**CALL\_LOG\_DETAIL:**

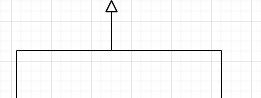
CALL\_ID, AGENT\_ID, CONTACT\_ID TIMESTAMP1,CALL\_TYPE,CALLS,CAMPAIGN,CAMPAIGN\_TYPE, SKILL, VNSNY\_SKILLNAME,ANI,DNIS,DISPOSITION,DISPOSITION\_GROUP\_A, DISPOSITION\_GROUP\_B, DISPOSITION\_GROUP\_C, DISPOSITION\_PATH, CALL\_TIME,DIAL\_TIME,RING\_TIME, HANDLE\_TIME,TALK\_TIME,HOLD\_TIME,AFTER\_CALL\_WORK\_TIME, CALL\_SURVEY\_RESULT,SPEED\_OF\_ANSWER,BILL\_TIME\_ROUNDED, CONFERENCE\_TIME, CONFERENCES, CONSULT\_TIME, COST, HOLDS, IVR\_COST, IVR\_RATE, IVR\_TIME, MANUAL\_TIME, PARK\_TIME, PARKS, ABANDON\_RATE, ABANDONED,RECORDINGS,CALLS\_COMPLETED\_IN\_IVR, CALLS\_TIMED\_OUT\_IN\_IVR,LIST\_NAME, LIVE\_CONNECT, NO\_PARTY\_CONTACT,NOTES,TALK\_TIME\_LESS\_HOLD\_AND\_PARK, TIME\_TO\_ABANDON, TOTAL\_QUEUE\_TIME, TRANSFERS, SESSION\_ID,VIDEO\_TIME, VOICEMAILS, VOICEMAILS\_DECLINED, VOICEMAILS\_DELETED, VOICEMAILS\_HANDLE\_TIME, VOICEMAILS\_HANDLED, VOICEMAILS\_RETURNED\_CALL, VOICEMAILS\_TRANSFERRED , CONTACTED,CONTACT\_ID,CONTACT\_CREATE\_TIMESTAMP,CONTACT\_MODIFIED\_TIMESTAMP

**CALL\_SEGMENT:**

CALL\_ID, CALL\_SEGMENT\_ID,CALLING\_PARTY,CALLED\_PARTY,RESULT,SEGMENT\_TIME,SEGMENT\_TYPE

**CONTACT\_LIST:**

CONTACT\_ID,CONTACT\_RECORDS,EMAIL,FIRST\_NAME,LAST\_NAME,NUMBER1, NUMBER2, NUMBER3, STATE, STREET, ZIP



**Campaign\_skill:**

Campaign\_type, campaign, skill, leader, LOB

**AGENT\_LOGIN**

AGENT\_ID,

DATE1,TIMESTAMP1,LOGIN\_TIMESTAMP,LOGOUT\_TIMESTAMP, AGENT\_STATES,STATE,AGENT\_STATE\_TIME, REASON\_CODE,SKILL\_AVAILABILITY,LOGIN\_TIME,LOGOUT\_TIME,MANUAL\_TIME,NOT\_READY\_TIME,ON\_ACW\_TIME,ON\_CALL\_TIME,ON\_VOICEMAIL\_TIME,PAID\_TIME,READY\_TIME,RINGING\_TIME,AVAILABLE\_FOR\_ALL, AVAILABLE\_FOR\_CALLS, AVAILABLE\_FOR\_VM, MEDIA\_AVAILABILITY, UNAVAILABLE\_FOR\_CALLS, UNAVAILABLE\_FOR\_VM, UNPAID\_TIME,VIDEO\_TIME,VM\_IN\_PROGRESS\_TIME,WAIT\_TIME, AGENT\_DISCONNECTS\_FIRST

**DIM\_AGENT**

AGENT\_ID,

|  |
| --- |
| STAFF\_ID, |
| FIRST\_NAME, |
| LAST\_NAME, |
| STAFF\_STATUS, |
| STAFF\_TYPE, |
| EMPLOYEE\_TYPE, |
| COMPANY, |
| COMPANY\_ID, |
| COST\_CENTER, |
| COST\_CENTER\_ID, |
| JOB\_TITLE, |
| JOB\_FAMILY, |
| REGION, |
| MANAGER\_ID, |
| STAFFS\_MANAGER, |
| MANAGER\_FIRST\_NAME, |
| MANAGER\_LAST\_NAME, |
| AGENT\_FIRST\_NAME, |
| AGENT\_LAST\_NAME, |
|  |
| AGENT\_START\_DATE, |