## Purpose

The purpose of this document is to identify the data sources for the CC\_S\_ACD\_AGENT\_ACTIVITY staging table.

## Description

The table below contains assumptions source tables and columns from the ACD interval tables used to populate the CC\_S\_ACD\_AGENT\_ACTIVITY staging table. Its source table is the Agent\_Skill\_Group\_Interval table in the Cisco HDS database.

The Column Name and Description columns were extracted from the Project Contact Center Agent Efficiency Staging Report v1.docx document which describes the requisite data fields. If a candidate field has been identified, it will be indicated in brackets in the Notes column. If a candidate field has not been identified, the Notes column will contain “Not Identified”. Sequence indicates that the field is auto-generated. ETL indicates that the field will be calculated as a part of the ETL process.

## Summary

All fields have a data source defined.

## Details

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_AGENT\_ACTIVITY\_ID | Surrogate key | Sequence |
| 2 | AGENT\_CALLS\_DT | Date the external or internal calls took place | Agent\_Skill\_Group\_Interval.DateTime |
| 3 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT | Agent\_Skill\_Group\_Interval.SkillTargetID |
| 4 | LOGIN\_SECONDS | The total number of seconds that the agent was logged into the system for the day. This should equal the last logout - first login. | Agent\_Skill\_Group\_Interval.LoggedOnTime |
| 5 | EXTERNAL\_SECONDS | The duration of all calls with a party outside of the contact center.  External time is a component of logged in time. | Agent\_Skill\_Group\_Interval. TalkOutTime |
| 6 | INTERNAL\_SECONDS | The duration of all calls with a party inside of the contact center.  Internal time is a component of logged in time. | Agent\_Skill\_Group\_Interval TalkOtherTime |
| 7 | IDLE\_SECONDS | The duration of time an agent was in a not active state and ready to take calls.  Idle time is a component of logged in time. | Agent\_Skill\_Group\_Interval.AvailTime |
| 8 | NOT\_READY\_SECONDS | The duration of time an agent was in a not ready state and unavailable to handle calls.  Not ready time is a component of logged in time. | Agent\_Skill\_Group\_Interval.NotReadyTime |
| 9 | ACD\_TALK\_SECONDS | The duration an agent spent talking on inbound ACD calls (neither internal nor outbound).  ACD talk time is a component of logged in time. | Agent\_Skill\_Group\_Interval. TalkInTime |
| 10 | HOLD\_SECONDS | The duration calls to the agent were on hold. Hold time is counted only while the agent is doing no other call-related activity.  Hold time is a component of logged in time. | Agent\_Skill\_Group\_Interval. HoldTime |
| 11 | AFTER\_CALL\_WORK\_SECONDS | Total seconds spent completing transactions after the customers have been released or disconnected. Time spent after a customer call or chat until the agent state changes places them in idle or ready.  After call work time is a component of logged in time. | Agent\_Skill\_Group\_Interval. WorkNotReadyTime + ASGIS.WorkReadyTime |
| 12 | TALK\_RESERVE\_SECONDS | The duration of time an agent spent talking while handling reservation calls.  Talk reserve time is a component of logged in time. | Agent\_Skill\_Group\_Interval. TalkReserveTime |
| 13 | RING\_SECONDS | The duration an agent was in a reserved state, ie. their phone was ringing.  The TalkReserveTime field was identified by Darrin as the field that captures RingTime. From Cisco: How long an agent is in Reserved state.  Ring time is a component of logged in time. | Agent\_Skill\_Group\_Interval. ReservedStateTime |
| 14 | PREDICTIVE\_TALK\_SECONDS | The duration an agent spent talking on AutoOut/Predictive calls during the reporting interval.  Predictive talk time is a component of logged in time. | Agent\_Skill\_Group\_Interval. TalkAutoOutTime |
| 15 | PREVIEW\_TALK\_SECONDS | The duration an agent spent talking on outbound Preview calls during the reporting interval.  Preview talk time is a component of logged in time. | Agent\_Skill\_Group\_Interval. TalkPreviewTime |
| 16 | ACD\_CALLS\_COUNT | The number of inbound ACD calls that have been answered and have completed wrap-up by agents in the skill group during the reporting interval. | Agent\_Skill\_Group\_Interval. CallsHandled |
| 17 | EXTERNAL\_CALLS\_COUNT | The number of calls with a party outside of the contact center. | Agent\_Skill\_Group\_Interval. AgentOutCalls |
| 18 | INTERNAL\_CALLS\_COUNT | The number of calls with a party inside of the contact center. | Agent\_Skill\_Group\_Interval. InternalCalls |
| 19 | PREDICTIVE\_CALLS\_COUNT | The total number of AutoOut (predictive) calls made by an agent. | Agent\_Skill\_Group\_Interval. AutoOutCalls |
| 20 | PREVIEW\_CALLS\_COUNT | Total number of outbound Preview calls made by an agent. | Agent\_Skill\_Group\_Interval. PreviewCalls |
| 21 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. | ETL |
| 22 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. | ETL |
| 23 | LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. | ETL |