## Purpose

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

## Description

The table below contains assumptions source tables and columns from the Blue Pumpkin tables used to populate the CC-S\_WORK\_DAY staging table. The Column Name and Description columns were extracted from the ProjectContactCenterProductionPlanningActualsStaging\_v1.2.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

## Details

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_ABSENCE\_ID | Surrogate key |  |
| 2 | ABSENCE\_DATE | Date the absence took place |  |
| 3 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 4 | ABSENCE\_TYPE | Type of absence occurrence, e.g., PTO, FMLA, tardy, unplanned full day, etc |  |
| 5 | ABSENCE\_MINUTES | The total time in minutes of the agent's absence. This will equal the ABSENCE\_END\_TIME - ABSENCE\_START\_TIME. |  |
| 6 | ABSENCE\_START\_TIME | Date and Time of the beginning of the agent's absence. If any agent is absent for a full day, then this would be the start of the agent's scheduled shift time. |  |
| 7 | ABSENCE\_END\_TIME | Date and Time of the end of the agent's absence. If any agent is absent for a full day, then this would be the end of the agent's scheduled shift time. |  |
| 8 | IS\_PLANNED\_FLAG | This field indicates whether or not the absence was expected ahead of time. A planned absence is an absence for which the agent has submitted and had approved a time off request. An unplanned absence would be tardiness or a no-show at work. |  |
| 9 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |