



Reporting and Analytics Aggregates 8.0

Reference Manual

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Document Version: 80ii_ref-raa_03-2011_v8.0.101.00

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Preface

Welcome to the *Reporting and Analytics Aggregates 8.0 Reference Manual*. This document acquaints you with the database objects that make up the aggregation layer of Genesys Info Mart (GIM) and will help you understand the meaning of the data that is aggregated by the GIM aggregation engine.

In brief, you will find the following information in this document:

- Subject area diagrams (depicting each hierarchy of aggregation tables and the dimensions that support them)
- Descriptions of each aggregate table and its columns
- Descriptions of indexes and views.

This document is valid only for the 8.0.x releases of this product.

This preface includes the following sections:

- [Intended Audience, page 4](#)
- [Chapter Summaries, page 5](#)
- [Making Comments on This Document, page 5](#)
- [Contacting Genesys Technical Support, page 5](#)
- [New In This Release, page 6](#)

Intended Audience

This reference manual is for IT reporting specialists, business-intelligence team members, and data-warehousing team members who want to understand how aggregated data is defined and what information custom or Genesys-provided reports portray. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Contact-center functions and operations.
- The Genesys telephony and multimedia models.

This *Reference Manual* services users of two Genesys products: Genesys Info Mart (GIM) and Genesys Interactive Insights (GI2). For Genesys Info Mart customers who design their own reports, this reference manual serves as an extension to the *Genesys Info Mart 8.0 Reference Manual*, which provides descriptions of the fact, dimension, and service tables as well as other database objects, such as views and indexes. For Genesys Interactive Insights customers, this *Reference Manual* serves as an extension to the *Genesys Interactive Insights 8.0 Universe Guide*, a document, which, in part, describes only those database columns that are actively employed within the Interactive Insights universe. For Interactive Insights users, Reporting and Analytics Aggregates (RAA) is a necessary and invisible layer that is seamlessly integrated within GI2 deployments.

Chapter Summaries

In addition to this preface, this reference manual contains the following chapters:

- Chapter 1, “Overview of the Reporting and Analytics Aggregation Layer”, on page 9, describes key terms that are used throughout this document and introduces Genesys Info Mart database schemas.
- Chapter 2, “Aggregation Layer Diagrams”, on page 11, provides a graphical representation of RAA subject areas.
- Chapter 3, “Aggregation Tables”, on page 27, acquaints you with the tables and columns that you can query by using RAA.
- Chapter 4, “Aggregation Views”, on page 97, provides the SQL queries that define Genesys Info Mart views.

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Before contacting Technical Support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		

New In This Release

The Reporting and Analytics Aggregates 8.0 release uses the following aggregation tables to support Genesys Interactive Insights reports and your own custom reports:

- AG2_AGENT_*
- AG2_AGENT_CAMPAIGN_*
- AG2_AGENT_GRP_*
- AG2_AGENT_QUEUE_*
- AG2_CAMPAIGN_*
- AG2_I_AGENT_*
- AG2_I_SESS_STATE_*
- AG2_I_STATE_RSN_*
- AG2_ID_*
- AG2_QUEUE_*
- AG2_QUEUE_ABN_*
- AG2_QUEUE_ACC_AGENT_*
- AG2_QUEUE_GRP_*

The AG2_AGENT_CAMPAIGN and AG2_CAMPAIGN groups of tables and views are introduced in the 8.0.1 release and the remaining tables have been renamed from the 7.6 release, and they introduce new columns that further refine measures from the 7.6 release. For instance, in the disposition-based AG2_AGENT_* and AG2_QUEUE_* tables, new WARM measures distinguish *how* agents receive consult interactions. In the interval-based tables, several new internal columns, prefaced by I\$, normalize previously nonadditive columns to enable drill-up and drill-down operations.

In addition, the definitions (and names) of most of the existing columns were extended to embody media-generic functions. Thus, TOTAL_TALK_DURATION (indicative of a voice-based measure) becomes ENGAGE_TIME, as this measure now also captures chat durations; TOTAL_ANSWERED_COUNT becomes ACCEPTED; and TOTAL_ACW_COUNT (after-call work)—although still applicable only to voice media in this initial 8.0 release—becomes WRAP, to reflect the actual name of the workmode attribute that accompanies telephony events.

For schema changes within the 8.0.x releases, refer to Table 1.

Table 1: RAA Schema Changes within the 8.0.x Releases

Table Name	Column Name	
	8.0.0	8.0.1
AG2_AGENT_GRP_* AG2_AGENT_* AG2_AGENT_QUEUE_*	--	SATISFACTION_OFFERED
	--	SATISFACTION
	--	REVENUE_OFFERED
	--	REVENUE
AG2_AGENT_CAMPAIGN_*	--	All columns
AG2_CAMPAIGN_*	--	All columns
AG2_ID_*	--	RESPONDED
	--	FIRST_RESPONSE_TIME
	--	SATISFACTION_ENTERED
	--	SATISFACTION
	--	REVENUE_ENTERED
	--	REVENUE
	--	ENTERED_OBJ_RES
	--	ENTERED

Table Name	Column Name	
	8.0.0	8.0.1
AG2_I_AGENT_[*]	--	I\$ACCEPTED_EVENTUALLY
	--	ACCEPTED_EVENTUALLY
AG2_QUEUE_GRP_[*] AG2_QUEUE_[*]	--	CONSULT_ENTERED
	--	CONSULT_ABANDONED
	--	CONSULT_ABANDONED_SHORT

Chapter 1: Overview of the Reporting and Analytics Aggregation Layer

At your option, Genesys Info Mart provides several aggregate tables to facilitate reporting in Genesys Interactive Insights and your custom reporting applications. The tables, all of which are prefixed with AG2_*, store aggregated data for voice, chat, and e-mail interactions and summarized resource states that occur at voice devices. These tables enable a wider range of reporting than the FACT tables from which they are derived.

For the *disposition-based metrics*, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. The metrics in these tables attribute their measure to the interval at which the underlying fact started. For the *interval-based metrics*, tables are provided for the subhour, hour, day, and month levels; views are provided for the week, quarter, and year levels. The metrics in these tables measure the activities that occur within the reporting interval as they occur, whether or not the interactions complete during the interval and whether or not the interval completes. Counts and durations of such metrics are clipped where interactions cross over multiple intervals and are attributed to each of the intervals in which the activities occur. Subhour aggregates for both types provide either 15- or 30-minute aggregations based on user-defined configuration.

Figure 1 illustrates the organization of aggregate tables for Genesys Interactive Insights.

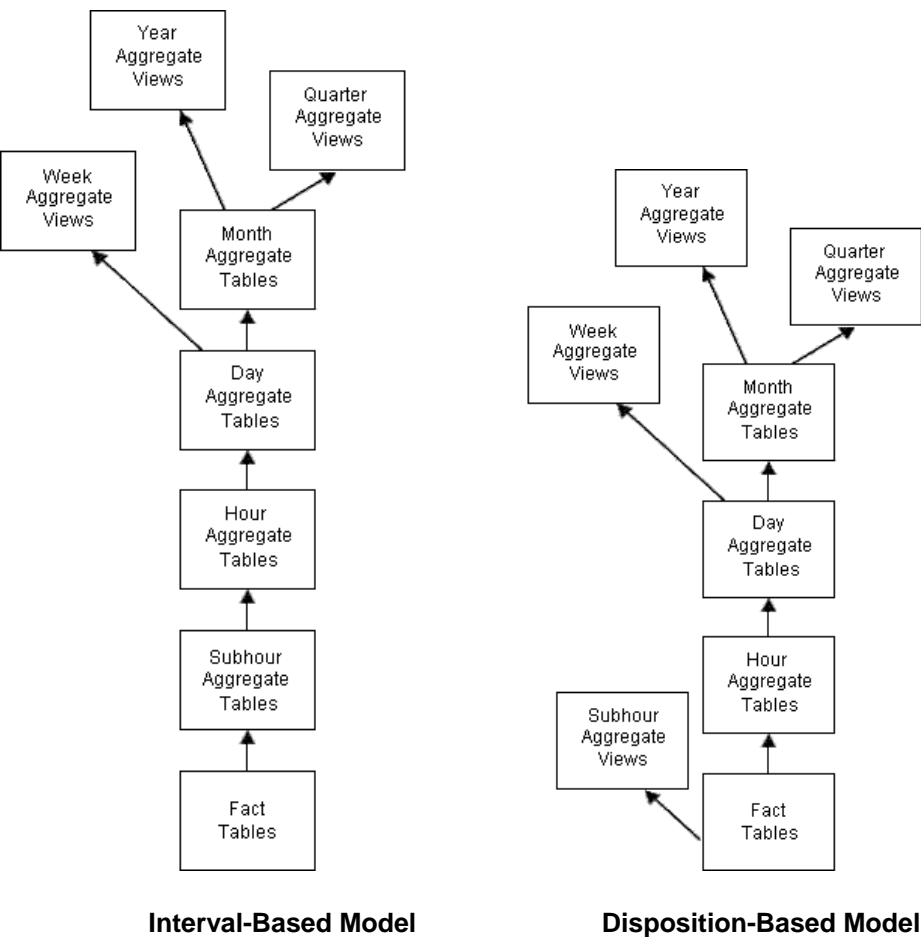


Figure 1: Aggregate Data Organization—for Genesys Interactive Insights Reports

Chapter 2: Aggregation Layer Diagrams

Genesys Info Mart contains several subject areas that are of interest for contact center historical reporting. Each subject area is presented as a star schema that contains a central fact or aggregate table surrounded by the dimension tables that describe it.

The subject area diagrams combine intraday and historical data. They represent the dimensions and aggregates that are accessed through the Genesys Info Mart Views database schema. A given fact or aggregate table, and the read-only views defined on it, have exactly the same columns. For more information about the relationship between tables and views in Genesys Info Mart schemas, see “Genesys Info Mart Overview”.

Legend

The subject area diagrams use the following conventions:

- The aggregate tables have a white background.
- Dimension tables have a shaded green background.
- Views have a shaded purple background.
- Surrogate key references from aggregate tables to dimension tables are represented by solid lines.

To improve legibility of each subject area diagram, only the following are shown:

- HOUR tables are shown.
- Column data types are provided in Oracle terminology.
- A few columns of the DATE_TIME table (which consists of over 50 fields).

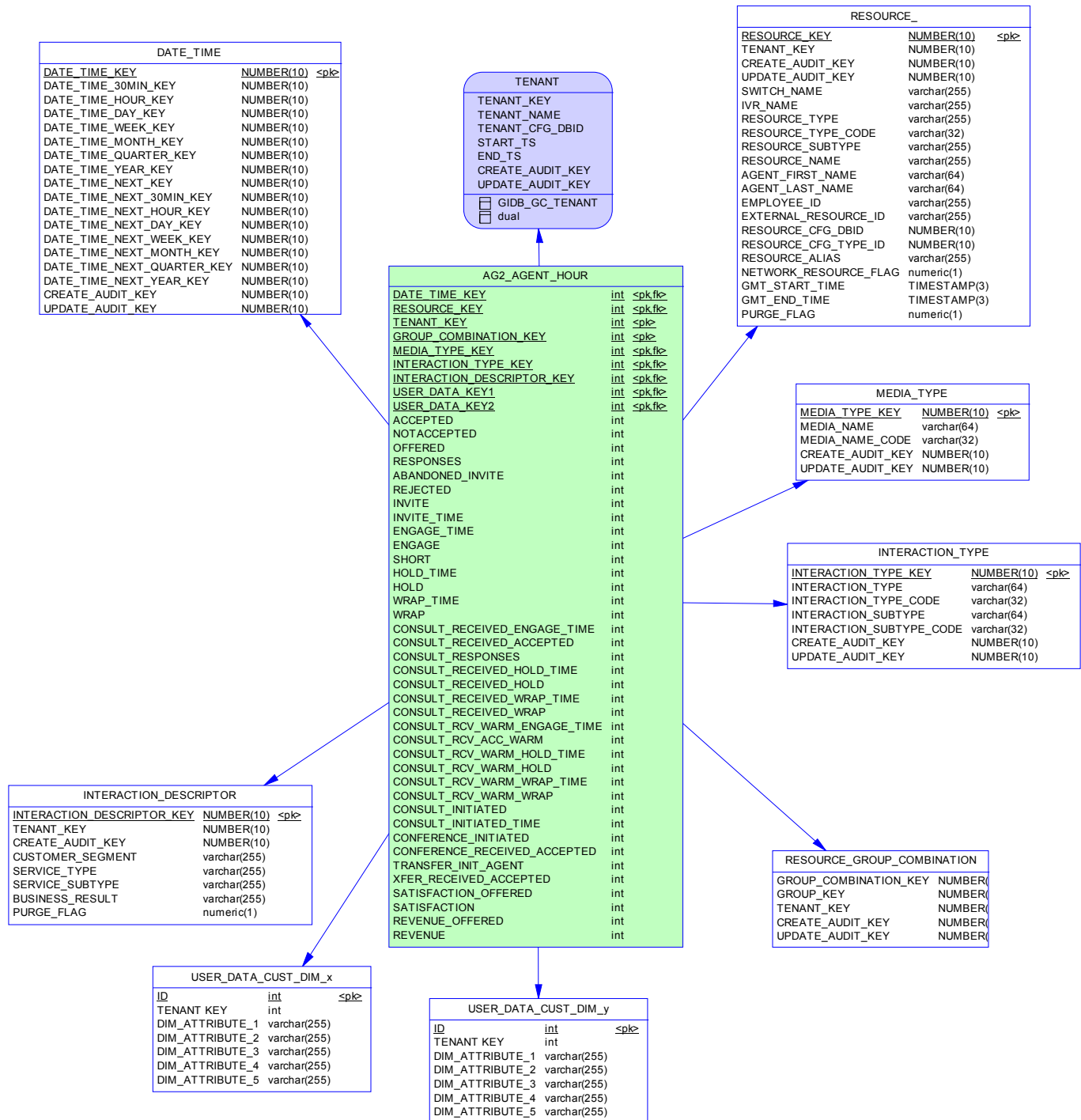
Refer to the specific table in Chapter 3 for a listing and complete description of all columns. The following dimension tables are described in the *Genesys Info Mart 8.0 Reference Manual* for your RDBMS:

- | | |
|--------------------------|------------------------------|
| • DATE_TIME | • RESOURCE_GROUP_COMBINATION |
| • INTERACTION_DESCRIPTOR | • RESOURCE_STATE |
| • INTERACTION_TYPE | • RESOURCE_STATE_REASON |
| • MEDIA_TYPE | • USER_DATA_CUST_DIM_x |
| • RESOURCE_ | |

Also, refer to this document for descriptions of the following views:

- | | |
|----------------|----------|
| • CALLING_LIST | • GROUP_ |
| • CAMPAIGN | • TENANT |

AG2_AGENT Subject Area

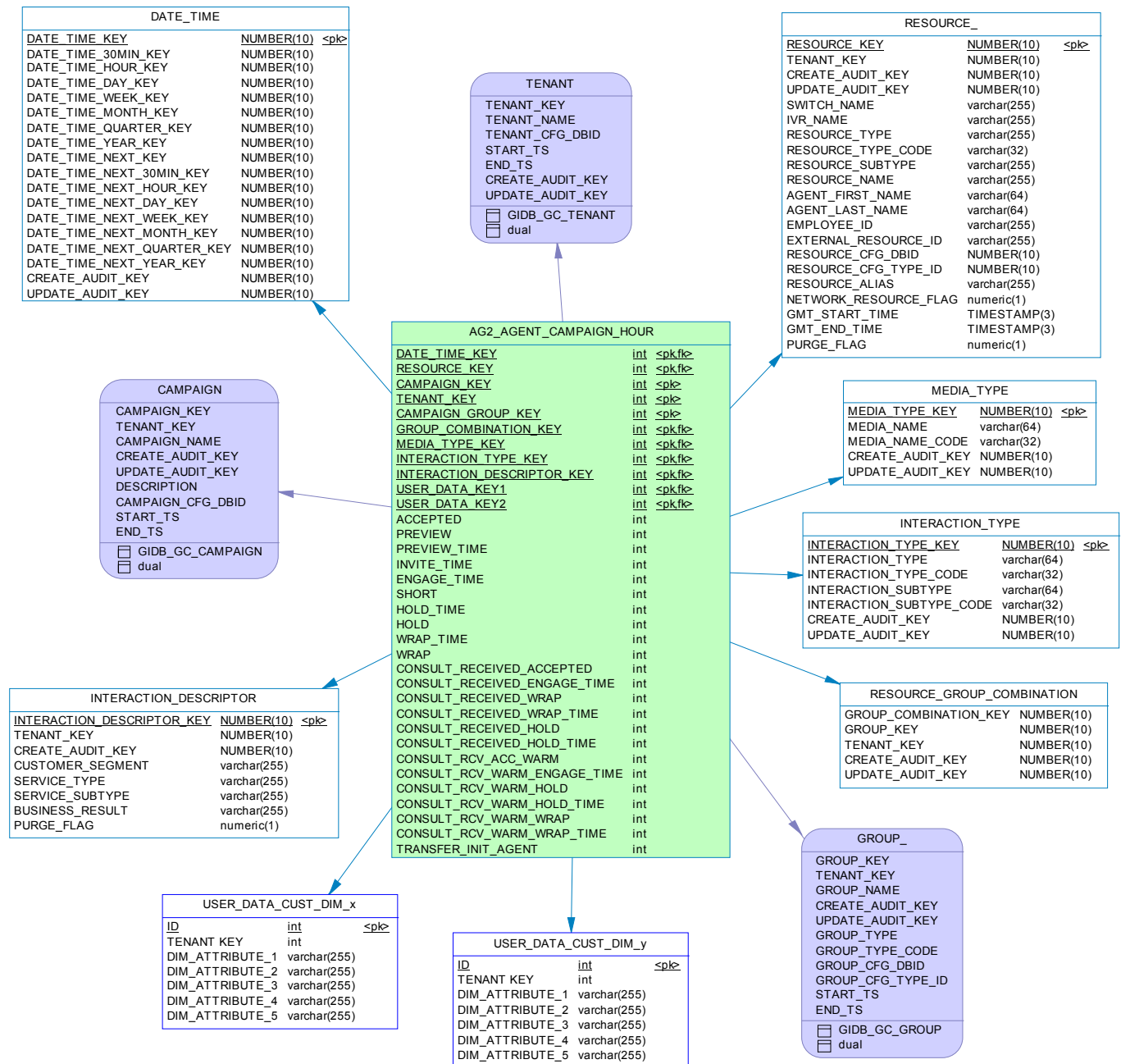


Subject Area Fact Tables

Code	Comment
AG2_AGENT_HOUR	Agent rollup of interaction handling based on key business attributes such as customer segment, service type, and service subtype.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).

Code	Comment
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

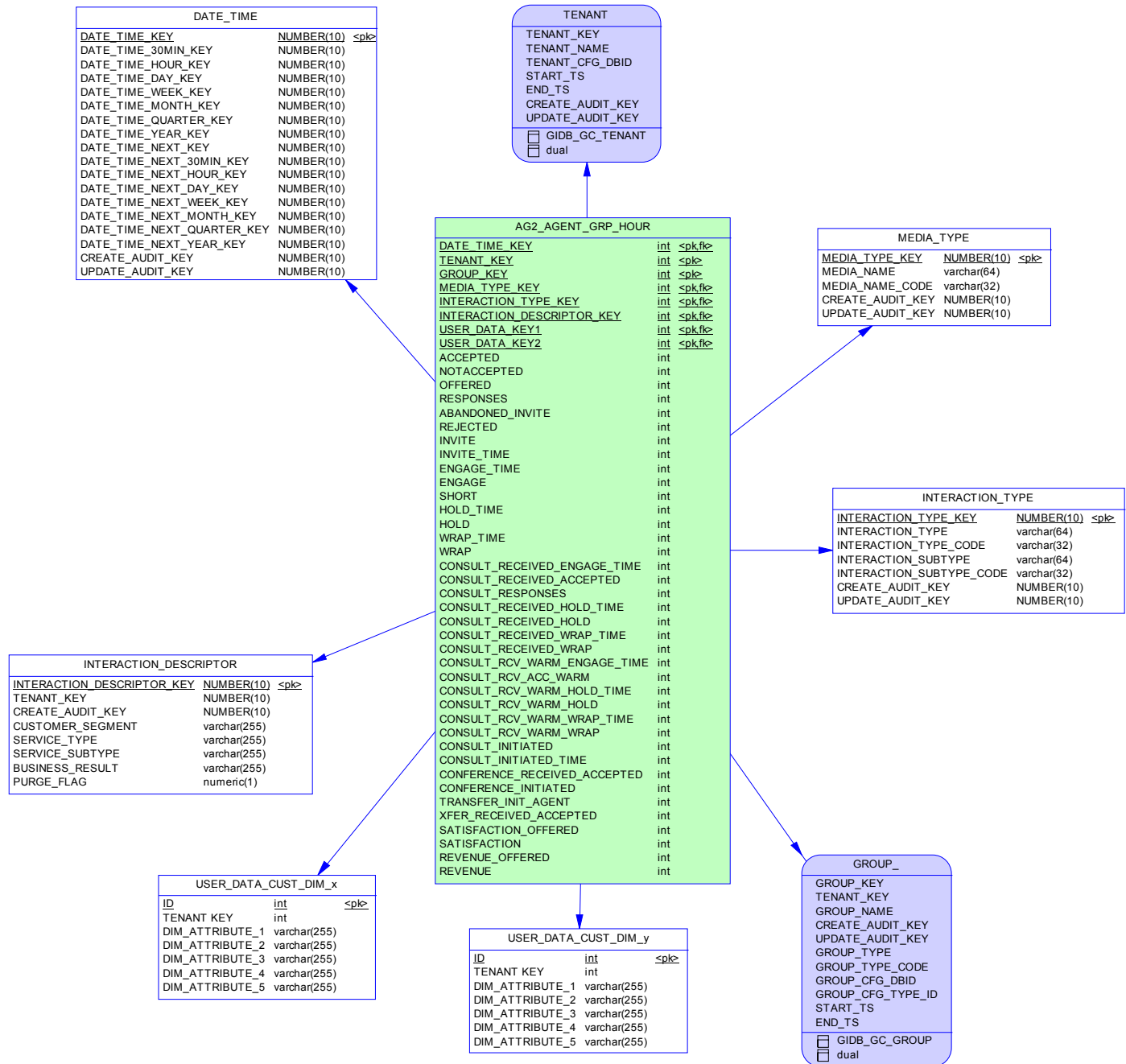
AG2_AGENT_CAMPAIGN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_AGENT_CAMPAIGN_HOUR	Agent rollup of interaction handling based on the campaign from which interactions originated.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.

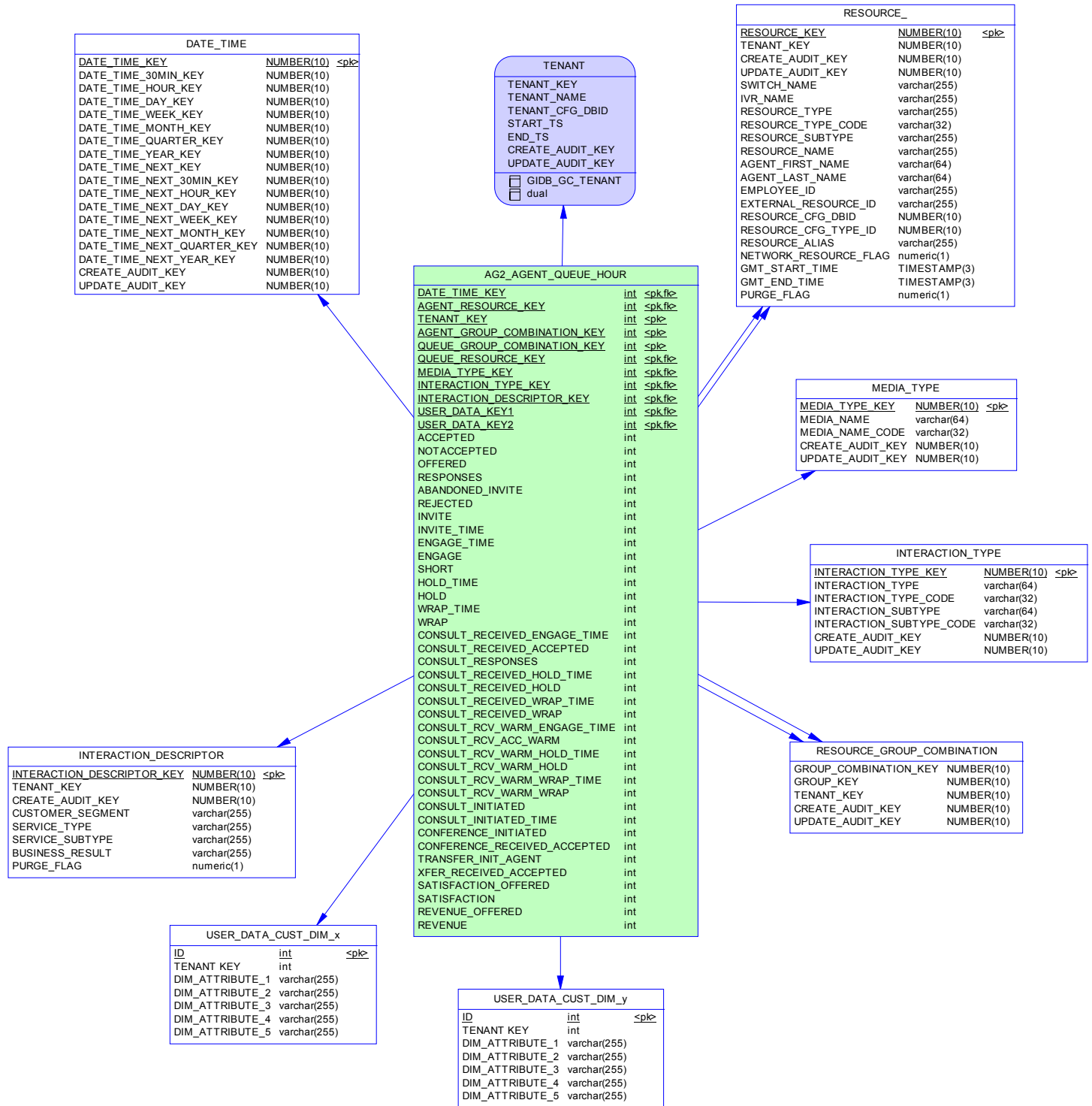
AG2_AGENT_GRP Subject Area



Subject Area Fact Tables

Code	Comment
AG2_AGENT_GRP_HOUR	Agent group rollup of interaction handling based on key business attributes, such as customer segment, service type, and service subtype.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

AG2_AGENT_QUEUE Subject Area

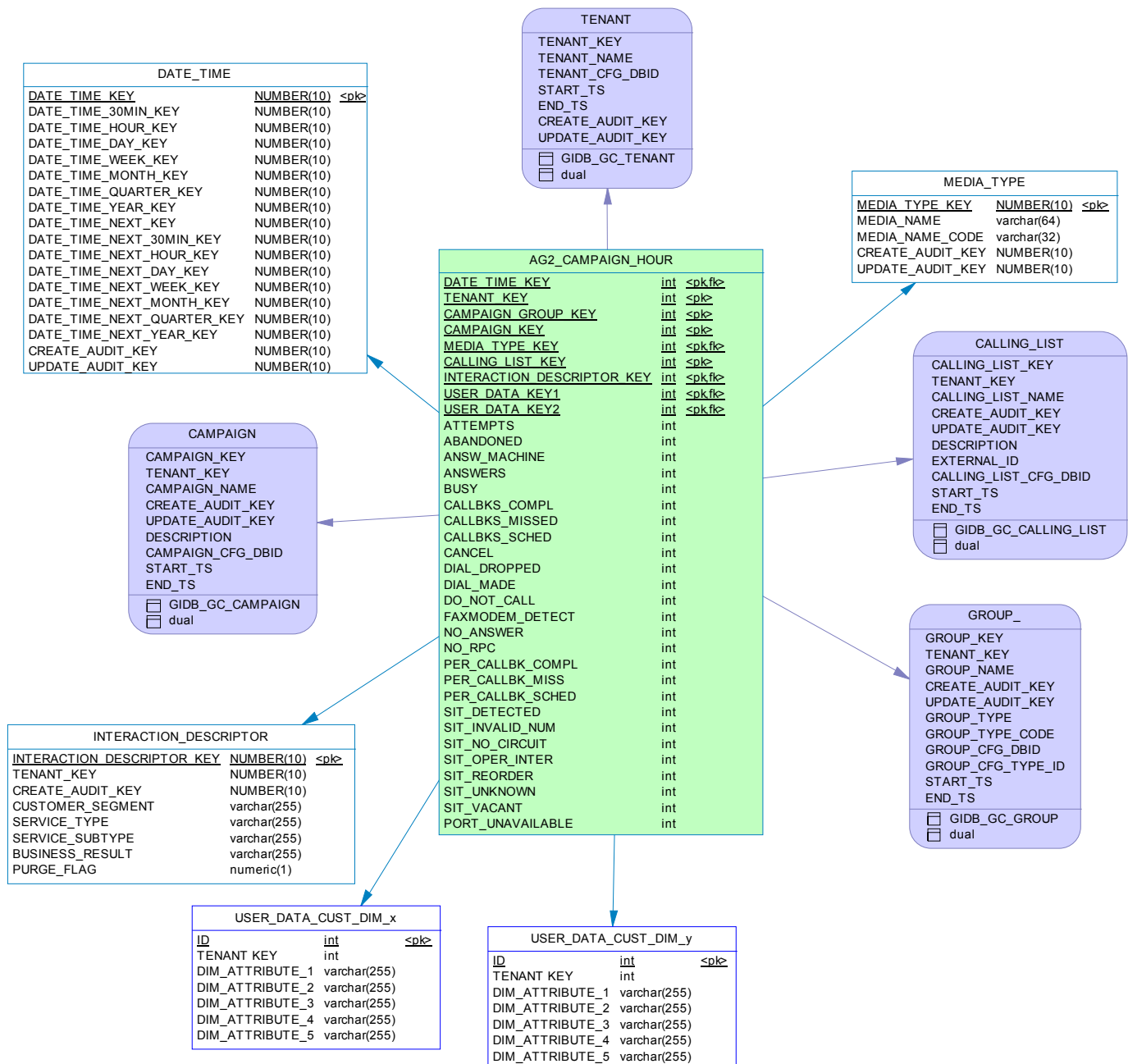


Subject Area Fact Tables

Code	Comment
AG2_AGENT_QUEUE_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).

Code	Comment
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

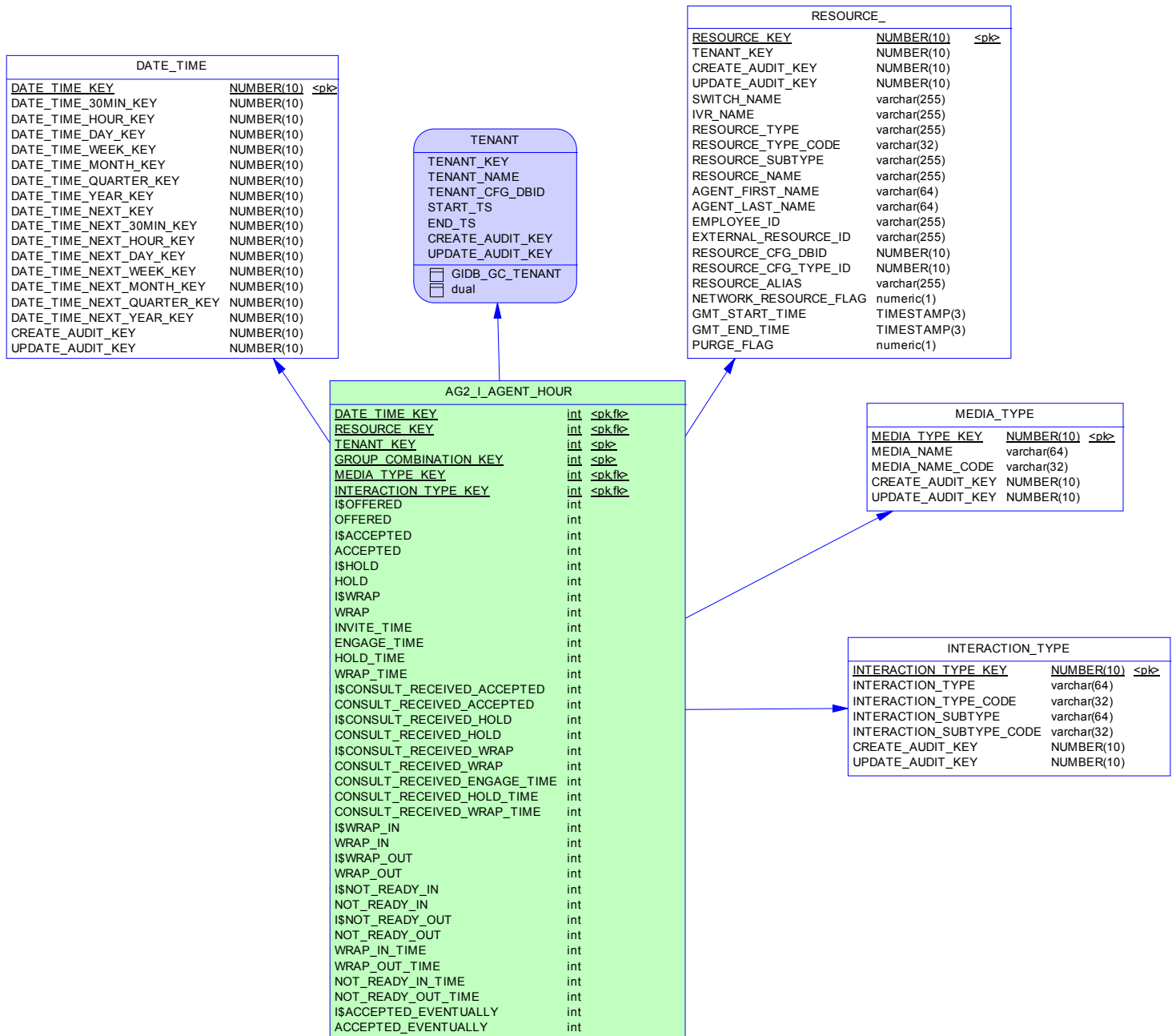
AG2_CAMPAIGN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_CAMPAIGN_HOUR	Rollup of the disposition of interactions based on the campaign and calling list from which interactions originated.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

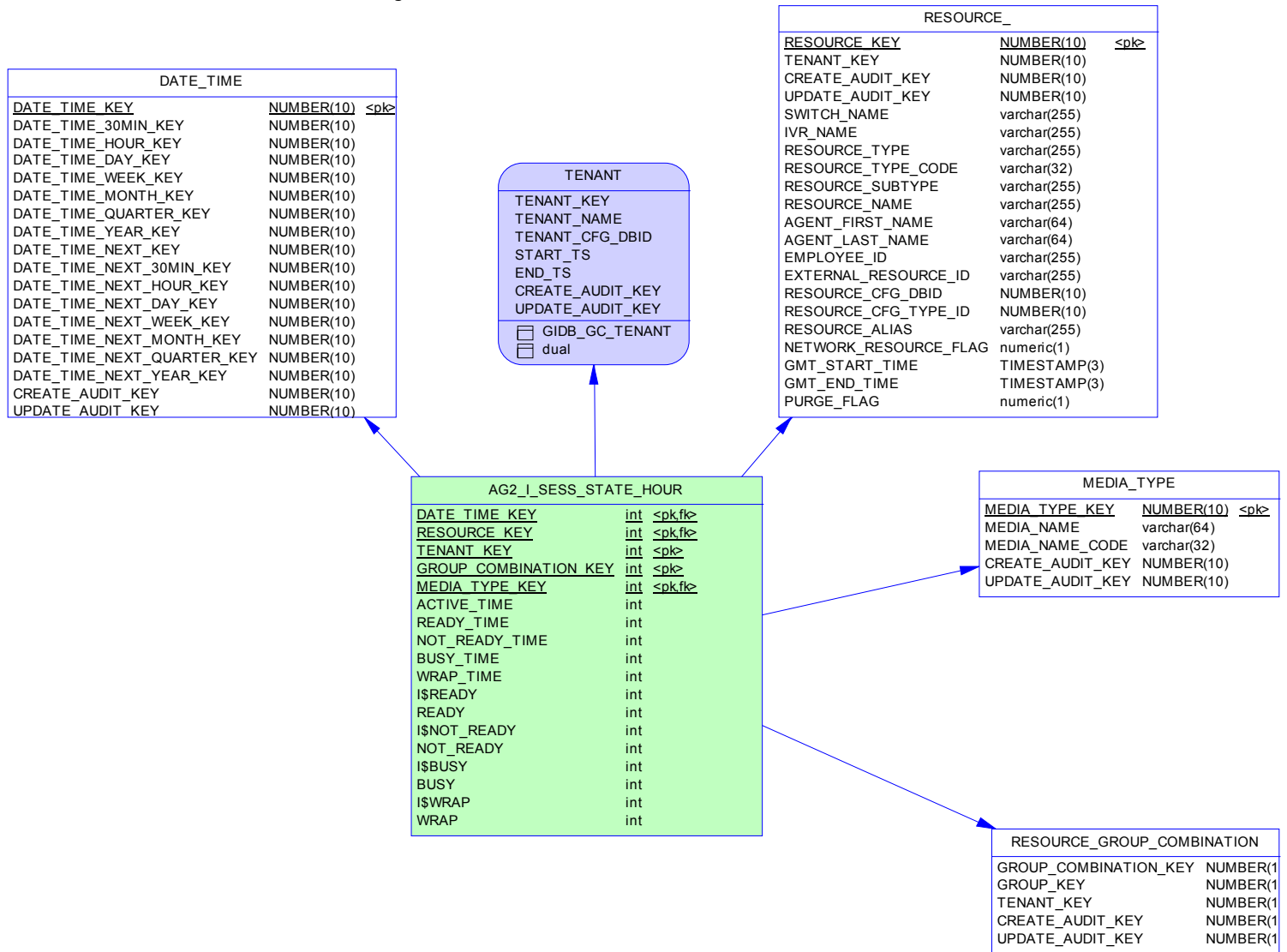
AG2_I_AGENT Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_AGENT_HOUR	Agent rollup of interaction handling, confined to the reporting interval in which the agents were offered those interactions.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.

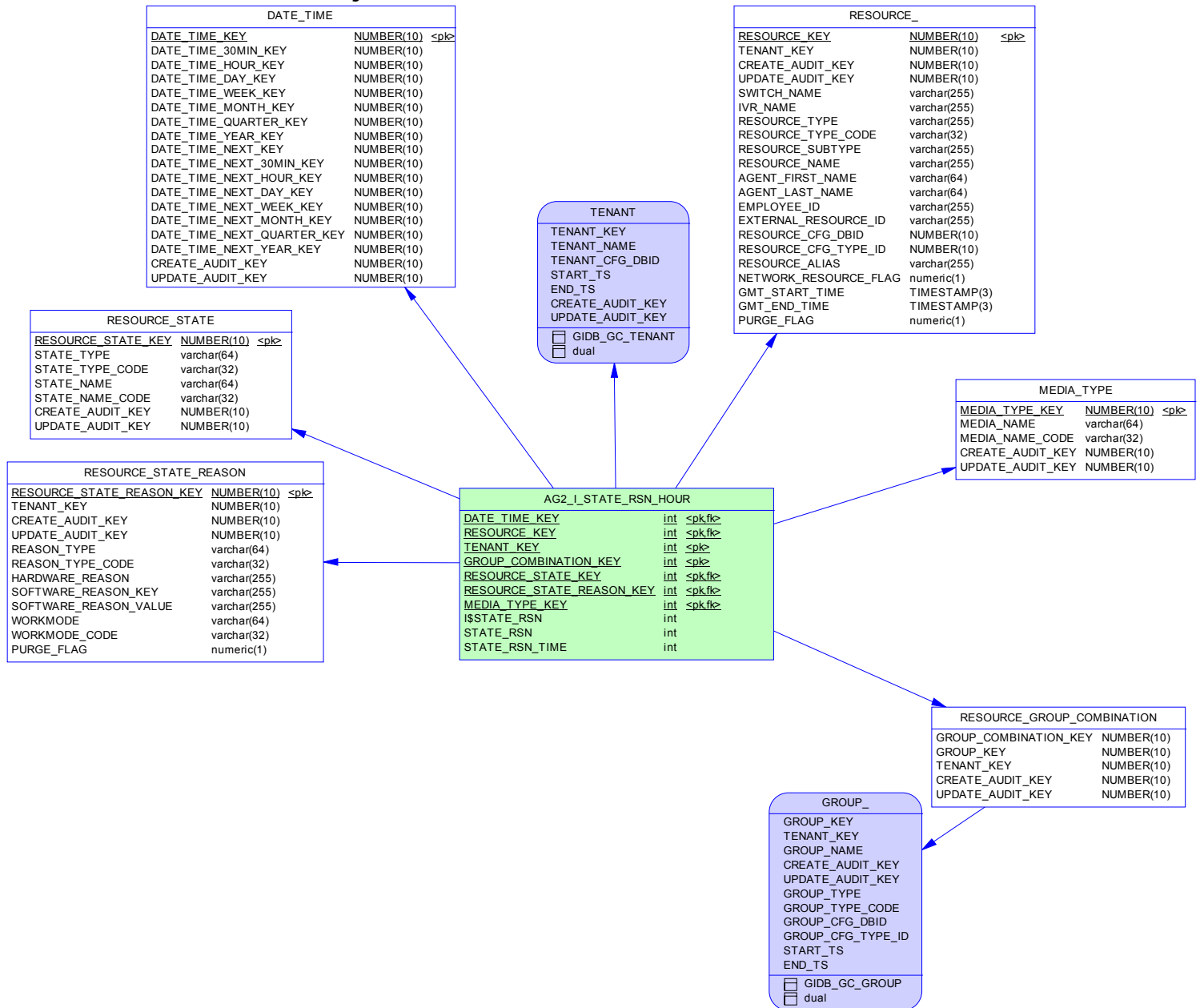
AG2_I_SESS_STATE Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_SESS_STATE_HOUR	Rollup of summarized agent-session states confined to the reporting interval.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.

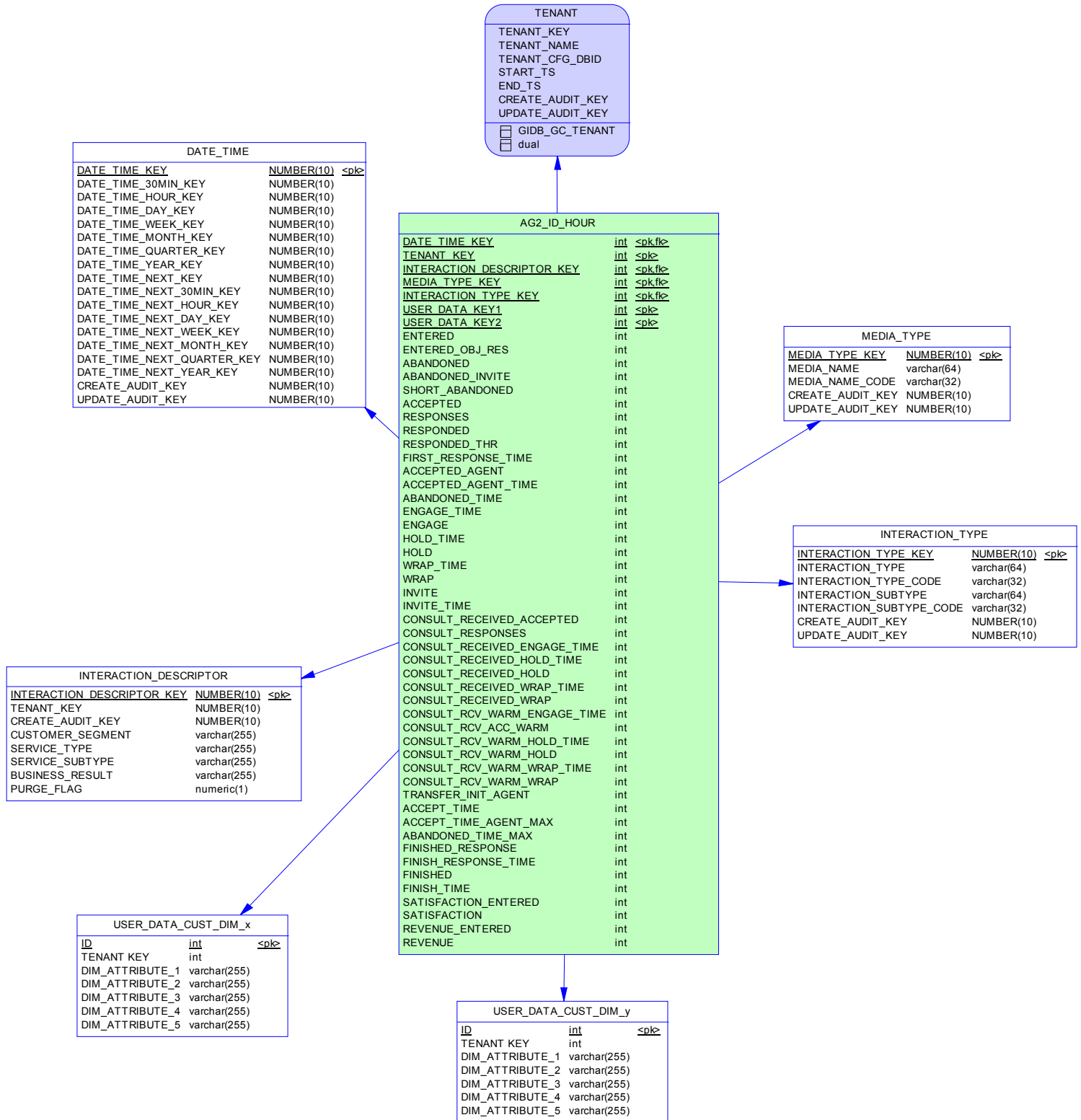
AG2_I_STATE_RSN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_I_STATE_RSN_HOUR	Rollup of hardware- and software-related reasons for summarized agent states on voice devices confined to the reporting interval.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).
RESOURCE_STATE	Allows facts to be described by the states of the contact center resources.
RESOURCE_STATE_REASON	Allows facts to be described by the state reason of the associated agent resource.

AG_ID Subject Area

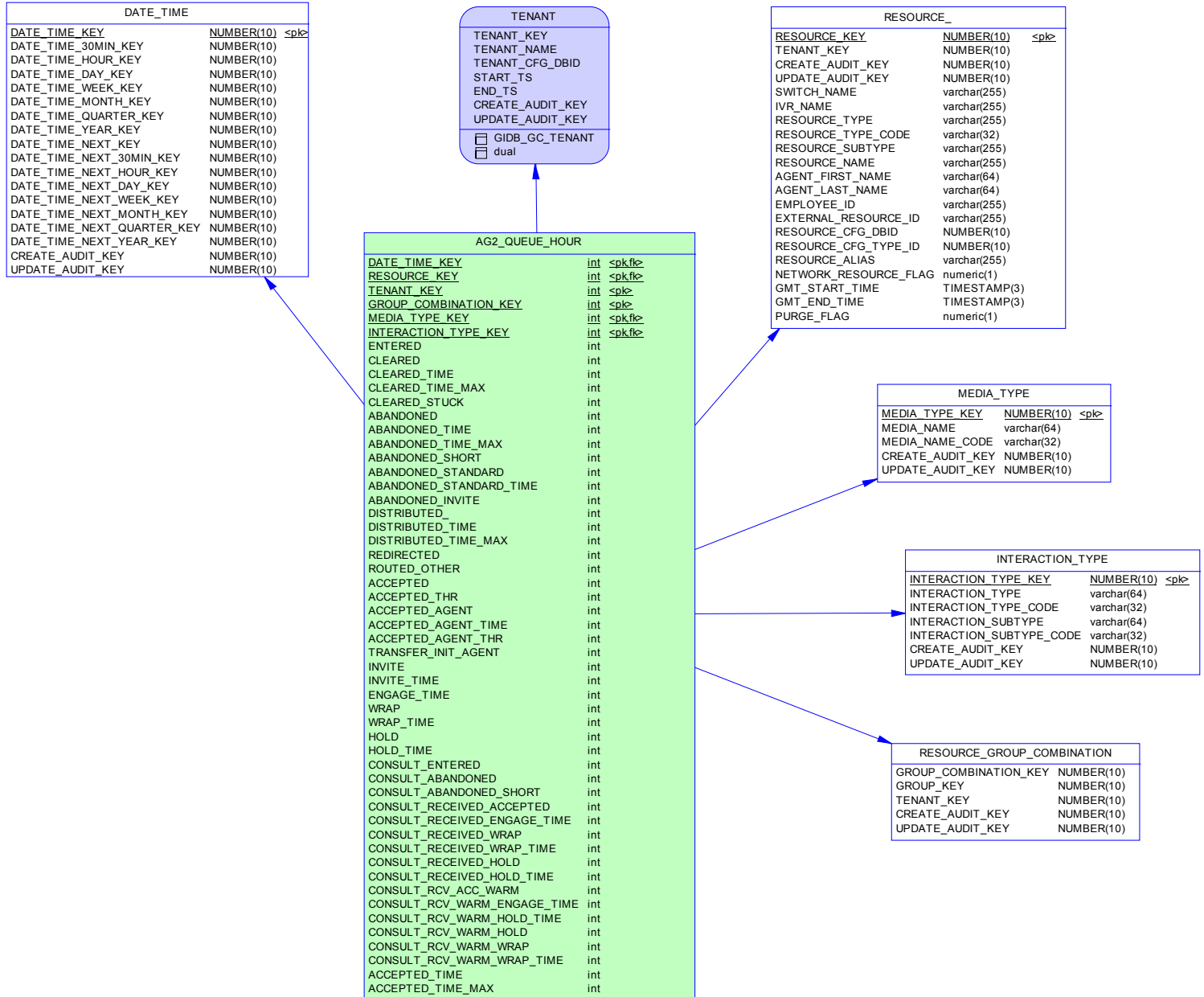


Subject Area Fact Tables

Code	Comment
AG2_ID_HOUR	Rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.

Code	Comment
INTERACTION_DESCRIPTOR	Allows interaction facts to be described by deployment-specific business attributes that characterize the interaction, such as service type and customer segment.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
USER_DATA_CUST_DIM_X	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.
USER_DATA_CUST_DIM_Y	Stores deployment-specific, user-defined, low cardinality dimensions based on data that come attached with interactions.

AG2_QUEUE Subject Area

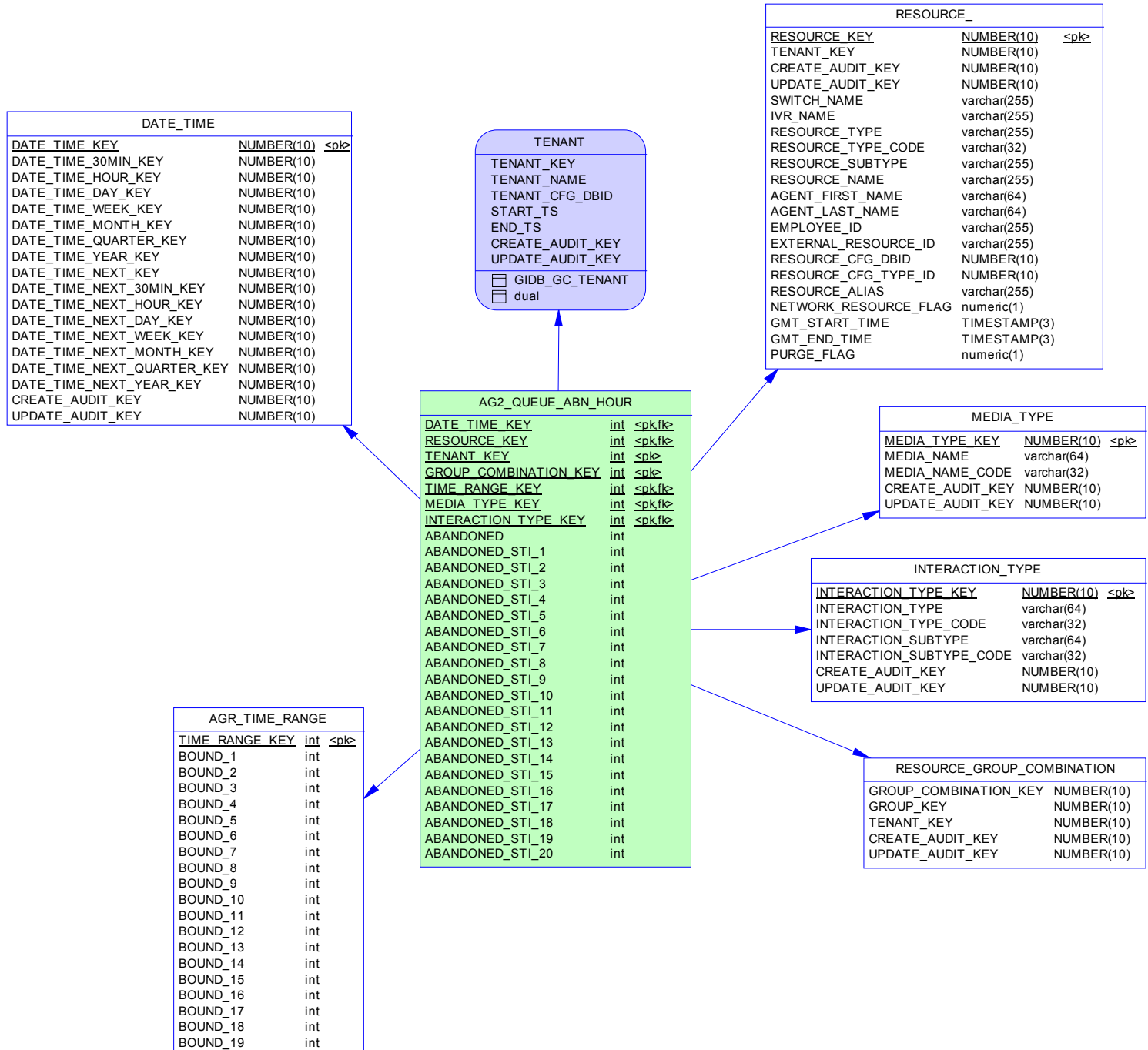


Subject Area Fact Tables

Code	Comment
AG2_QUEUE_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions.

Code	Comment
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).

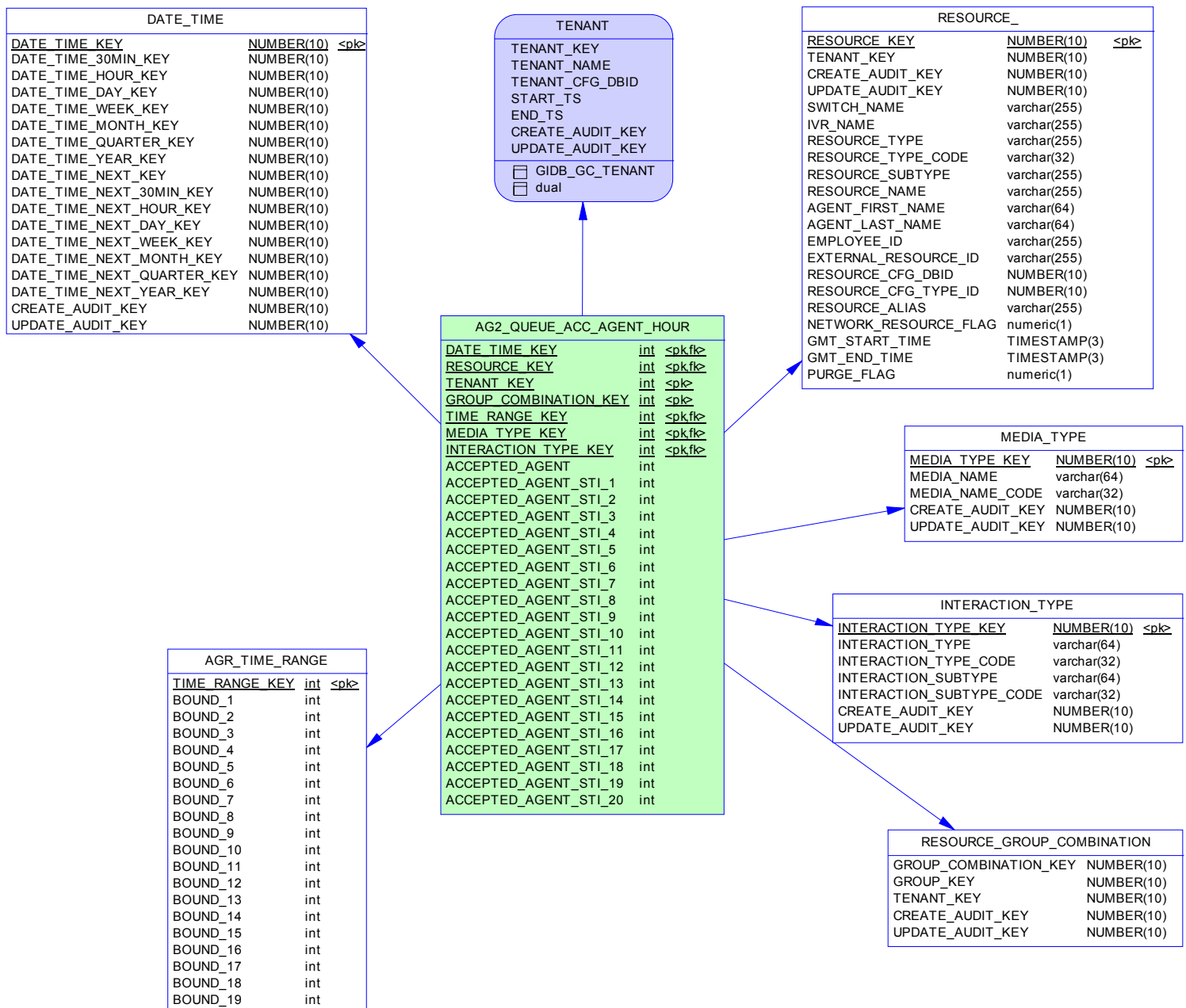
AG2_QUEUE_ABN Subject Area



Subject Area Fact Tables

Code	Comment
AG2_QUEUE_ABN_HOUR	Rollup of abandoned-in-queue interaction counts.
AGR_TIME_RANGE	An internal table that describes the time ranges that are associated with interactions for different media.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).

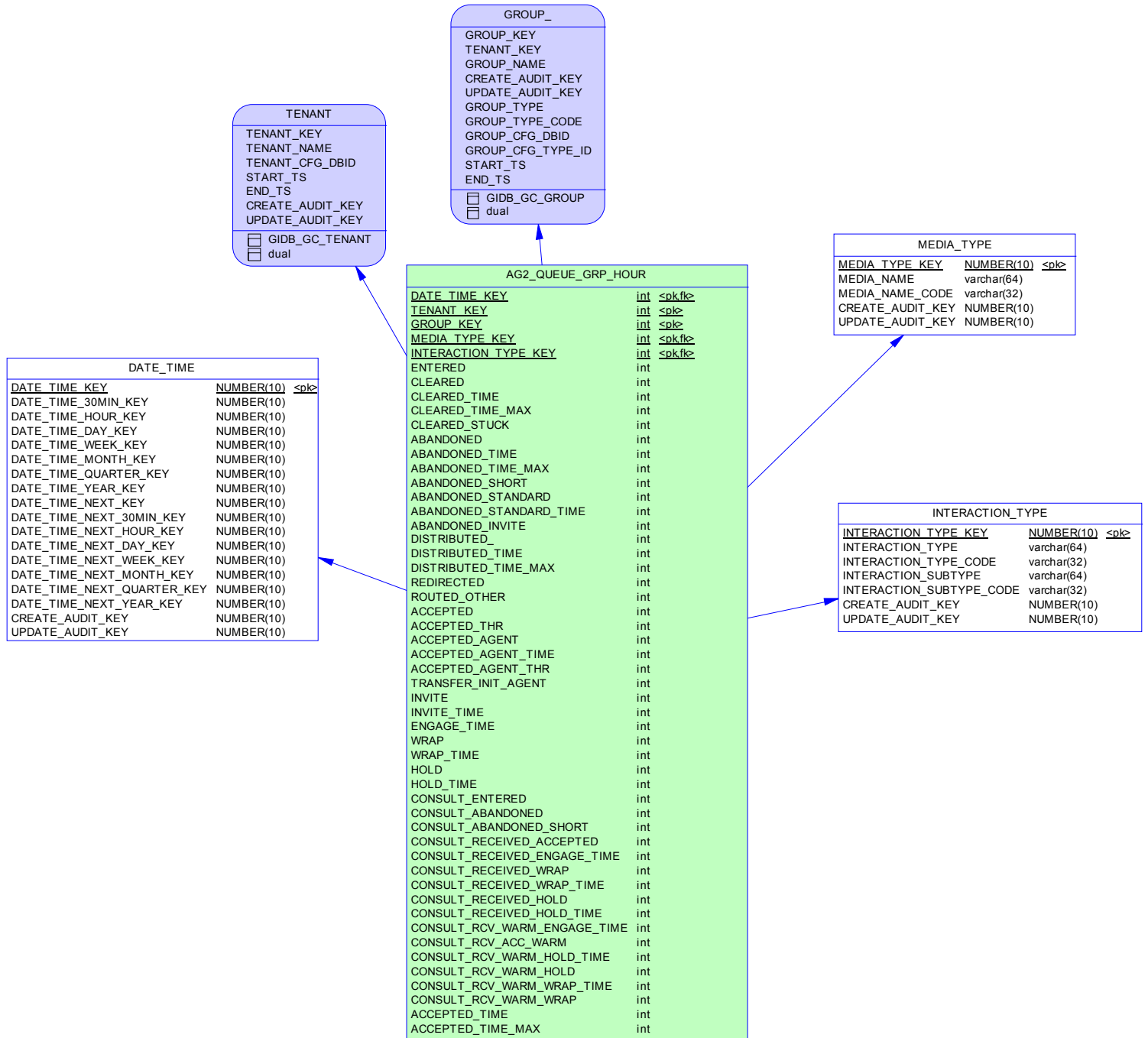
AG2_QUEUE_ACC_AGENT Subject Area



Subject Area Fact Tables

Code	Comment
AG2_QUEUE_ACC_AGENT_HOUR	Rollup of accepted interaction counts for interactions that were distributed from queues.
AGR_TIME_RANGE	An internal table that describes the time ranges that are associated with interactions for different media.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).
RESOURCE_	Allows facts to be described based on the agent who processes the interaction or the queue through which the interaction passes.
RESOURCE_GROUP_COMBINATION	Allows facts to be described, based on the specific combination of agent groups (or queue groups) of which the agent (or queue) was a member when the interaction arrived at the agent (queue).

AG2_QUEUE_GRP Subject Area



Subject Area Fact Tables

Code	Comment
AG2_QUEUE_GRP_HOUR	Rollup of the dispositions, counts, and durations related to the queuing and the handling of interactions for queues that belong to queue groups.
DATE_TIME	Allows facts to be described by attributes of a standard calendar date and a 15-minute interval.
INTERACTION_TYPE	Allows facts to be described by the interaction's classification (for example, Inbound, Outbound, or Internal).
MEDIA_TYPE	Allows facts to be described by the media type of interactions (for example, CHAT, EMAIL, or VOICE).

Chapter 3: Aggregation Tables

Info Mart tables fall into one of the following categories:

- Fact tables
- Dimension tables
- Aggregate tables
- Info Mart service tables

Many aggregate tables depend on the population of other Info Mart tables and the values of the configuration options that pertain to them. This document does not discuss the controlling factors that determine whether a table is written to or not; the *Genesys Info Mart 8.0 Deployment Guide* discusses this topic. The *Genesys Info Mart 8.0 Operations Guide* also describes an aspect of this. Refer to these documents to learn the circumstances under which Info Mart tables are populated.

The Reporting and Analytics Aggregates tables include the following:

- | | | |
|------------------------|------------------------|-------------------------|
| • AG2_AGENT_QUEUE_HOUR | • AG2_QUEUE_ABN_HOUR | • AG2_I_AGENT_HOUR |
| • AG2_AGENT_GRP_HOUR | • AG2_QUEUE_ACC_AGENT_ | • AG2_I_SESS_STATE_HOUR |
| • AG2_AGENT_HOUR | HOUR | • AG2_I_STATE_RSN_HOUR |
| • AG2_CAMPAIGN_HOUR | • AG2_QUEUE_GRP_HOUR | • AG2_ID_HOUR |
| • AG2_AGENT_CAMPAIGN_ | • AG2_QUEUE_HOUR | |
| HOUR | | |

Also provided are the _SUBHR, _DAY, and _MONTH versions of these tables for the interval-based tables (those prefixed with AG2_I_) and the _DAY and _MONTH versions for the disposition-based tables (all others).

General Notes

In general, this document provides subject area diagrams and descriptions only for the hour aggregation tables (AG2_*_HOUR). Except where noted, the tables and views for the subhour, day, week, month, quarter, and year levels share the same column names and column definitions.

The following abbreviations characterize fields throughout this chapter:

- P, for primary key
- M, for mandatory field
- F, for foreign key

Where referenced, IRF resources include:

- Handling resources (such as self service IVR ports, agents, or non-agent-associated DNs)
- Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, routing points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.

IRF is an abbreviation for the INTERACTION_RESOURCE_FACT table.

For the after call–related (ACW [or Wrap]) fields, whether measures reflect interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to Info Mart. Refer to the *Interaction Concentrator 8.0 Deployment Guide* for information about the gls-enable-acw-busy configuration option.

The AG2_AGENT_*, AG2_CAMPAIGN_* and AG2_ID_* tables include a join to the INTERACTION_DESCRIPTOR table which means that among the information that is stored about interactions within a record are the business attributes that are assigned to them. You should note that Genesys Info Mart assigns a DEFAULT business attribute for all records in this table if one is not otherwise explicitly assigned.

Table AG2_AGENT_CAMPAIGN_HOUR

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

This table includes two sets of measures:

- Nonconsult-related interactions
- Consult interactions

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

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

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

The same columns and column descriptions apply to the AG2_AGENT_CAMPAIGN_DAY and AG2_AGENT_CAMPAIGN_MONTH tables.

Column List

Code	Data Type	P	M	F	DV
DATE_TIME_KEY	int	X	X	X	
RESOURCE_KEY	int	X	X	X	
CAMPAIGN_KEY	int	X	X		

Code	Data Type	P	M	F	DV
TENANT_KEY	int	X	X		
CAMPAIGN_GROUP_KEY	int	X	X		
GROUP_COMBINATION_KEY	int	X	X	X	
MEDIA_TYPE_KEY	int	X	X	X	
INTERACTION_TYPE_KEY	int	X	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X	
USER_DATA_KEY1	int	X	X	X	
USER_DATA_KEY2	int	X	X	X	
ACCEPTED	int				
PREVIEW	int				
PREVIEW_TIME	int				
INVITE_TIME	int				
ENGAGE_TIME	int				
SHORT	int				
HOLD_TIME	int				
HOLD	int				
WRAP_TIME	int				
WRAP	int				
CONSULT_RECEIVED_ACCEPTED	int				
CONSULT_RECEIVED_ENGAGE_TIME	int				
CONSULT_RECEIVED_WRAP	int				
CONSULT_RECEIVED_WRAP_TIME	int				
CONSULT_RECEIVED_HOLD	int				
CONSULT_RECEIVED_HOLD_TIME	int				
CONSULT_RCV_ACC_WARM	int				
CONSULT_RCV_WARM_ENGAGE_TIME	int				
CONSULT_RCV_WARM_HOLD	int				
CONSULT_RCV_WARM_HOLD_TIME	int				
CONSULT_RCV_WARM_WRAP	int				
CONSULT_RCV_WARM_WRAP_TIME	int				
TRANSFER_INIT_AGENT	int				

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

Column RESOURCE_KEY

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

Column CAMPAIGN_KEY

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

Column TENANT_KEY

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

Column CAMPAIGN_GROUP_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of campaign groups of which the campaign was a member when a contact attempt was made.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column INTERACTION_DESCRIPTOR_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ACCEPTED

The total number of times that this agent accepted or answered customer interactions or warm consultations that were associated with this campaign.

Column PREVIEW

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

Column PREVIEW_TIME

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

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions associated with this campaign alerted at this agent plus the total duration of dialing performed by this agent. This measure is attributed to the interval in which the alerting/dialing first occurred.

For the alerting component of this measure, interactions need not be established for this measure to return values that are greater than zero. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

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

Column SHORT

The total number of times that customer interactions from this campaign were accepted by this agent and then released, transferred, or stopped within the threshold defined by the short-talk option in the [agg-time-range-MISC] section.

Column HOLD_TIME

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

Column HOLD

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

Column WRAP_TIME

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

Column WRAP

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

Column CONSULT_RECEIVED_ACCEPTED

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

Column CONSULT_RECEIVED_ENGAGE_TIME

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

Column CONSULT_RECEIVED_WRAP

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

Column CONSULT_RECEIVED_WRAP_TIME

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

Column CONSULT_RECEIVED_HOLD

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

Column CONSULT_RECEIVED_HOLD_TIME

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

Column CONSULT_RCV_ACC_WARM

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

Column CONSULT_RCV_WARM_ENGAGE_TIME

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

Column CONSULT_RCV_WARM_HOLD

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

Column CONSULT_RCV_WARM_HOLD_TIME

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

Column CONSULT_RCV_WARM_WRAP

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

This measure includes:

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

Column CONSULT_RCV_WARM_WRAP_TIME

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

This measure includes:

- ACW durations associated with conferences where the customer leaves the interactions and
- Internal interactions that were transferred to the agent

Column TRANSFER_INIT_AGENT

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

Table AG2_AGENT_GRP_HOUR

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table. Measures are attributed to the interval in which interactions were offered to agents belong to a particular agent group.

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

Interactions that occur at DNs that have no associated agent are excluded from this table. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, GROUP_, MEDIA_TYPE, INTERACTION_TYPE, INTERACTION_DESCRIPTOR, and USER_DATA_CUST_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined by the moment that the agent receives an interaction. If the agent belongs to more than one agent group, agent measures are attributed to all of the groups of which the agent was a member when s/he received the interaction.

The same columns and column descriptions apply to the AG2_AGENT_GRP_DAY and AG2_AGENT_GRP_MONTH tables

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
INTERACTION_DESCRIPTOR_KEY	int	X	X	X
USER_DATA_KEY1	int	X	X	X
USER_DATA_KEY2	int	X	X	X
ACCEPTED	int			
NOTACCEPTED	int			
OFFERED	int			
RESPONSES	int			
ABANDONED_INVITE	int			
REJECTED	int			

Code	Data Type	P	M	F
INVITE	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
ENGAGE	int			
SHORT	int			
HOLD_TIME	int			
HOLD	int			
WRAP_TIME	int			
WRAP	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RESPONSES	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
CONSULT_RCV_WARM_WRAP	int			
CONSULT_INITIATED	int			
CONSULT_INITIATED_TIME	int			
CONFERENCE_RECEIVED_ACCEPTED	int			
CONFERENCE_INITIATED	int			
TRANSFER_INIT_AGENT	int			
XFER_RECEIVED_ACCEPTED	int			
SATISFACTION_OFFERED	int			
SATISFACTION	int			
REVENUE_OFFERED	int			
REVENUE	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

Column TENANT_KEY

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

Column GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column INTERACTION_DESCRIPTOR_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, or pulled by agents belonging to this agent group. For voice media, this measure is identical to RESPONSES.

Column NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by agents belonging to this agent group or were otherwise not accepted or answered by such agents. This measure includes interactions that the customer abandoned while alerting at the agent.

Column OFFERED

The total number of times that interactions were received or initiated by agents belonging to this agent group, excluding interactions that were abandoned within the specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option.

The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count excludes simple consultations whether initiated or received.

Column RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions were answered or accepted by agents who belong to this agent group. For e-mail, this measure represents the total number of times that agents belonging to this agent group prepared an outbound reply

For voice media, this measure is identical to ACCEPTED—it returns positive values when agents initiate calls.

Column ABANDONED_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at agents belonging to this agent group.

Column REJECTED

The total number of times that customer interactions alerted at an agent belonging to this agent group and were not accepted or answered.

Column INVITE

The total number of customer interactions that alerted or rang at agents belonging to this agent group before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

Note: The dialing component of this measure applies only to voice media.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at agents belonging to this agent group plus the total duration of the dialing that the agents performed. This measure is attributed to the interval in which the alerting/dialing first occurred.

For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received. This measure excludes other interaction-related durations, such as hold time, ACW time, alert time, and time spent in collaboration or consultation.

Column ENGAGE

The total number of interactions in which agents, who belong to this agent group, were engaged with customers for interactions that the agents received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

Column SHORT

The total number of times that customer interactions were accepted by agents belonging to this agent group and then released, transferred, or stopped within the threshold that is defined by the short-talk option in the [agg-time-range-MISC] section.

Column HOLD_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, had customer interactions on hold.

Column HOLD

The total number of customer interactions that agents, who belong to this agent group, had on hold.

Column WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

Column WRAP

The total number of times that agents who belong to this agent group were in ACW state for customer interactions that the agents received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Column CONSULT_RECEIVED_ENGAGE_TIME

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

Column CONSULT_RECEIVED_ACCEPTED

The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

Column CONSULT_RESPONSES

For e-mail, the total number of collaboration replies initiated by agents belonging to this agent group. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that agents who belong to this agent group had collaborations or simple consultations on hold where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD

The total number of times that agents from this agent group were on hold during collaborations or simple consultations that they received where the collaborations/consultations were associated with customer interactions

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents who belong to this agent group were in ACW state following simple consultations that the agents accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Column CONSULT_RECEIVED_WRAP

The total number of times that agents belonging to this agent group were in ACW state following requests for simple consultation that they accepted where the consultations were associated with customer interactions.

Column CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents, who belong to this agent group, were engaged in collaborations or consultations where the collaborations/consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_ACC_WARM

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

Column CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that agents who belong to this agent group had consultations on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_HOLD

The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents from this agent group spent in ACW state following requests for consultation that the agents accepted, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences where the customer leaves the interaction and
- Internal interactions that were transferred to the agents.

Column CONSULT_RCV_WARM_WRAP

The total number of times that agents, who belong to this agent group, were in ACW state following requests for consultation that the agents received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agents.

This measure includes:

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

Column CONSULT_INITIATED

The total number of times that agents who belong to this agent group initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

Column CONSULT_INITIATED_TIME

The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/consultations were associated with customer interactions.

Column CONFERENCE_RECEIVED_ACCEPTED

The total number of times that agents from this agent group joined conferences to participate in customer interactions.

Column CONFERENCE_INITIATED

The total number of times that agents who belong to this agent group initiated conferences for customer interactions that the agent received, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

Column TRANSFER_INIT_AGENT

The total number of times that agents, who belong to this agent group, transferred customer interactions. Both warm and blind transfers are reflected in this measure.

Column XFER_RECEIVED_ACCEPTED

The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this measure

Column SATISFACTION_OFFERED

The total number of customer interactions handled by agents belonging to this agent group for which customer-satisfaction scores were recorded.

Column SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by agents belonging to this agent group.

Column REVENUE_OFFERED

The total number of customer interactions handled by agents belonging to this agent group for which revenue was associated.

Column REVENUE

The total revenue generated during the interval by customer interactions handled by agents of this agent group.

Table AG2_AGENT_HOUR

This disposition-based aggregate table provides a rollup of agent handling of interactions, based on key business attributes such as customer segment, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table. Measures are attributed to the interval in which interaction were offered to the agent.

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

Interactions that occur at DNs that have no associated agent are excluded from this table. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, RESOURCE_GROUP_COMBINATION, MEDIA_TYPE, INTERACTION_TYPE, INTERACTION_DESCRIPTOR, and USER_DATA_CUST_DIM dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to the AG2_AGENT_DAY and AG2_AGENT_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
INTERACTION_DESCRIPTOR_KEY	int	X	X	X
USER_DATA_KEY1	int	X	X	X
USER_DATA_KEY2	int	X	X	X
ACCEPTED	int			
NOTACCEPTED	int			
OFFERED	int			
RESPONSES	int			
ABANDONED_INVITE	int			
REJECTED	int			
INVITE	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
ENGAGE	int			
SHORT	int			
HOLD_TIME	int			
HOLD	int			
WRAP_TIME	int			
WRAP	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RESPONSES	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
CONSULT_RCV_WARM_WRAP	int			
CONSULT_INITIATED	int			
CONSULT_INITIATED_TIME	int			
CONFERENCE_INITIATED	int			
CONFERENCE_RECEIVED_ACCEPTED	int			
TRANSFER_INIT_AGENT	int			
XFER_RECEIVED_ACCEPTED	int			
SATISFACTION_OFFERED	int			
SATISFACTION	int			
REVENUE_OFFERED	int			

Code	Data Type	P	M	F
REVENUE	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column INTERACTION_DESCRIPTOR_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ACCEPTED

The total number of times that customer interactions or warm consultations were accepted, answered, or pulled by this agent. For voice media, this measure is identical to RESPONSES.

Column NOTACCEPTED

The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted or answered by this agent. This measure includes interactions that the customer abandoned while alerting at the agent.

Column OFFERED

The total number of times that interactions were received or initiated by this agent excluding interactions that were abandoned within the specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count excludes simple consultations whether initiated or received.

Column RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions were answered or accepted by this agent. For e-mail, this measure represents the total number times that this agent prepared an outbound reply.

Note: For voice media, this field is identical to ACCEPTED--it returns positive values when agents initiate calls.

Column ABANDONED_INVITE

The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at this agent.

Column REJECTED

The total number of times that customer interactions alerted at this agent and were not accepted or answered.

Column INVITE

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

Note: The dialing component of this measure applies only to voice media.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed. This measure is attributed to the interval in which the alerting/dialing first occurred.

For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW time, alert (ring)

time, and time spent in collaboration or consultation.

Column ENGAGE

The total number of interactions for which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

Column SHORT

The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the threshold that is defined by the short-talk option in the [agg-time-range-MISC] section.

Column HOLD_TIME

The total amount of time, in seconds, that this agent had customer interactions on hold.

Column HOLD

The total number of customer interactions that this agent had on hold.

Column WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the call for which ACW was invoked.

Column WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Column CONSULT_RECEIVED_ENGAGE_TIME

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

Column CONSULT_RECEIVED_ACCEPTED

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

Column CONSULT_RESPONSES

For e-mail, the total number of collaboration replies initiated by this agent. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that this agent had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the

collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD

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

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW state following simple consultations that the agent accepted where the consultations were associated with customer calls. This duration does not stop if the agent received or made calls while in ACW state. This measure is attributed to the interval in which the agent was offered the consult interaction for which ACW was invoked.

Column CONSULT_RECEIVED_WRAP

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

Column CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged in consultations that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with this agent.

Column CONSULT_RCV_ACC_WARM

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

Column CONSULT_RCV_WARM_HOLD_TIME

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

Column CONSULT_RCV_WARM_HOLD

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

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following requests for consultation that the agent received where the consultations were associated with customer interactions that were transferred to or conferenced with the agent. This measure includes:

- ACW durations that were associated with conferences where the customer left the interaction and
- Internal interactions that were transferred to the agent.

Column CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following requests for consultation that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent. This measure includes:

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

Column CONSULT_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation where the collaborations/consultations were established and associated with customer interactions.

Column CONSULT_INITIATED_TIME

The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested where the collaborations/consultations were associated with customer interactions.

Column CONFERENCE_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received where the conferences were established. The count includes the number of conferences that were initiated for transferred interactions that the agent received.

Column CONFERENCE_RECEIVED_ACCEPTED

The total number of times that this agent joined conferences to participate in customer interactions.

Column TRANSFER_INIT_AGENT

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

Column XFER_RECEIVED_ACCEPTED

The total number of times that this agent received customer interactions that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

Column SATISFACTION_OFFERED

The total number of customer interactions handled by this agent for which customer-satisfaction scores were recorded.

Column SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent.

Column REVENUE_OFFERED

The total number of customer interactions handled by this agent for which revenue was associated.

Column REVENUE

The total revenue generated during the interval by customer interactions handled by this agent.

Table AG2_AGENT_QUEUE_HOUR

This disposition-based aggregate table provides a rollup of interaction-handling activities of agent resources who received interactions that were distributed from the following queue types:

- ACD queue
- Virtual queues
- Interaction queues
- Workbins

Rollups are derived primarily from the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT and tables.

This table includes two sets of measures regarding interactions that were distributed from the preceding queue-type devices to agents—namely, measures for:

- Nonconsult-related interactions
- Consult interactions

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

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

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. Aggregation is performed along the TENANT, DATE TIME, MEDIA_TYPE, INTERACTION_DESCRIPTOR, INTERACTION_TYPE, RESOURCE_, RESOURCE_GROUP_COMBINATION, and USER_DATA_CUST_DIM dimensions. Each of the latter two dimensions is referenced twice in this table, because both dimensions store agent- and queue-related information.

The same columns and column descriptions apply to the AG2_AGENT_QUEUE_DAY and AG2_AGENT_QUEUE_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
AGENT_RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
AGENT_GROUP_COMBINATION_KEY	int	X	X	

Code	Data Type	P	M	F
QUEUE_GROUP_COMBINATION_KEY	int	X	X	
QUEUE_RESOURCE_KEY	int	X	X	X
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
INTERACTION_DESCRIPTOR_KEY	int	X	X	X
USER_DATA_KEY1	int	X	X	X
USER_DATA_KEY2	int	X	X	X
ACCEPTED	int			
NOTACCEPTED	int			
OFFERED	int			
RESPONSES	int			
ABANDONED_INVITE	int			
REJECTED	int			
INVITE	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
ENGAGE	int			
SHORT	int			
HOLD_TIME	int			
HOLD	int			
WRAP_TIME	int			
WRAP	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RESPONSES	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
CONSULT_RCV_WARM_WRAP	int			
CONSULT_INITIATED	int			
CONSULT_INITIATED_TIME	int			
CONFERENCE_INITIATED	int			
CONFERENCE_RECEIVED_ACCEPTED	int			
TRANSFER_INIT_AGENT	int			
XFER_RECEIVED_ACCEPTED	int			
SATISFACTION_OFFERED	int			
SATISFACTION	int			
REVENUE_OFFERED	int			
REVENUE	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column AGENT_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific agent.

Column TENANT_KEY

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

Column AGENT_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of agent groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the combination of groups of which the agent was a member when the agent was offered the interaction.

Column QUEUE_GROUP_COMBINATION_KEY

The surrogate key that is used to join this aggregate table to a specific combination of queue groups in the RESOURCE_GROUP_COMBINATION dimension table. This field identifies the groups of which the queue was a member when the agent was offered the interaction.

Column QUEUE_RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column INTERACTION_DESCRIPTOR_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ACCEPTED

The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, or pulled by this agent.

Column NOTACCEPTED

The total number of times that customer interactions, distributed from this queue, were redirected to another

resource upon no answer by this agent or were otherwise not accepted or answered by the agent. This measure includes interactions that the customer abandoned while alerting at the agent.

Column OFFERED

The total number of times that interactions, distributed or pulled from this queue, were received or initiated by this agent, excluding interactions that were abandoned within the specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count excludes simple consultations whether initiated or received.

Column RESPONSES

For voice and chat media, this measure represents the total number of times that customer interactions were distributed or pulled from this queue and answered or accepted by this agent. For e-mail, this measure represents the total number times that this agent created an outbound reply for interactions distributed or pulled from this interaction queue or workbin.

For voice media, this measure is identical to ACCEPTED--it returns positive values when agents initiate calls.

Column ABANDONED_INVITE

The total number of times that customer interactions, distributed or pulled from this queue, were abandoned or dropped for any reason while the interactions were alerting at this agent.

Column REJECTED

The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted or answered.

Column INVITE

The total number of customer interactions distributed from this queue that alerted or rang at this agent before the interactions were accepted, answered, or pulled plus the total number of dials that this agent performed where the interactions were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

Note: The dialing component of this measure applies only to voice media.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue. This measure is attributed to the interval in which the alerting/dialing first occurred.

For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received. This measure excludes other interaction-related durations, such as hold time, ACW time, alert (ring) time, and time spent in collaboration or consultation.

Column ENGAGE

For interactions that were distributed or pulled from this queue, the total number of interactions in which this agent was engaged with customers for interactions that the agent received. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agent received.

Column SHORT

The total number of times that customer interactions were distributed or pulled from this queue, accepted by this agent, and then released, transferred, or stopped within the threshold that is defined by the short-talk option in the [agg-time-range-MISC] section.

Column HOLD_TIME

The total amount of time, in seconds, that this agent had customer interactions, that were distributed from this queue, on hold.

Column HOLD

The total number of customer interactions distributed from this queue that this agent had on hold.

Column WRAP_TIME

The total amount of time, in seconds, that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Column WRAP

The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Column CONSULT_RECEIVED_ENGAGE_TIME

The total amount time, in seconds, that this agent was engaged in collaborations and simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

Column CONSULT_RECEIVED_ACCEPTED

The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

Column CONSULT_RESPONSES

For e-mail, the total number of collaboration replies initiated by this agent for interactions that were distributed from this queue. For voice, this field is the same as CONSULT_RECEIVED_ACCEPTED.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that this agent had collaborations or simple consultations on hold where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD

The total number of times that this agent was on hold during collaborations or simple consultations that the agent received where the collaborations/consultations were associated with customer interactions and were distributed from this queue.

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents from this agent group were in ACW state following simple consultations that they accepted, where the consultations were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which agents were offered the consult interactions for which ACW was invoked.

Column CONSULT_RECEIVED_WRAP

The total number of times that this agent was in ACW state following requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.

Column CONSULT_RCV_WARM_ENGAGE_TIME

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

Column CONSULT_RCV_ACC_WARM

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

Column CONSULT_RCV_WARM_HOLD_TIME

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

Column CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from this queue that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the

interactions were transferred to or conferenced with the agent.

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state following requests for consultation that the agent received where the consultations were distributed from this queue and associated with customer interactions that were transferred to or conferenced with the agent. This measure includes:

- ACW durations that are associated with conferences where the customer left the interaction and
- Internal interactions that were transferred to the agent.

Column CONSULT_RCV_WARM_WRAP

The total number of times that this agent was in ACW state following requests for consultation that were distributed from this queue and that the agent received where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent. This measure includes:

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

Column CONSULT_INITIATED

The total number of times that this agent initiated requests for collaboration or simple consultation where the collaborations/consultations were established, distributed or pulled from this queue, and associated with customer interactions.

Column CONSULT_INITIATED_TIME

The total amount of time, in seconds, that this agent was engaged in collaboration or simple consultation that this agent requested where the collaborations/consultations associated with customer interactions that were distributed or pulled from this queue.

Column CONFERENCE_INITIATED

The total number of times that this agent initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from this queue and the conferences were successfully established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received.

Column CONFERENCE_RECEIVED_ACCEPTED

The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.

Column TRANSFER_INIT_AGENT

The total number of times that this agent transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

Column XFER_RECEIVED_ACCEPTED

The total number of times that this agent received customer interactions distributed or pulled from this queue that were successfully transferred to the agent. Both warm and blind transfers are reflected in this measure.

Column SATISFACTION_OFFERED

The total number of customer interactions distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

Column SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions distributed from this queue and handled by this agent.

Column REVENUE_OFFERED

The total number of customer interactions distributed from this queue and handled by this agent for which revenue was associated.

Column REVENUE

The total revenue generated during the interval by customer interactions distributed from this queue and handled by this agent.

Table AG2_CAMPAIGN_HOUR

This disposition-based aggregate table provides a rollup of interactions generated by a particular campaign. Rollups are derived primarily from the CALL_RESULT table. Counts and durations are attributed to the interval in which interactions began within the contact center.

Aggregation is performed along the TENANT, DATE TIME, CAMPAIGN, MEDIA_TYPE, INTERACTION_DESCRIPTOR, GROUP_ and USER_DATA_CUST_DIM dimensions.

The determination of SIT values in this table depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.

The same columns and column descriptions apply to the AG2_CAMPAIGN_DAY and AG2_CAMPAIGN_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
TENANT_KEY	int	X	X	
CAMPAIGN_GROUP_KEY	int	X	X	
CAMPAIGN_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
CALLING_LIST_KEY	int	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X

Code	Data Type	P	M	F
USER_DATA_KEY1	int	X	X	X
USER_DATA_KEY2	int	X	X	X
ATTEMPTS	int			
ABANDONED	int			
ANSW_MACHINE	int			
ANSWERS	int			
BUSY	int			
CALLBKS_COMPL	int			
CALLBKS_MISSED	int			
CALLBKS_SCHED	int			
CANCEL	int			
DIAL_DROPPED	int			
DIAL_MADE	int			
DO_NOT_CALL	int			
FAXMODEM_DETECT	int			
NO_ANSWER	int			
NO_RPC	int			
PER_CALLBK_COMPL	int			
PER_CALLBK_MISS	int			
PER_CALLBK_SCHED	int			
SIT_DETECTED	int			
SIT_INVALID_NUM	int			
SIT_NO_CIRCUIT	int			
SIT_OPER_INTER	int			
SIT_REORDER	int			
SIT_UNKNOWN	int			
SIT_VACANT	int			
PORT_UNAVAILABLE	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

Column TENANT_KEY

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

Column CAMPAIGN_GROUP_KEY

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

Column CAMPAIGN_KEY

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

Column MEDIA_TYPE_KEY

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

Column CALLING_LIST_KEY

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

Genesys Outbound Contact list from which the interaction originated.

Column INTERACTION_DESCRIPTOR_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ATTEMPTS

The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.

Column ABANDONED

The total number of times attributed to the reporting interval that contact attempts from this campaign returned an abandoned call result (CALL_RESULT_CODE='ABANDONED').

Column ANSW_MACHINE

The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE='ANSWERING_MACHINE_DETECTED').

Column ANSWERS

The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL_RESULT_CODE='ANSWERED').

Column BUSY

The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY').

Column CALLBKS_COMPL

The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.

Column CALLBKS_MISSED

The total number of times attributed to the reporting interval that campaign callbacks were missed.

Column CALLBKS_SCHED

The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.

Column CANCEL

The total number of canceled records that were dialed from this campaign during the reporting interval.

Column DIAL_DROPPED

The total number of times attributed to the interval that the system detected a call-drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR').

Column DIAL_MADE

The total number of contact attempts made by this campaign within the interval.

Column DO_NOT_CALL

The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL').

Note: This measure, as well as CANCEL, is counted simultaneously with other Outbound call results, such as NO_ANSWER, PORT_UNAVAILABLE, and BUSY.

Column FAXMODEM_DETECT

The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').

Column NO_ANSWER

The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (CALL_RESULT_CODE='NO_ANSWER').

Column NO_RPC

The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').

Column PER_CALLBK_COMPL

The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign excluding missed callbacks.

Column PER_CALLBK_MISS

The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.

Column PER_CALLBK_SCHED

The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.

Column SIT_DETECTED

The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_INVALID_NUM

The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_INVALID_NUMBER'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_NO_CIRCUIT

The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_OPER_INTER

The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_REORDER

The total number of times attributed to the interval that the system detected a special information tone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_UNKNOWN

The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column SIT_VACANT

The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.

Column PORT_UNAVAILABLE

The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').

Table AG2_ID_HOUR

This disposition-based aggregate table provides a rollup of resource interaction-handling activities for interactions that are assigned a specific business attribute, such as customer segment, business result, service type, and service subtype. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT table.

This table includes two sets of measures regarding interactions that are assigned a business attribute--namely, measures for:

- Customer interactions that are distributed to handling resources.
- Received consult interactions that are distributed to handling resources, where the consultations are associated with customer interactions.

Counts and durations for the first set of measures are attributed to the interval in which the interaction entered the contact center. For consultations, counts and durations are attributed to the interval in which the resource receiving the consult request was offered the interaction.

Records in this table exclude interactions that are routed to and accepted by unmonitored resources and include interactions that are directly routed from the switch or distributed through mediation DN's. Aggregation is performed along the TENANT, DATE_TIME, INTERACTION_TYPE, MEDIA_TYPE, and INTERACTION_DESCRIPTOR dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to the AG2_ID_DAY and AG2_ID_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
TENANT_KEY	int	X	X	
INTERACTION_DESCRIPTOR_KEY	int	X	X	X
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
USER_DATA_KEY1	int	X	X	
USER_DATA_KEY2	int	X	X	
ENTERED	int			
ENTERED_OBJ_RES	int			
ABANDONED	int			
ABANDONED_INVITE	int			
SHORT_ABANDONED	int			
ACCEPTED	int			
RESPONSES	int			
RESPONDED	int			
RESPONDED_THR	int			
FIRST_RESPONSE_TIME	int			
ACCEPTED_AGENT	int			
ACCEPTED_AGENT_TIME	int			

Code	Data Type	P	M	F
ABANDONED_TIME	int			
ENGAGE_TIME	int			
ENGAGE	int			
HOLD_TIME	int			
HOLD	int			
WRAP_TIME	int			
WRAP	int			
INVITE	int			
INVITE_TIME	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RESPONSES	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
CONSULT_RCV_WARM_WRAP	int			
TRANSFER_INIT_AGENT	int			
ACCEPT_TIME	int			
ACCEPT_TIME_AGENT_MAX	int			
ABANDONED_TIME_MAX	int			
FINISHED_RESPONSE	int			
FINISH_RESPONSE_TIME	int			
FINISHED	int			
FINISH_TIME	int			
SATISFACTION_ENTERED	int			
SATISFACTION	int			
REVENUE_ENTERED	int			
REVENUE	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval corresponding to the start of the aggregated interval.

Column TENANT_KEY

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

Column INTERACTION_DESCRIPTOR_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column USER_DATA_KEY1

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

Column USER_DATA_KEY2

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

Column ENTERED

The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions.

Column ENTERED_OBJ_RES

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had a baseline service objective that was greater than zero.

Column ABANDONED

The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

Column ABANDONED_INVITE

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while alerting or ringing at the first handling resource. This count includes short-abandoned interactions.

Column SHORT_ABANDONED

The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold (defined by the short-abandon-threshold GIM configuration option) while waiting for the first handling resource.

Column ACCEPTED

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by a handling resource.

Column RESPONSES

For voice and chat media, the total number of customer interactions of this business attribute that were accepted, answered, or pulled by handling resources.

For e-mail, this measure represents the total number times that resources (e.g., agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this measure's value reflects each reply.

The value of this measure is greater than or equal to RESPONDED.

Column RESPONDED

For voice and chat media, the total number of customer interactions of this business attribute that had been answered by a handling resource.

For e mail, this measure represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies, however, this measure's value is either 0 or 1 for each interaction.

The value of this measure is less than or equal to RESPONSES.

Column RESPONDED_THR

The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this measure.

This measure excludes interactions that were routed to and accepted, answered, or pulled by unmonitored resources.

Column FIRST_RESPONSE_TIME

The total amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created. For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this measure.

Note: The business-attribute assignment can occur at any moment during the interaction's lifetime for this measure to be tallied.

Column ACCEPTED_AGENT

The total number of customer interactions of this business attribute that were accepted, answered, or pulled by an agent.

Column ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, or pulled by the first-handling agent. Duration starts when an interaction entered or began within the contact center and ends when the interaction was accepted, answered, or pulled by an agent—thereby including alert (ring) time.

Column ABANDONED_TIME

The total amount of time, in seconds, that customer interactions of this business attribute waited in queue for the first successful handling attempt before they were abandoned or stopped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandon threshold as well as abandoned-while-alerting interactions.

Column ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged with customers for interactions that were assigned this business attribute. This measure excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW time, and alert time.

Column ENGAGE

The total number of interactions for which agents were engaged with customers for interactions that the agents received and that were assigned this business attribute. This measure excludes other interaction-related counts, such as holds, instances of ACW, and collaborations and consultations that the agents received.

Column HOLD_TIME

The total amount of time, in seconds, that agents had customers on hold for interactions assigned this business attribute.

Column HOLD

The total number of customer interactions of this business attribute that agents had on hold.

Column WRAP_TIME

The total amount of time, in seconds, that resources spent in ACW state for customer interactions that were received of this business attribute.

Column WRAP

The total number of times that agents entered ACW state for customer interactions that the agents received of this business attribute.

Column INVITE

The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted, answered, or pulled plus the total number of dials that agents performed where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred.

Note: The dialing component of this measure applies only to voice media.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions alerted at agents plus the total duration of dialing performed by agents. This measure is attributed to the interval in which the alerting/dialing first occurred.

For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column CONSULT_RECEIVED_ACCEPTED

The total number of interactions of this business attribute that included requests for collaboration or simple consultation where the collaborations/consultations were successfully established and associated with customer interactions.

Column CONSULT_RESPONSES

For e-mail, the total number of collaboration replies initiated within the contact center. For voice, this measure is the same as CONSULT_RECEIVED_ACCEPTED.

Column CONSULT_RECEIVED_ENGAGE_TIME

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

Column CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, that agents had collaborations or simple consultations on hold, where the collaborations/consultations were associated with customer interactions and assigned this business attribute and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD

The total number of collaborations and simple consultations that agents had on hold that were associated with customer interactions that were assigned this business attribute and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following simple consult calls that the agents accepted, where the consultations were associated with customer interactions that were assigned this business attribute.

Column CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions that were assigned this business attribute and the agents were the recipients of the requests for consultation.

Column CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations where the agents were the recipients of the consultation requests and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_ACC_WARM

The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.

Column CONSULT_RCV_WARM_HOLD_TIME

The total amount of time, in seconds, that agents had consultations on hold where the consultations were associated with customer interactions that were assigned this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_HOLD

The total number of consultations that agents had on hold where the consultations were associated with customer interactions that were assigned this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following requests for consultation that they received where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations associated with conferences where the customer leaves the interactions and
- Internal interactions that were transferred to the agents

Column CONSULT_RCV_WARM_WRAP

The total number of consultations for which agents entered ACW state where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.

Column TRANSFER_INIT_AGENT

The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this measure.

Column ACCEPT_TIME

The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, or pulled by the first-handling resource. Duration starts when the interaction entered or began within the contact center and ends when the interaction was accepted, answered, or pulled by the handling resource. This measure include alert time.

Column ACCEPT_TIME_AGENT_MAX

The longest amount of time, in seconds, that customer interactions of this business attribute spent queued before the interactions were accepted by the first handling resource. The duration starts when the interaction entered or began within the contact center and ends when the interaction was accepted, answered, or pulled. This measure includes alert time.

Column ABANDONED_TIME_MAX

The maximum amount of time, in seconds, that customer interactions that entered or began within the contact center and were assigned this business attribute spent queued and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

Column FINISHED_RESPONSE

For connected media, the total number of completed customer interactions that were handled by agents or self-service IVR port resources and assigned this business attribute. For e-mail, the total number of interactions of this business attribute that had a response.

Column FINISH_RESPONSE_TIME

The total duration, in seconds, of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be autoresponses generated by system handling resources or responses generated by agents. (For connected media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queueing, and handling.

Column FINISHED

The total number of completed customer interactions that were assigned this business attribute.

Note: This measure is equivalent to ENTERED when there are no remaining active interactions during the reporting interval.

Column FINISH_TIME

The total amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this measure.

Column SATISFACTION_ENTERED

The total number of customer interactions of this business attribute that entered or began within the contact center for which customer-satisfaction scores were recorded.

Column SATISFACTION

The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

Column REVENUE_ENTERED

The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.

Column REVENUE

The total revenue generated during the interval by customer interactions assigned this business attribute.

Table AG2_I_AGENT_HOUR

This interval-based aggregate table provides a rollup of an agent's handling of interactions. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT (IRF) and IXN_RESOURCE_STATE_FACT tables.

Interactions that occur at DNs that have no associated agent are excluded from this table, as are interactions that are received by unmonitored agents. No consideration is made as to whether interactions were distributed from a queue or directly routed from the switch. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, MEDIA_TYPE, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to the AG2_I_AGENT_SUBHR and AG2_I_AGENT_DAY tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
ISOFFERED	int			
OFFERED	int			
ISACCEPTED	int			
ACCEPTED	int			
ISHOLD	int			
HOLD	int			
ISWRAP	int			
WRAP	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
HOLD_TIME	int			
WRAP_TIME	int			
ISCONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RECEIVED_ACCEPTED	int			
ISCONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_HOLD	int			
ISCONSULT_RECEIVED_WRAP	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RECEIVED_WRAP_TIME	int			
ISWRAP_IN	int			
WRAP_IN	int			
ISWRAP_OUT	int			
WRAP_OUT	int			
ISNOT_READY_IN	int			
NOT_READY_IN	int			
ISNOT_READY_OUT	int			
NOT_READY_OUT	int			
WRAP_IN_TIME	int			
WRAP_OUT_TIME	int			
NOT_READY_IN_TIME	int			
NOT_READY_OUT_TIME	int			
ISACCEPTED_EVENTUALLY	int			

Code	Data Type	P	M	F
ACCEPTED_EVENTUALLY	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval at which the agent's participation in the interaction began.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column I\$OFFERED

Reserved column that enables values from the OFFERED column to be semiadditive.

Column OFFERED

The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because the agent did not answer or accept them.

Column I\$ACCEPTED

Reserved column that enables values from the ACCEPTED column to be semiadditive.

Column ACCEPTED

The total number of customer interactions and consultations that were accepted, answered, or pulled by this agent within the interval or accepted, answered, or pulled in a prior interval but ensued in this interval.

Column I\$HOLD

Reserved column that enables values from the HOLD column to be semiadditive.

Column HOLD

The total number of times within the interval that this agent had customer calls on hold.

Column I\$WRAP

Reserved column that enables values from the WRAP column to be semiadditive.

Column WRAP

The total number of times within the interval that this agent entered or was in ACW state for customer interactions that the agent received.

Column INVITE_TIME

The total amount of time, in seconds, attributable to the interval that customer interactions alerted or rang at this agent plus the total duration of the dialing that the agent performed.

For the alerting component of this measure, interactions need not be established for this measure to register greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received within the interval or within a prior interval and ensued in this interval. This measure might include engagement time for interactions that the agent made or received while in the Not Ready or ACW states (if the underlying ICON application supplying data to GIM is configured appropriately.) This measure excludes engagement time that is associated with collaborations, consultations (warm or simple), and other interaction-related durations, such as hold time, ACW time, and alert time.

Column HOLD_TIME

The total amount of time, in seconds, within the interval that this agent had customer interactions on hold. This measure counts all held durations for interactions whether they were placed on hold once or more than once.

Column WRAP_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state for customer calls that the agent received.

Column I\$CONSULT_RECEIVED_ACCEPTED

Reserved column that enables values from the CONSULT_RECEIVED_ACCEPTED column to be semiadditive.

Column CONSULT_RECEIVED_ACCEPTED

The total number of times within the interval that this agent received and accepted, answered, or pulled requests for collaboration or consultation (warm or simple) where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction.

Column I\$CONSULT_RECEIVED_HOLD

Reserved column that enables values from the CONSULT_RECEIVED_HOLD column to be semiadditive.

Column CONSULT_RECEIVED_HOLD

The total number of collaborations or consultations (warm or simple) that this agent had on hold within the interval that were associated with customer interactions where the agent was the recipient of the collaboration/consultation requests.

Column I\$CONSULT_RECEIVED_WRAP

Reserved column that enables values from the CONSULT_RECEIVED_WRAP column to be semiadditive.

Column CONSULT_RECEIVED_WRAP

The total number of consultations (warm or simple) for which this agent entered or was in ACW state within the interval where the interactions were associated with customer interactions and the agent was the recipient of the consultation requests.

Column CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, within the interval that this agent was engaged in collaborations or consultations (warm or simple) where the collaborations/consultations were associated with customer interactions and the agent was the recipient of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount of time, in seconds, within the interval that this agent had collaborations or consultations that were associated with customer interactions on hold and where the agent was the recipient of the collaboration/consultation requests.

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that this agent spent in ACW state within the interval following requests for consultations (simple or warm) that the agent accepted.

Column I\$WRAP_IN

Reserved column that enables values from the WRAP_IN column to be semiadditive.

Column WRAP_IN

The total number of times that this agent received customer interactions while in ACW state.

Column I\$WRAP_OUT

Reserved column that enables values from the WRAP_OUT column to be semiadditive.

Column WRAP_OUT

The total number of times that this agent placed calls while in ACW state. Consultations (warm or simple) that

this agent participated in while in ACW state are excluded from this measure.

Column I\$NOT_READY_IN

Reserved column that enables values from the NOT_READY_IN column to be semiadditive.

Column NOT_READY_IN

The total number of times that this agent was handling customer calls that were answered while the agent was in the NotReady state.

Column I\$NOT_READY_OUT

Reserved column that enables values from the NOT_READY_OUT column to be semiadditive.

Column NOT_READY_OUT

The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations (warm or simple) that the agent participated in while in NotReady state.

Column WRAP_IN_TIME

The total amount of time, in seconds, that this agent spent handling customer calls that the agent answered while in ACW state. This duration includes alert time, hold time, and time of engagement.

Column WRAP_OUT_TIME

The total amount of time, in seconds, that this agent spent handling internal or outbound interactions that the agent initiated while in ACW state. This duration includes dial time, hold time, and time of engagement and excludes consultations (warm or simple) that this agent participated in while in ACW state.

Column NOT_READY_IN_TIME

The total amount of time, in seconds, that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert time of the accepted interactions.

Column NOT_READY_OUT_TIME

The total amount of time, in seconds, that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations (warm or simple) that the agent participated in while in NotReady state.

Column I\$ACCEPTED_EVENTUALLY

Reserved column that enables values from the ACCEPTED_EVENTUALLY column to be semiadditive.

Column ACCEPTED_EVENTUALLY

The total number of customer interactions and consultations (warm or simple) that were accepted, answered, or pulled by this agent. This measure is bound by the interval in which interactions were received and extends beyond the reporting interval to include interactions that were eventually accepted. This measure is internally used for calculation of not accepted measures.

Table AG2_I_SESS_STATE_HOUR

This interval-based aggregate table provides a rollup of summarized agent session states. Rollups are derived primarily from the INTERACTION_RESOURCE_FACT, SM_RES_STATE_FACT, and SM_RES_SESSION_FACT tables. Aggregation is performed along the TENANT, DATE_TIME, RESOURCE_, MEDIA_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Durations for Not Ready and Wrap states are directly dependent on the configuration of the underlying Interaction Concentrator application that supplies data to Genesys Info Mart.

The same columns and column descriptions apply to the AG2_I_SESS_STATE_SUBHR and AG2_I_SESS_STATE_DAY tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
ACTIVE_TIME	int			
READY_TIME	int			
NOT_READY_TIME	int			
BUSY_TIME	int			
WRAP_TIME	int			
IS\$READY	int			
READY	int			
IS\$NOT_READY	int			
NOT_READY	int			
IS\$BUSY	int			
BUSY	int			
IS\$WRAP	int			
WRAP	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups to which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column ACTIVE_TIME

The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DN's, and/or queues, this measure starts the moment that the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment that the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).

Note: If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.

Column READY_TIME

The total amount of time, in seconds, that this agent was in the Ready state on a particular media channel.

Column NOT_READY_TIME

The total amount of time, in seconds, within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured).

Column BUSY_TIME

The total duration, in seconds, of all of interaction-processing activities including the time associated with requests for consultation that the agent received and excluding the time spent processing after-call work.

Column WRAP_TIME

The total amount of time, in seconds, within the interval that this agent spent in ACW state whether or not the reason for entering this state was related to an interaction.

Column I\$READY

Reserved column that enables values from the READY column to be semiadditive.

Column READY

The total amount of time, in seconds, that this agent was in Ready state on a particular media channel.

Column I\$NOT_READY

Reserved column that enables values from the NOT_READY column to be semiadditive.

Column NOT_READY

The total number of times within the interval that this agent was in the NotReady state on a particular media channel.

Column I\$BUSY

Reserved column that enables values from the BUSY column to be semiadditive.

Column BUSY

The total number of times that this agent was in Busy state within the reporting interval in order to process interactions including consultations and excluding after-call work.

Column I\$WRAP

Reserved column that enables values from the WRAP column to be semiadditive.

Column WRAP

The total number of times within the reporting interval that this agent was in ACW state.

Table AG2_I_STATE_RSN_HOUR

This interval-based aggregate table provides a rollup of hardware- and software-related reasons for summarized agent states on voice devices. Rollups are derived primarily from the SM_RES_STATE_REASON_FACT and SM_RES_STATE_FACT tables.

Aggregation is performed along the TENANT, DATE_TIME, MEDIA_TYPE, RESOURCE_, RESOURCE_STATE, RESOURCE_STATE_REASON, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

The same columns and column descriptions apply to the AG2_I_STATE_RSN_SUBHR and AG2_I_STATE_RSN_DAY tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
RESOURCE_STATE_KEY	int	X	X	X
RESOURCE_STATE_REASON_KEY	int	X	X	X
MEDIA_TYPE_KEY	int	X	X	X
I\$STATE_RSN	int			
STATE_RSN	int			
STATE_RSN_TIME	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column RESOURCE_STATE_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups to which the queue was a member when the interaction entered the queue.

Column RESOURCE_STATE_REASON_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_STATE_REASON dimension to identify the specific reason that the agent was in the state that is indicated by the RESOURCE_STATE_KEY field.

Column MEDIA_TYPE_KEY

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

Column I\$STATE_RSN

Reserved column that enables values from the STATE_RSN column to be semiadditive.

Column STATE_RSN

The total number of times within the reporting interval that this agent was in a particular state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.

Column STATE_RSN_TIME

The total amount of time, in seconds, within the reporting interval that this agent was in a particular state on a particular media channel (including Do Not Disturb duration, if configured) for this reason.

Table AG2_QUEUE_ABN_HOUR

This disposition-based aggregate table provides a rollup of interactions that were abandoned within one of the following queue types:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

The aggregate shows the classification of interactions by the duration of their queued time prior to abandonment. Aggregation is performed along the DATE_TIME, TENANT, TIME_RANGE, INTERACTION_TYPE, MEDIA_TYPE, RESOURCE_ (one of the previously listed queue types), and RESOURCE_GROUP_COMBINATION (the group(s) to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

When a customer abandons an interaction, the interaction is assigned to one of the time-range buckets that is defined in this table, according to the interaction duration that is recorded in the MEDIATION_SEGMENT_FACT table and the time-range boundaries that are defined by the abandon-duration-range-xx-thold GIM configuration options. Duration starts when an interaction enters the queue and ends when the customer line is dropped while it is queued. The counts are attributed to the interval in which the interaction entered the queue.

A count is attributed to the queue only when the interaction is abandoned directly from the queue and was not first diverted to another the queue prior to abandonment. Interactions that were requeued for consultation are excluded from all measures in this table.

Note: This means that some abandoned-while-queued interactions are not attributed to any of the aforementioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being abandoned. This table does not record abandoned-interaction activity from routing point and virtual routing point queue types.

Because this is a queue-based table, interactions that customers abandon after the interactions were direct-routed from a switch are also not reflected in this table.

If the interaction enters through a queue more than once prior to abandonment, the count reflects only the last entrance to the queue.

The same columns and column descriptions apply to the AG2_QUEUE_ABN_DAY and AG2_QUEUE_ABN_MONTH tables

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
TIME_RANGE_KEY	int	X	X	X
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
ABANDONED	int			
ABANDONED_STI_1	int			
ABANDONED_STI_2	int			
ABANDONED_STI_3	int			
ABANDONED_STI_4	int			
ABANDONED_STI_5	int			
ABANDONED_STI_6	int			
ABANDONED_STI_7	int			
ABANDONED_STI_8	int			
ABANDONED_STI_9	int			
ABANDONED_STI_10	int			

Code	Data Type	P	M	F
ABANDONED_STI_11	int			
ABANDONED_STI_12	int			
ABANDONED_STI_13	int			
ABANDONED_STI_14	int			
ABANDONED_STI_15	int			
ABANDONED_STI_16	int			
ABANDONED_STI_17	int			
ABANDONED_STI_18	int			
ABANDONED_STI_19	int			
ABANDONED_STI_20	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column TIME_RANGE_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column ABANDONED

The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be established. The count includes short-abandoned interactions and excludes interactions that were abandoned following distribution, such as abandoned-while-inviting interactions.

Column ABANDONED_STI_1

The total number of times that customer interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no limit as the upper

boundary of the abandon interval. Abandon thresholds are defined within the [agg-time-range-ABN] section.

Column ABANDONED_STI_2

The total number of times that customer interactions entered this queue and were subsequently abandoned within the time interval that is bound by the first and second abandon thresholds. If the second abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the first abandon threshold is not configured, this measure returns 0. Abandon thresholds are defined within the [agg-time-range-ABN] section.

Column ABANDONED_STI_3 through ABANDONED_STI_20

The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the n^{th} and $(n+1)^{\text{th}}$ abandon thresholds. If the $(n+1)^{\text{th}}$ abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the n^{th} abandon threshold is not configured, this measure returns 0. Abandon thresholds are defined within the [agg-time-range-ABN] section.

Table AG2_QUEUE_ACC_AGENT_HOUR

This disposition-based aggregate table provides a rollup of interactions that were accepted by agents after having been distributed from one of the following queue-type devices:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

The aggregate classifies interactions by the duration that customers waited before their interactions were accepted by agents. Aggregation is performed along the TENANT, DATE_TIME, TIME_RANGE, MEDIA_TYPE, INTERACTION_TYPE, RESOURCE_ (one of the queue types listed above), and RESOURCE_GROUP_COMBINATION (the groups to which the queue belonged when the interaction entered the queue) dimensions. The combination of keys to these dimensions uniquely identifies records in this table. When an agent accepts an interaction, the GIM Server quantifies the customer-wait duration and assigns it to one of the 20 time-range buckets according to the:

- Duration that the interaction was queued.
- Duration that the interaction spent alerting at the agent.
- Time-range boundaries that are defined within the [agg-time-range-ACC] configuration section.

Counts and durations are attributed to the interval in which the interaction entered the queue and are tallied for the queue only if the interaction is directly distributed and accepted from the queue and is not first diverted to another queue prior to acceptance. This means that some accepted interactions are not attributed to any of the aforementioned queue-type devices at all if, for instance, the interaction is diverted from the queue to a routing point or virtual routing point prior to being accepted. This table does not record accepted-interaction activity from routing points or virtual routing points.

Because this is a queue-based table, interactions that are accepted after being directly routed from a switch are

also not reflected in the count. If the interaction enters the queue more than once prior to being directly routed to a resource, the count reflects only the last entrance.

The same columns and column descriptions apply to the AG2_QUEUE_ACC_AGENT_DAY and AG2_QUEUE_ACC_AGENT_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
TIME_RANGE_KEY	int	X	X	X
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
ACCEPTED_AGENT	int			
ACCEPTED_AGENT_STI_1	int			
ACCEPTED_AGENT_STI_2	int			
ACCEPTED_AGENT_STI_3	int			
ACCEPTED_AGENT_STI_4	int			
ACCEPTED_AGENT_STI_5	int			
ACCEPTED_AGENT_STI_6	int			
ACCEPTED_AGENT_STI_7	int			
ACCEPTED_AGENT_STI_8	int			
ACCEPTED_AGENT_STI_9	int			
ACCEPTED_AGENT_STI_10	int			
ACCEPTED_AGENT_STI_11	int			
ACCEPTED_AGENT_STI_12	int			
ACCEPTED_AGENT_STI_13	int			
ACCEPTED_AGENT_STI_14	int			
ACCEPTED_AGENT_STI_15	int			
ACCEPTED_AGENT_STI_16	int			
ACCEPTED_AGENT_STI_17	int			
ACCEPTED_AGENT_STI_18	int			
ACCEPTED_AGENT_STI_19	int			
ACCEPTED_AGENT_STI_20	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column RESOURCE_KEY

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

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column TIME_RANGE_KEY

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

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations distributed from this queue were accepted, answered, or pulled by an agent.

Column ACCEPTED_AGENT_STI_1

The total number of times that customer interactions and warm consultations entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. Speed-of-accept thresholds are defined within the [agg-time-range-ACC] section.

Column ACCEPTED_AGENT_STI_2

The total number of times that customer interactions and warm consultations entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the first and second service time thresholds. If the second service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the first service time threshold is not defined, this measure returns 0. Speed-of-accept thresholds are defined within the [agg-time-range-ACC] section.

Column ACCEPTED_AGENT_STI_3 through ACCEPTED_AGENT_STI_20

The total number of times that customer interactions and warm consultations entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the n^{th} and $(n+1)^{\text{th}}$ service time thresholds. If the $(n+1)^{\text{th}}$ service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the n^{th} service time threshold is not defined, this measure returns 0. Speed-of-accept thresholds are defined within the [agg-time-range-ACC] section.

Table AG2_QUEUE_GRP_HOUR

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the queue groups that interactions enter and pass through. Rollups are derived primarily from the MEDIATION_SEGMENT_FACT table, and aggregation is performed along the DATE_TIME, TENANT, GROUP_, MEDIA_TYPE, and INTERACTION_TYPE dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Group membership is determined at the moment that the interaction enters the member queue. If the queue

belongs to more than one queue group, its measures are attributed to all of the groups of which the queue was a member when the interactions entered it. Queue group members include the following queue-type devices:

- ACD queues
- Virtual queues
- Interaction queues
- Workbins

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

The same columns and column descriptions apply to the AG2_QUEUE_GRP_DAY and AG2_QUEUE_GRP_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
ENTERED	int			
CLEARED	int			
CLEARED_TIME	int			
CLEARED_TIME_MAX	int			
CLEARED_STUCK	int			
ABANDONED	int			
ABANDONED_TIME	int			
ABANDONED_TIME_MAX	int			
ABANDONED_SHORT	int			
ABANDONED_STANDARD	int			
ABANDONED_STANDARD_TIME	int			
ABANDONED_INVITE	int			
DISTRIBUTED	int			
DISTRIBUTED_TIME	int			
DISTRIBUTED_TIME_MAX	int			
REDIRECTED	int			
ROUTED_OTHER	int			
ACCEPTED	int			
ACCEPTED_THR	int			
ACCEPTED_AGENT	int			
ACCEPTED_AGENT_TIME	int			
ACCEPTED_AGENT_THR	int			
TRANSFER_INIT_AGENT	int			
INVITE	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
WRAP	int			
WRAP_TIME	int			
HOLD	int			
HOLD_TIME	int			
CONSULT_ENTERED	int			
CONSULT_ABANDONED	int			

Code	Data Type	P	M	F
CONSULT_ABANDONED_SHORT	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
CONSULT_RCV_WARM_WRAP	int			
ACCEPTED_TIME	int			
ACCEPTED_TIME_MAX	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column TENANT_KEY

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

Column GROUP_KEY

The surrogate key that is used to join this aggregate table to the GROUP_ view to identify the specific queue group of which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column ENTERED

The total number of times that customer interactions or established warm consultations entered queues belonging to this queue group. If the same interaction enters a member queue more than once, this measure counts each entrance separately.

Column CLEARED

The total number of times that interactions were cleared from virtual queues, workbins, or interaction queues belonging to this queue group.

Clearing involves any of the following:

- Distribution to a parallel virtual queue.
- Default routed by the switch.

- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS ClearTargets function.

Clearing excludes:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration

Column CLEARED_TIME

The total duration, in seconds, that customer interactions spent queued before they were cleared from virtual queues, workbins, or interaction queues belonging to this queue group.

Column CLEARED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent queued before they were cleared from virtual queues, workbins, or interaction queues belonging to this queue group.

Column CLEARED_STUCK

The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues belonging to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).

Note: Interactions can be cleared for other reasons. Refer to the CLEARED column for a listing of these reasons.

Column ABANDONED

The total number of times that customer interactions entered queues belonging to this queue group and were abandoned or dropped for any reason before the interactions could be established. The count includes short-abandoned interactions and excludes interactions that were abandoned following distribution, such as abandoned-while-inviting interactions.

Column ABANDONED_TIME

The total amount of time, in seconds, that customer interactions waited in queues belonging to this queue group before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment that the interaction entered a member queue and ends the moment that the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Column ABANDONED_TIME_MAX

The longest amount of time, in seconds, that customers waited at queues belonging to this queue group before abandoning the interactions or before the interactions were dropped for any other reason. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

Column ABANDONED_SHORT

The total number of times that customer interactions entered queues belonging to this queue group and were abandoned within the specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option. The count excludes interactions that were abandoned following distribution.

Column ABANDONED_STANDARD

The total number of customer interactions that entered queues belonging to this queue group and were abandoned or dropped for any reason beyond the short-abandon threshold and before the interactions could be established. This measure excludes interactions that were abandoned while alerting at a handling resource.

Column ABANDONED_STANDARD_TIME

The total amount of time, in seconds, associated with customer interactions that entered queues belonging to this queue group and were abandoned by the customer or dropped for any reason before the interactions could be established. The duration starts when the interaction entered the member queue and ends when the interaction was abandoned or dropped, but only after the short abandon threshold (defined by the q-short-abandoned-threshold-voice GIM configuration option) elapsed. This measure also excludes the time associated with interactions that abandoned while alerting at a handling resource.

Column ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from queues belonging to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. This measure excludes consult interactions.

Column DISTRIBUTED_

The total number of times that customer interactions or established warm consultations were distributed or pulled from queues belonging to this queue group.

Distribution includes the interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while alerting at the agent.

If the interaction passes through more than one member queue before it was distributed, the count is increased only for that queue device from which the interaction was distributed or pulled.

Column DISTRIBUTED_TIME

The time, in seconds, from the moment that customer interactions entered queues belonging to this queue group until the moment they were distributed or pulled from the queues.

Column DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in queues belonging to this

queue group before they were distributed.

Column REDIRECTED

The total number of times that customer interactions entered queues belonging to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

Column ROUTED_OTHER

The total number of times that customer interactions entered queues belonging to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

Column ACCEPTED

The total number of times that customer interactions or warm consultations, distributed from queues belonging to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as monitored contact-center resources that can alert).

Column ACCEPTED_THR

The total number of times that customer interactions or warm consultations distributed from queues belonging to this queue group, were accepted, answered, or pulled by a handling resource within the specific threshold defined by the q-answer-threshold-voice GIM configuration.

Column ACCEPTED_AGENT

The total number of times that customer interactions or established warm consultations, distributed from queues belonging to this queue group, were accepted, answered, or pulled by an agent.

Column ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions or warm consultations waited in queues belonging to this queue group before they were accepted, answered, or pulled by agents. Duration starts when the interaction entered the queue and ends when the interaction was accepted, answered, or pulled by an agent--thereby including alert time.

Column ACCEPTED_AGENT_THR

The total number of times that customer interactions or warm consultations that were distributed from queues belonging to this queue group were accepted, answered, or pulled by an agent within the threshold that is defined by the q-answer-threshold-voice GIM configuration option.

Column TRANSFER_INIT_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from queues belonging to this queue group. Both warm and blind transfers are reflected in this measure.

Column INVITE

The total number of customer interactions distributed from queues belonging to this queue group that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of

dials that agents performed where the calls were successfully established and distributed from queues belonging to this queue group.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions, distributed from queues belonging to this queue group, alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

For interactions that were distributed or pulled from queues belonging to this queue group, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW time, alert time as well as the time associated with collaborations and consultations that the agent received.

Column WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues belonging to this queue group.

Column WRAP_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from queues belonging to this queue group.

Column HOLD

The total number of times that agents had customer interactions, distributed from queues belonging to this queue group, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Column HOLD_TIME

The total amount of time, in seconds, that agents had customer interactions that were distributed from queues belonging to this queue group on hold. This time starts when the interaction was placed on hold and ends when it was either retrieved, dropped, transferred, or completed.

Column CONSULT_ENTERED

The total number of times that consultation requests entered queues belonging to this queue group where the collaborations/consultations were associated with customer interactions.

Column CONSULT_ABANDONED

The total number of times that simple consultations entered queues belonging to this queue group and were abandoned before they could be established inside the short-abandoned threshold where the consultations were associated with customer interactions. The short-abandon threshold is defined by the q-short-abandoned-threshold-voice GIM configuration option.

Column CONSULT_ABANDONED_SHORT

The total number of times that requests for consultation entered queues belonging to this queue group and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned following distribution. The short-abandoned threshold is defined by the q-short-abandoned-threshold-voice GIM configuration option.

Column CONSULT_RECEIVED_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues belonging to this queue group and associated with customer interactions.

Column CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues belonging to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

Column CONSULT_RECEIVED_WRAP

The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues belonging to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents were in ACW state, following simple consultations that the agents accepted, where the consultations were distributed from queues belonging to this queue group and were associated with customer interactions.

Column CONSULT_RECEIVED_HOLD

The total number of collaborations or simple consultations that agents had on hold where the interactions were distributed or pulled from queues belonging to this queue group and associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had collaborations or simple consult interactions on hold where the interactions were distributed or pulled from queues belonging to this queue group and associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from queues belonging to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_ACC_WARM

The total number of times that agents participated in consultations that the agents received where the consultations

were distributed or pulled from queues belonging to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from queues belonging to this queue group and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_HOLD

The total number of consultations that agents had on hold, where the consultations were distributed or pulled from queues belonging to this queue group, and associated with customer interactions, the agents were the recipients of the requests of consultation, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following requests for consultation that the agents received where the consultations were distributed from queues belonging to this queue group and associated with customer interactions and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that are associated with conferences where the customer leaves the interactions and
- Internal interactions that were transferred to the agents

Column CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and associated with customer interactions and the interactions were transferred to or conferenced with the agents.

Column ACCEPTED_TIME

The total amount of time, in seconds, that customer interactions waited in queues belonging to this queue group before they were accepted, answered, or pulled by handling resources. The duration starts when interactions entered the queue and ends when the interactions were accepted by the target resource--thereby including alert time.

Column ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from queues belonging to this queue group, spent queued before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction entered a member queue and ends when the interaction was accepted, answered, or pulled—thereby including alert time.

Table AG2_QUEUE_HOUR

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the following queue-type devices that interactions enter and pass through:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

Rollups are derived primarily from the MEDIATION_SEGMENT_FACT table, and aggregation is performed along the DATE_TIME, TENANT, MEDIA_TYPE, RESOURCE_, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

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

The same columns and column descriptions apply to the AG2_QUEUE_DAY and AG2_QUEUE_MONTH tables.

Column List

Code	Data Type	P	M	F
DATE_TIME_KEY	int	X	X	X
RESOURCE_KEY	int	X	X	X
TENANT_KEY	int	X	X	
GROUP_COMBINATION_KEY	int	X	X	
MEDIA_TYPE_KEY	int	X	X	X
INTERACTION_TYPE_KEY	int	X	X	X
ENTERED	int			
CLEARED	int			
CLEARED_TIME	int			
CLEARED_TIME_MAX	int			
CLEARED_STUCK	int			
ABANDONED	int			
ABANDONED_TIME	int			
ABANDONED_TIME_MAX	int			
ABANDONED_SHORT	int			
ABANDONED_STANDARD	int			
ABANDONED_STANDARD_TIME	int			
ABANDONED_INVITE	int			
DISTRIBUTED_	int			
DISTRIBUTED_TIME	int			
DISTRIBUTED_TIME_MAX	int			
REDIRECTED	int			
ROUTED_OTHER	int			
ACCEPTED	int			
ACCEPTED_THR	int			
ACCEPTED_AGENT	int			
ACCEPTED_AGENT_TIME	int			
ACCEPTED_AGENT_THR	int			
TRANSFER_INIT_AGENT	int			
INVITE	int			
INVITE_TIME	int			
ENGAGE_TIME	int			
WRAP	int			

Code	Data Type	P	M	F
WRAP_TIME	int			
HOLD	int			
HOLD_TIME	int			
CONSULT_ENTERED	int			
CONSULT_ABANDONED	int			
CONSULT_ABANDONED_SHORT	int			
CONSULT_RECEIVED_ACCEPTED	int			
CONSULT_RECEIVED_ENGAGE_TIME	int			
CONSULT_RECEIVED_WRAP	int			
CONSULT_RECEIVED_WRAP_TIME	int			
CONSULT_RECEIVED_HOLD	int			
CONSULT_RECEIVED_HOLD_TIME	int			
CONSULT_RCV_ACC_WARM	int			
CONSULT_RCV_WARM_ENGAGE_TIME	int			
CONSULT_RCV_WARM_HOLD_TIME	int			
CONSULT_RCV_WARM_HOLD	int			
CONSULT_RCV_WARM_WRAP	int			
CONSULT_RCV_WARM_WRAP_TIME	int			
ACCEPTED_TIME	int			
ACCEPTED_TIME_MAX	int			

Column DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

Column RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific queue.

Column TENANT_KEY

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

Column GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

Column MEDIA_TYPE_KEY

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

Column INTERACTION_TYPE_KEY

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

Column ENTERED

The total number of times that customer interactions or established warm consultations entered this queue. If the same interaction enters this queue more than once, this measure counts each entrance separately.

Column CLEARED

The total number of times that interactions were cleared from this virtual queue, workbin, or interaction queue.

Clearing involves any of the following:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason.
- Removing interactions from a virtual queue using the URS ClearTargets function.

Clearing excludes:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Column CLEARED_TIME

The total duration, in seconds, that customer interactions spent queued before they were cleared from this virtual queue, workbin, or interaction queue.

Column CLEARED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent queued before they were cleared from this virtual queue, workbin, or interaction queue.

Column CLEARED_STUCK

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).

Note: Interactions can be cleared for other reasons. Refer to the CLEARED column for a listing of these reasons.

Column ABANDONED

The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be established. The count includes short-abandoned interactions and excludes interactions that were abandoned following distribution, such as abandoned-while-inviting interactions.

Column ABANDONED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment that the interaction entered the queue and ends the moment that the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Column ABANDONED_TIME_MAX

The longest amount of time, in seconds, that customers waited at this queue before abandoning the interactions or before the interactions were dropped for any other reason. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

Column ABANDONED_SHORT

The total number of times that customer interactions entered this queue and were abandoned within a specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option. The count excludes interactions that were abandoned following distribution.

Column ABANDONED_STANDARD

The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason beyond the short-abandon threshold and before the interactions could be established. This measure excludes interactions that were abandoned while alerting at a handling resource.

Column ABANDONED_STANDARD_TIME

The total amount of time, in seconds, associated with customer interactions that entered this queue and were abandoned by the customer or dropped for any reason before the interactions could be established. The duration starts when the interaction entered the queue and ends when the interaction was abandoned or dropped, but only after the short-abandon threshold (defined by the q-short-abandoned-threshold-voice GIM configuration option) elapsed. This measure also excludes the time associated with interactions that abandoned while alerting at a handling resource.

Column ABANDONED_INVITE

The total number of times that customer interactions distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

Column DISTRIBUTED_

The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue.

Distribution includes the interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only from that queue device from which the interaction was distributed or pulled.

Column DISTRIBUTED_TIME

The time, in seconds, from the moment that customer interactions entered this queue until the moment they were distributed or pulled from this queue.

Column DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in this queue before they were distributed.

Column REDIRECTED

The total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

Column ROUTED_OTHER

The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

Column ACCEPTED

The total number of times that customer interactions or warm consultations, that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as monitored contact-center resources that can alert).

Column ACCEPTED_THR

The total number of times that customer interactions or warm consultations distributed from this queue were accepted, answered, or pulled by a handling resource within a specific threshold defined by the q-answer-threshold-voice GIM configuration option.

Column ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations, distributed from this queue, were accepted, answered, or pulled by an agent.

Column ACCEPTED_AGENT_TIME

The total number of times that customer interactions or warm consultations, distributed from this queue, were accepted, answered, or pulled by an agent. Duration starts when the interaction entered the queue and ends when the interaction was accepted, answered, or pulled by an agent—thereby including alert time.

Column ACCEPTED_AGENT_THR

The total number of times that customer interactions or warm consultations, distributed from this queue, were accepted, answered, or pulled by an agent within the threshold that is defined by the q-answer-threshold-voice GIM configuration option.

Column TRANSFER_INIT_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from this

queue. Both warm and blind transfers are reflected in this measure.

Column INVITE

The total number of customer interactions distributed from this queue that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of dials that agents performed where the calls were successfully established and distributed or pulled from this queue.

Column INVITE_TIME

The total amount of time, in seconds, that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions need not be established for this measure to return greater than zero values. For the dialing component, dial duration is measured for established calls only.

Column ENGAGE_TIME

For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW time, alert time as well as the time associated with collaborations and consultations that the agent received.

Column WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from this queue.

Column WRAP_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.

Column HOLD

The total number of times that agents had customer interactions, distributed from this queue, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Column HOLD_TIME

The total amount of time, in seconds, that agents had customer interactions distributed from this queue on hold. This time starts when the interaction was placed on hold and ends when it was either retrieved, dropped, transferred, or completed.

Column CONSULT_ENTERED

The total number of times that consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.

Column CONSULT_ABANDONED

The total number of times that simple consultations entered this queue and were abandoned before they could be

established inside the short-abandoned threshold where the consultations were associated with customer interactions.

Column CONSULT_ABANDONED_SHORT

The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned following distribution. The short-abandoned threshold is defined by the q-short-abandoned-threshold-voice GIM configuration option.

Column CONSULT_RECEIVED_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

Column CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.

Column CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

Column CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents were in ACW state, following simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

Column CONSULT_RECEIVED_HOLD

The total number of collaboration or simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had collaborations or simple consultations on hold where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the collaboration/consultation requests.

Column CONSULT_RCV_ACC_WARM

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

Column CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conference with agents.

Column CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_HOLD

The total number of consultations that agents had on hold where the consultations were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and associated with customer interactions and the interactions were transferred to or conferenced with the agents.

Column CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following requests for consultation where the consultations were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that are associated with conferences where the customer leaves the interactions and
- Internal interactions that were transferred the agents.

Column ACCEPTED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when interactions entered the queue and ends when the interactions were accepted by the target resource—thereby including alert time.

Column ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from this queue, spent queued before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction entered the queue and ends when the interaction was accepted, answered, or pulled—thereby including alert time.

Table AGR_TIME_RANGE

This internal table describes the time ranges that are associated with the handling of interactions through queue-

type devices within the contact center as they pertain to abandoned or accepted interactions. The aggregation engine references 19 boundary values that are used to define 20 time ranges that are used to populate the AG2_QUEUE_ABN_AGENT and AG2_QUEUE_ACC_AGENT aggregate tables. Interactions are categorized as belonging to one of the time-range buckets based on the time of agent acceptance or when the customer line is dropped. Boundary values are defined by the settings of options in the [agg-time-range-ABN] and [agg-time-range-ACC] configuration sections.

range 1 = 0 <= bound 1

range 2 = bound 1 <= bound 2

range 3 = bound 2 <= bound 3

range 4 = bound 3 <= bound 4

...

range 19 = bound 18 <= bound 19

range 20 = greater than bound 19

Column List

Code	Data Type	P	M	F
TIME_RANGE_KEY	int	X	X	
BOUND_1	int		X	
BOUND_2	int		X	
BOUND_3	int		X	
BOUND_4	int		X	
BOUND_5	int		X	
BOUND_6	int		X	
BOUND_7	int		X	
BOUND_8	int		X	
BOUND_9	int		X	
BOUND_10	int		X	
BOUND_11	int		X	
BOUND_12	int		X	
BOUND_13	int		X	
BOUND_14	int		X	
BOUND_15	int		X	
BOUND_16	int		X	
BOUND_17	int		X	
BOUND_18	int		X	
BOUND_19	int		X	

Column TIME_RANGE_KEY

The primary key of this table.

Column BOUND_1 through BOUND 19

The upper boundaries of the 1st through 19th time ranges.

Chapter 4: Aggregation Views

The aggregation process provides the following predefined views for those aggregate tables that contain disposition-based metrics. This job produces no views for interval-based aggregate tables:

- AG2_AGENT_SUBHR
- AG2_AGENT_WEEK
- AG2_AGENT_QRTR
- AG2_AGENT_YEAR
- AG2_I_STATE_RSN_WEEK
- AG2_I_STATE_RSN_QRTR
- AG2_I_STATE_RSN_YEAR
- AG2_AGENT_CAMPAGN_SUBHR
- AG2_AGENT_CAMPAGN_WEEK
- AG2_AGENT_CAMPAGN_QRTR
- AG2_AGENT_CAMPAGN_YEAR
- AG2_ID_SUBHR
- AG2_ID_WEEK
- AG2_ID_QRTR
- AG2_ID_YEAR
- AG2_AGENT_GRP_SUBHR
- AG2_AGENT_GRP_WEEK
- AG2_AGENT_GRP_QRTR
- AG2_AGENT_GRP_YEAR
- AG2_QUEUE_SUBHR
- AG2_QUEUE_WEEK
- AG2_QUEUE_QRTR
- AG2_QUEUE_YEAR
- AG2_AGENT_QUEUE_SUBHR
- AG2_AGENT_QUEUE_WEEK
- AG2_AGENT_QUEUE_QRTR
- AG2_AGENT_QUEUE_YEAR
- AG2_QUEUE_GRP_SUBHR
- AG2_QUEUE_GRP_WEEK
- AG2_QUEUE_GRP_QRTR
- AG2_QUEUE_GRP_YEAR
- AG2_CAMPAGN_SUBHR
- AG2_CAMPAGN_WEEK
- AG2_CAMPAGN_QRTR
- AG2_CAMPAGN_YEAR
- AG2_QUEUE_ABN_SUBHR
- AG2_QUEUE_ABN_WEEK
- AG2_QUEUE_ABN_QRTR
- AG2_QUEUE_ABN_YEAR
- AG2_I_AGENT_WEEK
- AG2_I_AGENT_QRTR
- AG2_I_AGENT_YEAR
- AG2_QUEUE_ACC_AGENT_SUBHR
- AG2_QUEUE_ACC_AGENT_WEEK
- AG2_QUEUE_ACC_AGENT_QRTR
- AG2_QUEUE_ACC_AGENT_YEAR
- AG2_I_SESS_STATE_WEEK
- AG2_I_SESS_STATE_QRTR
- AG2_I_SESS_STATE_YEAR

Supplements

Related Documentation Resources

Reporting and Analytics Aggregates

- *Reporting and Analytics Aggregates 8.0 Deployment Guide*
- *Reporting and Analytics Aggregates 8.0 User's Guide*

Genesys Info Mart

- *Genesys Info Mart 8.0 Reference Manual* for your RDBMS.

Genesys

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Master Glossary*, which ships on the Genesys Documentation Library DVD, and which provides a list of Genesys and computer-telephony integration (CTI) terms and acronyms.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*
- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system-level documents by release tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80ii_ref-raa_03-2011_v8.0.101.00

You will need this number when you are talking with Genesys Technical Support about this document.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.