**MAXDAT Data Validations**

**Run below queries to verify if the data in fact tables is upto date in appropriate database schema.**

1. Intervals returned on below query indicate the missing intervals in cc\_f\_actuals\_queue\_interval in the past 1 day

**SELECT**

interval\_start\_date

,AM\_PM

,interval\_end\_date

**FROM** CC\_D\_INTERVAL i

**WHERE** d\_interval\_id not in (SELECT d\_interval\_id FROM CC\_F\_ACTUALS\_QUEUE\_INTERVAL)

and INTERVAL\_START\_DATE between sysdate - 1 and sysdate - 45/1440

**ORDER BY** interval\_start\_date desc

1. Intervals returned on below query indicate the missing intervals in cc\_f\_acd\_queue\_interval in the past 1 day

**SELECT**

interval\_start\_date

,AM\_PM

,interval\_end\_date

**FROM** CC\_D\_INTERVAL i

**WHERE** d\_interval\_id not in (SELECT d\_interval\_id FROM CC\_F\_ACD\_QUEUE\_INTERVAL)

and INTERVAL\_START\_DATE between sysdate - 1 and sysdate - 45/1440

**ORDER BY** interval\_start\_date desc

1. Intervals returned on below query indicate the missing intervals in cc\_f\_agent\_rtg\_grp\_interval in the past 1 day. This validation is applicable only for Cisco projects and NOT Avaya projects

**SELECT**

interval\_start\_date

,AM\_PM

,interval\_end\_date

**FROM** CC\_D\_INTERVAL i

**WHERE** d\_interval\_id not in (SELECT d\_interval\_id FROM CC\_F\_AGENT\_RTG\_GRP\_INTERVAL)

and INTERVAL\_START\_DATE between sysdate - 1 and sysdate - 45/1440

**ORDER BY** interval\_start\_date desc

1. Dates returned on below query indicate the missing dates in cc\_f\_agent\_by\_date in the past 10 days. Please NOTE that agent data might sometimes be missing on Sundays/Holidays

**SELECT**

d.d\_date

**FROM** CC\_D\_DATES d

**WHERE** d\_date\_id not in (SELECT d\_date\_id FROM CC\_F\_AGENT\_BY\_DATE)

and D\_DATE between trunc(sysdate) - 10 and trunc(sysdate) - 1

**ORDER BY** d.d\_date desc