

AGENT_SV		
P	* AGENT_WFM_ID	INTEGER
	* EMPLOYEE_ID	NVARCHAR (256)
	FIRST_NAME	NVARCHAR (256)
	LAST_NAME	NVARCHAR (256)
	* IS_TEST_AGENT_ID	CHAR (1)
	ACCRUAL_DATE	DATE
	SENIORITY_DATE	DATE
	SENIORITY_EXTENSION	SMALLINT
	ALTERNATE_SENIORITY_DATE	DATE
	ALTERNATE_SENIORITY_EXTENSION	SMALLINT
	* START_DATE	DATE
	WORK_DAYS_PER_WEEK	SMALLINT
	CURRENT_EMPLOYMENT_STATUS	NVARCHAR (255)
	CURRENT_LANGUAGE_1	NVARCHAR (255)
	CURRENT_LANGUAGE_2	NVARCHAR (255)
	CURRENT_LOCATION	NVARCHAR (255)
	CURRENT_AGENT_MANAGEMENT_UNIT_NAME	NVARCHAR (64)
	CURRENT_ROLE	NVARCHAR (255)
	CURRENT_SITE	NVARCHAR (255)
P	* CURRENT_TEAM_SET_NAME	NVARCHAR (255)
	CURRENT_TEAM	NVARCHAR (255)
	CURRENT_TENURE_STATUS	NVARCHAR (255)
	CURRENT_WORK_STATUS	NVARCHAR (255)
AGENT_SV_PK (AGENT_WFM_ID, CURRENT_TEAM_SET_NAME)		

AGENT_EMPLOYMENT_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_EMPLOYMENT_STATUS	NVARCHAR (255)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_EMPLOYMENT_SV_PK (START_DATE, AGENT_WFM_ID)		

AGENT_LANGUAGE_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_LANGUAGE	NVARCHAR (255)
	* AGENT_LANGUAGE_ORDER	INTEGER
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_LANGUAGE_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_LOCATION_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_LOCATION_NAME	NVARCHAR (255)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_LOCATION_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_MANAGEMENT_UNIT_SV		
P	* AGENT_WFM_ID	INTEGER
	* MANAGEMENT_UNIT_NAME	NVARCHAR (64)
	* MANAGEMENT_UNIT_ID	INTEGER
	MANAGEMENT_UNIT_TIME_ZONE	NVARCHAR (34)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_MANAGEMENT_UNIT_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_ROLE_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_ROLE_NAME	NVARCHAR (255)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_ROLE_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_SITE_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_SITE_NAME	NVARCHAR (255)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_SITE_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_TENURE_STATUS_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_TENURE_STATUS	NVARCHAR (10)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_TENURE_STATUS_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_WORK_STATUS_SV		
P	* AGENT_WFM_ID	INTEGER
	* AGENT_WORK_STATUS	NVARCHAR (255)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_WORK_STATUS_SV_PK (AGENT_WFM_ID, START_DATE)		

AGENT_TEAM_SV		
P	* AGENT_WFM_ID	INTEGER
P	* TEAM_SET_NAME	NVARCHAR (255)
	* TEAM_NAME	NVARCHAR (256)
P	* START_DATE	DATE
	END_DATE	DATE
AGENT_TEAM_SV_PK (AGENT_WFM_ID, TEAM_SET_NAME, START_DATE)		

AGENT_ACD_LOGON_SV		
P	* AGENT_WFM_ID	INTEGER
P	* AGENT_LOGON_ID	NVARCHAR (256)
	LOGIN_TYPE	NVARCHAR (9)
P	* ACD_NAME	NVARCHAR (64)
	* ACD_PRIORITY	SMALLINT
P	* ACD_ASSIGN_START_DATE	DATE
	ACD_ASSIGN_END_DATE	DATE
AGENT_ACD_LOGON_SV_PK (AGENT_WFM_ID, AGENT_LOGON_ID, ACD_NAME, ACD_ASSIGN_START_DATE)		

AGENT_TIMEOFF_SV		
P	* AGENT_WFM_ID	INTEGER
	* TIMEOFF_TYPE	NCHAR (1)
P	* TIMEOFF_TYPE_DETAIL	NVARCHAR (64)
	* TIMEOFF_PAY_TYPE	NCHAR (1)
P	* TIMEOFF_START_UTC_DATETIME	DATETIME
	* TIMEOFF_END_UTC_DATETIME	DATETIME
	* TIMEOFF_START_MU_DATETIME	DATETIME
	* TIMEOFF_END_MU_DATETIME	DATETIME
	* MANAGEMENT_UNIT_TIME_ZONE_NAME	NVARCHAR (34)
P	* TIMEOFF_REQUEST_UTC_DATETIME	DATETIME
	* TIMEOFF_REQUEST_MU_DATETIME	DATETIME
AGENT_TIMEOFF_SV_PK (AGENT_WFM_ID, TIMEOFF_TYPE_DETAIL, TIMEOFF_START_UTC_DATETIME, TIMEOFF_REQUEST_UTC_DATETIME)		

ACD_SV		
P	* ACD_NAME	NVARCHAR (64)
	* ACD_TIME_ZONE_NAME	NVARCHAR (34)
ACD_SV_PK (ACD_NAME)		

ENTERPRISE_GROUP_SV		
P	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
	* EG_TIME_ZONE_NAME	NVARCHAR (34)
	AMP_PROJECT_NAME	VARCHAR (50)
	AMP_PROGRAM_NAME	VARCHAR (50)
	AMP_GEOGRAPHY_NAME	VARCHAR (250)
	NICE_WFM_START_DATE	DATE
	NICE_WFM_END_DATE	DATE
ENTERPRISE_GROUP_SV_PK (ENTERPRISE_GROUP_NAME)		

MANAGEMENT_UNIT_SET_SV		
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
P	* MANAGEMENT_UNIT_SET_NAME	NVARCHAR (64)
P	* MANAGEMENT_UNIT_NAME	NVARCHAR (64)
	* MANAGEMENT_UNIT_ID	INTEGER
	* MANAGEMENT_UNIT_TIME_ZONE_NAME	NVARCHAR (34)
MANAGEMENT_UNIT_SET_PK (MANAGEMENT_UNIT_SET_NAME, MANAGEMENT_UNIT_NAME)		

CONTACT_TYPE_SET_SV		
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
P	* CONTACT_TYPE_SET_NAME	NVARCHAR (64)
P	* CONTACT_TYPE_NAME	NVARCHAR (64)
	* CONTACT_TYPE_TIME_ZONE_NAME	NVARCHAR (34)
P	* QUEUE_NAME	NVARCHAR (64)
CONTACT_TYPE_SET_SV_PK (CONTACT_TYPE_SET_NAME, CONTACT_TYPE_NAME, QUEUE_NAME)		

MU_DAYS_OF_OPERATION_SV		
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
P	* MANAGEMENT_UNIT_NAME	NVARCHAR (64)
P	* MANAGEMENT_UNIT_DATE	DATE
	* IS_DAY_OF_OPERATION	VARCHAR (1)
	* IS_HOLIDAY	VARCHAR (1)
	* IS_OFFICE_CLOSURE	VARCHAR (1)
	OPEN_START_MU_DATETIME	DATETIME
	OPEN_END_MU_DATETIME	DATETIME
MU_DAYS_OF_OPERATION_PK (MANAGEMENT_UNIT_NAME, MANAGEMENT_UNIT_DATE)		

CONTACT_TYPE_FORECAST_SV		
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
P	* CONTACT_TYPE_NAME	NVARCHAR (64)
	* FORECAST_GEN_UTC_DATETIME	DATETIME
P	* UTC_DATETIME	DATETIME
	* CONTACT_TYPE_DATE	DATE
	* CONTACT_TYPE_DATETIME	DATETIME
	* CONTACT_TYPE_TIME_ZONE_NAME	NVARCHAR (34)
	FORECAST_AVG_HANDLE_TIME_SEC	FLOAT
	FORECAST_STAFF_AVAILABILITY	NUMERIC (12,6)
	FORECAST_CONTACTS	NUMERIC (12,2)
	FORECAST_CONTACTS_TO_BE_HANDLED	NUMERIC (12,2)
	FORECAST_STAFF_NEED_SL_GOAL	NUMERIC (8,2)
	FORECAST_ADJ_FACTOR_SL_GOAL	NUMERIC (7,6)
	FORECAST_STAFF_NEED_ASA_GOAL	NUMERIC (8,2)
	FORECAST_ADJ_FACTOR_ASA_GOAL	NUMERIC (7,6)
	FORECAST_STAFF_NEED_MAX_OCC	NUMERIC (8,2)
	SERVICE_LEVEL_PERCENTAGE	NUMERIC (5,2)
	SERVICE_LEVEL_SEC	INTEGER
CONTACT_TYPE_FORECAST_SV_PK (CONTACT_TYPE_NAME, UTC_DATETIME)		

AGENT_ADHERENCE_SV		
P	* AGENT_WFM_ID	INTEGER
P	* ACD_ID	INTEGER
P	* AGENT_LOGON_ID	VARCHAR (40)
	* AGENT_FULL_NAME	VARCHAR (256)
	* EXTERNAL_ID	VARCHAR (50)
	* MANAGEMENT_UNIT_ID	INTEGER
	* MANAGEMENT_UNIT_NAME	VARCHAR (64)
	* MANAGEMENT_UNIT_TIME_ZONE_NAME	NVARCHAR (34)
	* INT_START_DATE	DATE
P	* INTERVAL_START_DT	DATETIME
	* INTERVAL_DURATION	DECIMAL (18,3)
	* SCHEDULED_ACTIVITY_NAME	VARCHAR (64)
	* SCHEDULED_ACTIVITY_DURATION	DECIMAL (18,3)
	* IN_ADHERENCE_DURATION	DECIMAL (18,3)
	* OUT_ADHERENCE_DURATION	DECIMAL (18,3)
AGENT_ADHERENCE_SV_PK (AGENT_WFM_ID, AGENT_LOGON_ID, ACD_ID, INTERVAL_START_DT)		

D_DATE_SV	
* D_DATE	DATE

D_HOUR_SV	
* D_HOUR	BIGINT

D_MINUTE_SV	
* D_MINUTE	BIGINT

AGENT_ACTIVITY_SV		
P	* AGENT_WFM_ID	INTEGER
P	* AGENT_LOGON_ID	NVARCHAR (256)
P	* ACD_NAME	NVARCHAR (64)
	* MANAGEMENT_UNIT_NAME	VARCHAR (64)
P	* START_UTC_DATETIME	DATETIME
	* END_UTC_DATETIME	DATETIME
	* ACTIVITY_DURATION_SEC	INTEGER
	* START_MU_DATE	DATE
	* START_MU_DATETIME	DATETIME
	* END_MU_DATETIME	DATETIME
	* MANAGEMENT_UNIT_TIME_ZONE_NAME	NVARCHAR (34)
	* ACTIVITY_NAME	NVARCHAR (64)
	* IS_OVERTIME_ACTIVITY	NVARCHAR (1)
	* IS_PAID_ACTIVITY	NVARCHAR (1)
AGENT_ACTIVITY_SV_PK (AGENT_WFM_ID, AGENT_LOGON_ID, ACD_NAME, START_UTC_DATETIME)		

AGENT_CONTACT_SV		
P	* AGENT_WFM_ID	INTEGER
P	* AGENT_LOGON_ID	NVARCHAR (256)
P	* ACD_NAME	NVARCHAR (64)
P	* UTC_DATETIME	DATETIME
	* ACD_DATE	DATE
	* ACD_DATETIME	DATETIME
	* ACD_TIME_ZONE_NAME	NVARCHAR (34)
	* AGENT_TO_AGENT_CONTACT	INTEGER
	* AGENT_TO_AGENT_HANDLE_TIME_SEC	INTEGER
	* AGENT_LOGIN_TIME_SEC	INTEGER
	* AGENT_NOT_READY_TIME_SEC	INTEGER
	* AGENT_OUTBOUND_CONTACT	INTEGER
	* AGENT_OUTBOUND_HANDLE_TIME_SEC	INTEGER
	* AGENT_READY_TIME_SEC	INTEGER
AGENT_CONTACT_SV_PK (AGENT_WFM_ID, AGENT_LOGON_ID, ACD_NAME, UTC_DATETIME)		

AGENT_QUEUE_CONTACT_SV		
P	* AGENT_WFM_ID	INTEGER
P	* AGENT_LOGON_ID	NVARCHAR (256)
P	* ACD_NAME	NVARCHAR (64)
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
	* CONTACT_TYPE_NAME	NVARCHAR (64)
P	* QUEUE_NAME	NVARCHAR (64)
P	* UTC_DATETIME	DATETIME
	* CONTACT_TYPE_DATE	DATE
	* CONTACT_TYPE_DATETIME	DATETIME
	* CONTACT_TYPE_TIME_ZONE_NAME	NVARCHAR (34)
	* AGENT_CONTACTS_HANDLED	INTEGER
	* AGENT_TALK_TIME_SEC	INTEGER
	* AGENT_HOLD_TIME_SEC	INTEGER
	* AGENT_WRAP_TIME_SEC	INTEGER
AGENT_QUEUE_CONTACT_SV_PK (AGENT_WFM_ID, AGENT_LOGON_ID, ACD_NAME, QUEUE_NAME, UTC_DATETIME)		

AGENT_SCHEDULE_SV		
P	* AGENT_WFM_ID	INTEGER
	* MANAGEMENT_UNIT_NAME	VARCHAR (64)
	* IS_CURRENT_SCHEDULE	VARCHAR (1)
P	* SCHEDULE_START_UTC_DATETIME	DATETIME
	* SCHEDULE_END_UTC_DATETIME	DATETIME
	* MANAGEMENT_UNIT_DATE	DATE
	* SCHEDULE_START_MU_DATETIME	DATETIME
	* SCHEDULE_END_MU_DATETIME	DATETIME
	* MANAGEMENT_UNIT_TIME_ZONE_NAME	NVARCHAR (34)
P	* ABSENTEEISM_START_UTC_DATETIME	DATETIME
	ABSENTEEISM_END_UTC_DATETIME	DATETIME
	ABSENTEEISM_START_MU_DATETIME	DATETIME
	ABSENTEEISM_END_MU_DATETIME	DATETIME
	ABSENTEEISM_TYPE	NVARCHAR (64)
	* AGENT_DATE_ACTIVITY_RANK	BIGINT
	IS_PAID_ACTIVITY	VARCHAR (1)
	* PROCESS_USED_TO_GENERATE	NVARCHAR (41)
	* DAILY_SCHEDULE_RULE_NAME	NVARCHAR (64)
P	* CREATED_UTC_DATETIME	DATETIME
	* LAST_MODIFIED_UTC_DATETIME	DATETIME
	* CREATED_MU_DATETIME	DATETIME
	* LAST_MODIFIED_MU_DATETIME	DATETIME
AGENT_SCHEDULE_SV_PK (AGENT_WFM_ID, SCHEDULE_START_UTC_DATETIME, CREATED_UTC_DATETIME, ABSENTEEISM_START_UTC_DATETIME)		

QUEUE_CONTACT_SV		
	* ENTERPRISE_GROUP_NAME	NVARCHAR (64)
P	* CONTACT_TYPE_NAME	NVARCHAR (64)
P	* QUEUE_NAME	NVARCHAR (64)
P	* ACD_NAME	NVARCHAR (64)
P	* UTC_DATETIME	DATETIME
	* CONTACT_TYPE_DATE	DATE
	* CONTACT_TYPE_DATETIME	DATETIME
	* CONTACT_TYPE_TIME_ZONE_NAME	NVARCHAR (34)
	* LOGIN_TIME_SEC	INTEGER
	* NOT_READY_TIME_SEC	INTEGER
	* HOLD_TIME_SEC	INTEGER
	* READY_TIME_SEC	INTEGER
	* QUEUE_TIME_BEFORE_ANSWER_SEC	INTEGER
	* TALK_TIME_SEC	INTEGER
	* OUTGOING_MANUAL_DIAL_TIME_SEC	INTEGER
	* AFTER_WORK_TIME_SEC	INTEGER
	* CALLS_CREATED	INTEGER
	* CALLS_ABANDON_BEFORE_THRESHOLD	INTEGER
	* CALLS_ABANDON_AFTER_THRESHOLD	INTEGER
	* CALLS_HANDLED_BEFORE_THRESHOLD	INTEGER
	* CALLS_HANDLED_AFTER_THRESHOLD	INTEGER
	* OUTGOING_CALLS_ATTEMPTED	INTEGER
QUEUE_CONTACT_SV_PK (CONTACT_TYPE_NAME, QUEUE_NAME, ACD_NAME, UTC_DATETIME)		