## 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\_WORK\_DAY\_ID | Surrogate key. | Sequence |
| 2 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT | ETL |
| 3 | WORK\_DATE | The date for which agent workday information is being recorded. | ACTUALEVENTTIMELINE.TIMERECORDSTARTTIME |
| 4 | FIRST\_LOGIN | The date and time of the agent's initial login to the WFM. | ACTUALEVENTTIMELINE.TIMERECORDSTARTTIME |
| 5 | LAST\_LOGOUT | The date and time of the agent's initial login to the WFM. | ACTUALEVENTTIMELINE.TIMERECORDENDTIME |
| 6 | SCHEDULED\_SHIFT\_MINUTES | The duration of time in minutes that the agent is expected to work for a given day. | SHIFT.SHIFTLENGTH |
| 7 | ACTUAL\_SHIFT\_MINUTES | The duration of time in minutes that an agent actually worked on a given day. | ACTUALEVENTTIMELINE.TIMERECORDENDTIME- ACTUALEVENTTIMELINE.TIMERECORDSTARTTIME |
| 8 | ACTUAL\_OVERTIME\_MINUTES | The duration that an agent worked beyond normal workings hours for a given day. | ACTUALEVENTTIMELINE.TIMERECORDENDTIME- ACTUALEVENTTIMELINE.TIMERECORDSTARTTIME - SHIFT.SHIFTLENGTH |
| 9 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. | ETL |
| 10 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. | ETL |
| 11 | LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. | ETL |