Wage (C per Hour)	Float	Straight time wage rate per hour.	Straight Time Hours
Agent Straight Time Wages (C)	Float	Wages paid for time worked at the straight time rate, i.e., regular hours plus paid leave hours. Excludes overtime and non-hours based pay.	Sum
Agent SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Agent Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Agent Total Paid Leave (C)	Float	Total wages paid for time on leave.	Sum
Agent Total Payroll Taxes	Float	Total agent payroll taxes.	Sum
Agent Total Wages (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave plus new hire training wages.	Sum
Agent Total Wages (Excluding Training) (C)	Float	Amounts paid to agents for straight time, overtime, and paid leave. Excludes pay for new hires.	Sum
Agent Total Wages and Pay (C)	Float	Amounts paid to agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Agent Transfer Bonus Pay (C)	Float	Pay provided on a per call handled basis.	Sum
Agent Wages, Pay, Taxes, and Benefits (C)	Float	Sum of wages, pay, taxes, and all benefits cost.	Sum
Classroom Training Period Wages (C)	Float	Wages paid to new hires during their classroom training period.	Sum
New Hire Classroom Training Hours	Float	Total hours newly hired agents spend in new hire classroom training.	Sum
Total Compensation (C)	Float	Sum of agent, clerical, and supervisory wages, pay, and salaries.	Sum
Total Compensation, Taxes and Benefits (C)	Float	Sum of agent, clerical, and supervisory wages, pay, salaries, taxes, and benefits.	Sum
Total Taxes and Benefits (C)	Float	Sum of agent, clerical, and supervisory taxes and benefits.	Sum

ClericalFinancials Name Fact View

This is a grouping of all the metrics that could be classified as Clerical Financials.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A

Column Name	Output Data Type (size)	Description	Aggregation
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Clerical 401k (C)	Float	Cost for 401k benefit.	Sum
Clerical 401k Rate (% of Clerical Wages and Pay)	Float	401k benefit as a percentage of clerical wages and pay.	Clerical Total Wages and Pay [C]
Clerical Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Clerical Headcount
Clerical Benefits (Headcount-Based) (C)	Float	Cost for health, life, and other benefits on a per head basis.	Sum
Clerical Corporate Bonus Pay (% of Clerical Wages)	Float	Bonus pay provided as a percentage of clerical wages.	Clerical Wages [C]
Clerical Corporate Bonus Pay (Wages-Based) (C)	Float	Bonus pay provided.	Sum
Clerical FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Clerical FICA (Corporate Bonus Only) [C]
Clerical FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, including only corporate bonus.	Sum
Clerical FICA (Excl. Corp. Bonus) (% of Non-Corp. Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Clerical FICA (Excl. Corporate Bonus) [C]
Clerical FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Clerical FUTA (% of Clerical Wages and Pay)	Float	Tax paid by employers, that finances the administrative costs of unemployment insurance.	Clerical Total Wages and Pay [C]
Clerical FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Clerical Headcount	Float	Clerical staff headcount.	Sum
Clerical Incentive Pay (% of Clerical Wages)	Float	Incentive pay provided as a % of clerical wages	Clerical Wages [C]
Clerical Incentive Pay (Wages-Based) (C)	Float	Incentive pay provided.	Skill Calls Handled (SCH)

Column Name	Output Data Type (size)	Description	Aggregation
Clerical Other Benefits (% of Clerical Wages and Pay)	Float	Other benefits rate as a percentage of total wages.	Clerical Total Wages and Pay [C]
Clerical Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Clerical Other Payroll Taxes (% of Clerical Wages and Pay)	Float	Additional payroll taxes for clerical agents as a percentage of total wages and pay.	Clerical Total Wages and Pay [C]
Clerical Other Payroll Taxes (C)	Float	Additional payroll taxes for clerical agents.	Sum
Clerical Staff (FTE)	Float	Clerical staff.	Sum
Clerical SUTA (% of Clerical Wages and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Clerical Total Wages and Pay [C]
Clerical SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum
Clerical Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Clerical Total Payroll Taxes (% of Clerical Wages and Pay)	Float	Cost for payroll taxes as a percentage of total wages and pay.	Clerical Total Wages and Pay [C]
Clerical Total Payroll Taxes (C)	Float	Cost for payroll taxes.	Sum
Clerical Total Wages (C per Hour)	Float	Average wage rate paid. Should include regular, overtime, and paid leave costs.	Clerical Staff [FTE]
Clerical Total Wages and Pay (C)	Float	Amounts paid to clerical agents for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Clerical Wages (C)	Float	Wages paid for all paid time.	Sum
Clerical Wages, Pay, Taxes, and Benefits (C)	Float	Sum of wages, pay, taxes, and all benefits cost.	Sum

GeneralFinancials Fact View

This view contains the financial metrics dealing with Net Profit, Revenue and Total Cost.

Column Name	Output Data Type (size)	Description	Description
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	

Column Name	Output Data Type (size)	Description	Description
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Id	BigInt	Unique Id within the DataMart for each record.	N/A
Net Profit (C)	Float	Total revenue minus all costs	Sum
Revenue (C)	Float	Total revenue from completed sales for inbound or outbound calls. Equal to skill calls handled or connects multiplied by new hire adjusted sales conversion rate multiplied by revenue per sale or transaction.	Sum
Total Cost (C)	Float	Total of all costs.	Sum

OtherFinancials Name Fact View

This view is a catch all for the financial metrics that are not related to staff or profit, revenue or total cost.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Currency Ratio (Local to Base)	Float	Local currency ratio with dollar.	NULL
Depreciation (C)	Float	Fixed cost for depreciation.	Sum
Depreciation (Fixed C)	Float	Depreciation cost.	Sum
Other Fixed Costs (C)	Float	Other fixed or allocated costs (e.g., facilities, IT, HRM).	Sum
Other Fixed Costs (Fixed C)	Float	Other fixed costs. Generally consists of facilities, IT, and other allocated costs.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Outsourcer Cost (C per Handle Time Minute)	Float	Outsourcer Cost per Handle Time Minute	Phone Hours
Outsourcer Cost (C per Staffed Time Minute)	Float	Outsourcer Cost per Staffed Time Minute	Staffed Hours
Outsourcer Cost (Handle time Minute-Based)	Float	Outsourcer Cost based on handle time.	Skill Calls Handled (SCH)
Outsourcer Cost (Staffed Minute-Based) (C)	Float	Cost for outsourcer based on staffed minutes	Skill Calls Handled (SCH)
Total Fixed Costs (C)	Float	Depreciation plus other fixed costs.	Sum

PaidTime Name Fact View

This view contains the hours that are paid for agents.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Overtime Hours	Float	Worked hours paid at the overtime rate.	Sum
Overtime Hours/Worked Hours (%)	Float	Ratio of overtime hours to worked hours.	Worked Hours (Payroll)
Paid Floating Holiday/Personal Day Hours	Float	Float holiday/personal day hours multiplied by the % of floating holiday/personal day hours paid. Paid at the straight time rate.	Sum
Paid Holiday Hours	Float	Holiday hours multiplied by the % of holiday hours paid. Paid at the straight time rate.	Sum
Paid Leave Hours	Float	Paid off-premise time, i.e., the total hours of scheduled absence, other absence, vacation, floating holiday/personal day, and sick time that are paid.	Sum
Paid Other Absence Hours	Float	Other absence hours multiplied by the % of other absence hours paid. Paid at the straight time rate.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Paid Scheduled Absence Hours	Float	Scheduled absence hours multiplied by the % of scheduled absence time paid. Paid at the straight time rate.	Sum
Paid Sick Hours	Float	Sick hours multiplied by the % of sick hours paid, plus total sick hours bought back. Paid at the straight time rate.	Sum
Paid Vacation Hours	Float	Vacation hours multiplied by the % of vacation hours paid. Paid at the straight time rate.	Sum
Regular Hours	Float	Worked hours paid at the straight time rate.	Sum
Straight Time Hours	Float	Worked Hours paid at the straight time rate plus paid leave hours. Excludes hours paid at the overtime rate.	Sum
Total Paid Hours	Float	Regular hours plus overtime hours plus paid leave hours. Excludes new hire training hours.	Sum
Unpaid Hours	Float	Agent hours that are unpaid. Equal to the unpaid portion of scheduled absence, other absence, vacation, floating holiday/personal day, and sick hours.	Sum
Worked Hours (Payroll)	Float	All paid time on premises expressed in hours. Equal to paid break hours plus off-phone hour plus lost hours plus staffed hours.	Sum

StaffParameters Name Fact View

This view contains metrics dealing with the Staff Parameters. Metrics from those used to calculate the number of workstations required to support the agents to percentages of staff taking which media type. Many of the metrics are used to calculate the Clerical and Supervisor staff required based on the number of Agents.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Agent FTE per Agent Workstation	Float	The ratio of agent FTE to agent workstations.	
Agent FTE per Clerical FTE	Float	The ratio of agent FTE to clerical FTE.	Agent Workstations Required

Column Name	Output Data Type (size)	Description	Aggregation
Agent FTE per Supervisor FTE	Float	The ratio of agent FTE to supervisor FTE.	Supervisors [FTE]
Agent Headcount per Agent FTE	Float	The headcount equivalent of an agent FTE.	Avg. Total Agents [FTE]
Agent Workstations Required	Float	The total number of workstations required to accommodate the agent workforce expressed in FTE.	Sum
Avg. Agent, Supv. and Clerical Staff (FTE)	Float	Total of all staff. Sum of agents, supervisor, and clerical staff. Excludes new hires in training.	Sum
Avg. Total Agents (FTE)	Float	This is the sum of the daily ending staff to include agents in/out on loan for that week and agents in their learning period, after attrition has been applied, divided by the number of days during the period. Excludes new hires in classroom training.	Sum
Casework Staffed Agents (FTE)	Float	Agents that are available to handle Email contacts, net of all shrinkage, plus extra time minus under time.	Sum
Clerical Headcount	Float	Clerical staff headcount.	Sum
Clerical Headcount per Clerical FTE	Float	The headcount equivalent of a clerical FTE.	Clerical Staff [FTE]
Clerical Staff (FTE)	Float	Clerical staff.	Sum
Email Staffed Agents (FTE)	Float	Agents that are available to handle Email contacts, net of all shrinkage, plus extra time minus under time.	Sum
IM Staffed Agents (FTE)	Float	Agents that are available to handle Instant Messaging contacts, net of all shrinkage, plus extra time minus under time.	Sum
Inbound Staffed Agents (FTE)	Float	Agents that are available to handle inbound contacts, net of all shrinkage, plus extra time minus under time.	Sum
Length of New Hire Classroom Training (Weeks)	Float	Length of time new hires are in classroom training, in weeks. New hires do not take calls during the classroom training period.	New Hires [FTE]
New Hires (FTE)	Float	Agents newly hired during the week or month. New hires are subject to the new hire classroom training period and learning curve.	Sum
Outbound Staffed Agents (FTE)	Float	Agents that are available to handle outbound contacts, net of all shrinkage, plus extra time minus under time.	Sum
Share of Staffed Agents on Casework (%)	Float	Share of total staffed agents that are allocated to Casework.	Staffed Hours
Share of Staffed Agents on Email (%)	Float	Share of total staffed agents that are allocated to Emails.	Staffed Hours

Column Name	Output Data Type (size)	Description	Aggregation
Share of Staffed Agents on IM (%)	Float	Share of total staffed agents that are allocated to IM.	Staffed Hours
Share of Staffed Agents on Inbound (%)	Float	Share of total staffed agents that are allocated to Inbound.	Staffed Hours
Share of Staffed Agents on Outbound (%)	Float	Share of total staffed agents that are allocated to outbound calling.	Staffed Hours
Supervisor Headcount	Float	Supervisory staff headcount.	Sum
Supervisor Headcount per Supervisor FTE	Float	The headcount equivalent of a supervisor FTE.	Supervisors [FTE]
Supervisors (FTE)	Float	Supervisory staff.	Sum
Total New Hire Attrition during Classroom Training (%)	Float	Total attrition, in percent, during the new hire training period. Equal to the number of agents who attrite during training divided by the number of agents that begin training.	New Hires [FTE]
Total Training Hours during Classroom Training	Float	Total hours of classroom training (all hours are paid). Note this is not hours per week. Example: if agents are in training 30 hours per week for two weeks, enter 60 hours.	New Hires [FTE]

SupervisorFinancials Name Fact View

This is a grouping of all the metrics that could be classified as Clerical Financials.

Column Name	Output Data Type (size)	Description	Description
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Salary (C)	Float	Monthly supervisor salary.	Supervisors [FTE]
Supervisor 401k (C)	Float	Cost for 401k benefit.	Sum

Column Name	Output Data Type (size)	Description	Description
Supervisor 401k Rate (% of Supervisor Total Salaries and Pay)	Float	401k rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]
Supervisor Benefits (Headcount-Based) (C per Head)	Float	Benefits rate per head.	Skill Calls Handled (SCH)
Supervisor Benefits (Headcount-Based) (C)	Float	Supervisor Benefits.	Sum
Supervisor Corporate Bonus Pay (% of Salary)	Float	Bonus pay provided as a percentage of salary	Supervisor Salaries [C]
Supervisor Corporate Bonus Pay (Salary-Based) (C)	Float	Bonus pay provided.	Sum
Supervisor FICA (Corp. Bonus Only) (% of Corp. Bonus Pay)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Supervisor FICA (Corporate Bonus Only) [C]
Supervisor FICA (Corporate Bonus Only) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, for corporate bonus only.	Sum
Supervisor FICA (Excl. Corporate Bonus) (% of Non-Corp. Bonus W&P)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Supervisor FICA (Excl. Corporate Bonus) [C]
Supervisor FICA (Excl. Corporate Bonus) (C)	Float	Federal law that taxes employee wages for Social Security and other programs, excluding corporate bonus.	Sum
Supervisor FUTA (% of Supervisor Total Salaries and Pay)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Supervisor Total Salaries and Pay [C]
Supervisor FUTA (C)	Float	Tax paid by employers that finances the administrative costs of unemployment insurance.	Sum
Supervisor Headcount	Float	Supervisory staff headcount.	Sum
Supervisor Incentive Pay (% of Salary)	Float	Incentive pay provided as a percentage of salary.	Supervisor Salaries [C]
Supervisor Incentive Pay (Salary-Based) (C)	Float	Incentive pay provided.	Sum
Supervisor Other Benefits (% of Supervisor Total Salaries and Pay)	Float	Other benefits rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]

Column Name	Output Data Type (size)	Description	Description
Supervisor Other Benefits (C)	Float	Cost for other benefits programs.	Sum
Supervisor Other Payroll Taxes (% of Supervisor Total Salaries and Pay)	Float	Payroll tax rate as a percentage of total wages.	Supervisor Total Salaries and Pay [C]
Supervisor Other Payroll Taxes (C)	Float	Cost for payroll taxes.	Sum
Supervisor Salaries (C)	Float	Monthly salary.	Sum
Supervisor Salaries, Taxes, and Benefits (C)	Float	Sum of salaries, taxes, and all benefits cost.	Sum
Supervisor SUTA (% of Supervisor Total Salaries and Pay)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Supervisor Total Salaries and Pay [C]
Supervisor SUTA (C)	Float	Required tax paid by employers regardless of federal liability, which finances benefits disbursed from the Unemployment Insurance Fund.	Sum
Supervisor Taxes and Benefits (C)	Float	Sum of taxes and all benefits cost.	Sum
Supervisor Total Payroll Taxes (% of Supervisor Total Salaries and Pay)	Float	Total payroll taxes for supervisors as a percentage of salary.	Supervisor Total Salaries and Pay [C]
Supervisor Total Payroll Taxes (C)	Float	Total payroll taxes for supervisors.	Sum
Supervisor Total Salaries and Pay (C)	Float	Amounts paid to supervisors for straight time, overtime, paid leave, new hire training, incentive, bonus, and other pay programs.	Sum
Supervisors (FTE)	Float	Supervisory staff.	Sum

Telecom Name Fact View

This view contains the metrics that deal with Telecom items. These are mostly used to calculate costs associated with the Telecom metrics. Those costs are found in the Telecom Financials View.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A

Column Name	Output Data Type (size)	Description	Aggregation
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
ASA Minutes	Float	Telecom time of calls waiting in queue.	Sum
GeoTel Routed Calls	Float	Number of calls routed by GeoTel.	Sum
Inbound Outcall Talk Time Minutes	Float	Telecom time from outcalls.	Sum
Inbound Outcalls	Float	Number of outcalls.	Sum
Outbound Talk Time Minutes	Float	Telecom time from outbound calling	Sum
Prompter Calls	Float	Number of calls using the prompter.	Sum
Prompter Minutes	Float	Telecom time of calls using the prompter.	Sum
Talk Time Minutes	Float	Telecom time from agents speaking with callers.	Sum
Total Inbound Usage Minutes	Float	ASA minutes plus talk time minutes.	Sum
Transfer Connect Calls	Float	Number of calls transferred out using transfer connects.	Sum

TelecomFinancials Name Fact View

This view contains the items from Telecom Fact view as well as the costs associated with those different metrics.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
Allocated Telecom Costs (Fixed C)	Float	Allocated telecom costs.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
DIP Fees (C per Call Handled That Is Routed)	Float	Telecom rate per routed call.	Geotel Routed Calls
DIP Fees (C)	Float	Telecom cost for routed calls.	Sum
GeoTel Routed Calls	Float	Number of calls routed by GeoTel.	Sum
Inbound Outcalling Usage Fee (C per Outcall Minute)	Float	Telecom rate per outbound minute for outcalls	Inbound Outcall Talk Time Minutes
Inbound Outcalling Usage Fees (C)	Float	Telecom cost for outcalls.	Sum
Inbound Usage Fee (C per IB Minute)	Float	Telecom rate per inbound minute ASA and talk time minute.	Skill Calls Handled (SCH)
Inbound Usage Fees (C)	Float	Telecom cost for inbound usage. Includes ASA time and Talk time.	Sum
Line Fee (Fixed C)	Float	Fixed telecom line cost.	Sum
Line Fees (C)	Float	Cost for inbound and outbound lines.	Sum
Outbound Talk Time Minutes	Float	Telecom time from outbound calling	Sum
Outbound Usage Fee (C per Outbound Minute)	Float	Telecom rate per outbound minute for outbound calls.	Outbound Talk Time Minutes
Outbound Usage Fees (C)	Float	Telecom cost for outbound calling.	Sum
Prompter Minutes	Float	Telecom time of calls using the prompter.	Sum
Prompter Usage Fee (C per IB Minute)	Float	Telecom rate per prompter minute.	Prompter Minutes
Prompter Usage Fees (C)	Float	Telecom cost for calls using the prompter.	Sum
Tax Rate (% of Telecom Fees)	Float	Telecom tax rate.	Total Taxable Telecom Fees [C]
Telecom Allocation (C)	Float	Allocated telecom charges.	Sum

Column Name	Output Data Type (size)	Description	Aggregation
Telecom Taxes (C)	Float	Telecom related taxes.	Sum
Total Direct Telecom Fees (C)	Float	Taxable telecom fees plus telecom taxes.	Sum
Total Taxable Telecom Fees (C)	Float	Total taxable telecom fees.	Sum
Total Telecom Fees (C)	Float	Direct Telecom Fees plus telecom allocation.	Sum
Transfer Connect Calls	Float	Number of calls transferred out using transfer connects.	Sum
Transfer Connect Fee (C per Trans. Con. Call)	Float	Telecom rate per transfer connect call.	Transfer Connect Calls
Transfer Connect Fees (C)	Float	Telecom costs for transfer connect calls.	Sum
USC Chargeable Fees (C)	Float	Telecom charges subject to USC fees.	Sum
USC Fees (C)	Float	USC fees.	Sum
USC Rate (% of USC Chargeable Costs)	Float	USC rate.	USC Chargeable Fees [C]

MultiSkillCaptureRate Name Fact View

Multi-skill calculations require that the Capture Rate range be set for each Contact-Staff combination. This view gives the values used for Capture Rate minimums and maximums.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Max. Capture Rate (%)	Float	Maximum percentage of calls that need to go to a staff type (Multi-Skill only).	Sum
Min. Capture Rate (%)	Float	Minimum percentage of calls that need to go to a staff type (Multi-Skill only).	Sum

Other

OptionalMetrics Fact View

Optional metrics can be set by the administrator. They are values that are wanted to be tracked but are not used in calculations. This view contains the data for the 10 Optional Metrics provided with the application.

Column Name	Output Data Type (size)	Description	Aggregation
DataSourceName	nvarchar(256)	Name of the data source	N/A
FolderPathName	-	Folder path to the DataSource	
Timespan	nvarchar(100)	The name of the timespan. (Weekly or Monthly)	N/A
Start	DateTime	The start of the time period	N/A
End	DateTime	The end of the time period	N/A
CenterName	nvarchar(50)	Name of the Center	N/A
StaffTypeName	nvarchar(50)	Name of the Staff type	N/A
ContactTypeName	nvarchar(50)	Name of the Contact type	N/A
Optional Metric 1	Float	Customer Defined Optional Metric 1	Sum
Optional Metric 2	Float	Customer Defined Optional Metric 2	Sum
Optional Metric 3	Float	Customer Defined Optional Metric 3	Sum
Optional Metric 4	Float	Customer Defined Optional Metric 4	Sum
Optional Metric 5	Float	Customer Defined Optional Metric 5	Sum
Optional Metric 6	Float	Customer Defined Optional Metric 6	Sum
Optional Metric 7	Float	Customer Defined Optional Metric 7	Sum
Optional Metric 8	Float	Customer Defined Optional Metric 8	Sum
Optional Metric 9	Float	Customer Defined Optional Metric 9	Sum
Optional Metric 10	Float	Customer Defined Optional Metric 10	Sum