**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center Production Planning |
| **Version Date** | 11.06.2013 10:27:02 |
| **Version Comment** |  |
| **Model Name** | Staging |

|  |  |
| --- | --- |
| **Table Name** | FLAT\_FILE\_PROJECT\_CONFIG |
| **Functional Name** | STG\_PROJECT\_SITE\_CONFIG |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | FLAT\_FILE\_PROJECT\_CONFIG is a representation of the fields required in the ETL project configuration file. These values will be supplied via a CSV file that can be configured per project deployment. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 8 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | PROJECT\_NAME |  |  |  |  | DOM |  |  |  |  |
| 2 | PROGRAM\_NAME |  |  |  |  | DOM |  |  |  |  |
| 3 | SITE\_NAME |  |  |  |  | DOM |  |  |  |  |
| 4 | REGION\_NAME |  |  |  |  | DOM |  |  |  |  |
| 5 | STATE\_NAME |  |  |  |  | DOM |  |  |  |  |
| 6 | PROVINCE\_NAME |  |  |  |  | DOM |  |  |  |  |
| 7 | DISTRICT\_NAME |  |  |  |  | DOM |  |  |  |  |
| 8 | COUNTRY\_NAME |  |  |  |  | DOM |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_PROJECT\_SITE\_CONFIG\_\_UN | UK |  |  |  | PROJECT\_NAME | ASC |
|  |  |  |  |  | PROGRAM\_NAME | ASC |
|  |  |  |  |  | SITE\_NAME | ASC |

|  |  |
| --- | --- |
| **Table Name** | STG\_ACD\_INTERVAL |
| **Functional Name** | STG\_ACD\_INTERVAL |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_ACD\_INTERVAL is the staging table for interval data originating in the Automatic Call Distributor (ACD). This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals are constrained via a foreign key relationship to STG\_INTERVAL which specifies intervals in the accepted interval increments.  The default data sources for this data are the ACD interval tables. In the event that certain data elements are not available in the interval tables, is is optional that the ACD call detail tables may be used as an intermediary and transformed into STG\_ACD\_INTERVAL. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 71 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_ACD\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | STG\_CONTACT\_QUEUE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | STG\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | CONTACTS\_CREATED\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 9 | CONTACTS\_OFFERED |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 10 | CONTACTS\_HANDLED |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 11 | CONTACTS\_ABANDONED |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 12 | MIN\_HANDLE\_TIME |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 13 | MAX\_HANDLE\_TIME |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 14 | MEAN\_HANDLE\_TIME |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 15 | MEDIAN\_HANDLE\_TIME |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 16 | STDDEV\_HANDLE\_TIME |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 17 | MIN\_SPEED\_TO\_HANDLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 18 | MAX\_SPEED\_TO\_HANDLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 19 | MEAN\_SPEED\_TO\_HANDLE |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 20 | MEDIAN\_SPEED\_TO\_HANDLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 21 | STDDEV\_SPEED\_TO\_HANDLE |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 22 | MIN\_SPEED\_OF\_ANSWER |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 23 | MAX\_SPEED\_OF\_ANSWER |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 24 | MEAN\_SPEED\_OF\_ANSWER |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 25 | MEDIAN\_SPEED\_OF\_ANSWER |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 26 | STDDEV\_SPEED\_OF\_ANSWER |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_1 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_2 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_3 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_4 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_5 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_6 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_7 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_8 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 35 | SPEED\_OF\_ANSWER\_PERIOD\_9 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 36 | SPEED\_OF\_ANSWER\_PERIOD\_10 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 37 | STG\_INTERVAL\_PERIOD\_ANSWERED |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 38 | CALLS\_ABANDONED\_PERIOD\_1 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_2 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_3 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_4 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_5 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_6 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_7 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 45 | CALLS\_ABANDONED\_PERIOD\_8 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 46 | CALLS\_ABANDONED\_PERIOD\_9 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 47 | CALLS\_ABANDONED\_PERIOD\_10 |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 48 | STG\_INTERVAL\_PERIOD\_ABANDONED |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 49 | LABOR\_MINUTES\_TOTAL |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 50 | LABOR\_MINUTES\_WAITING |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 51 | HEADCOUNT\_AVAILABLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 52 | CONTACT\_INVENTORY |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 53 | CONTACT\_INVENTORY\_JEOPARDY |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 54 | MIN\_CONTACT\_INVENTORY\_AGE |  |  |  | NUMERIC (8) | LT |  |  |  |  |
| 55 | MAX\_CONTACT\_INVENTORY\_AGE |  |  |  | NUMERIC (8) | LT |  |  |  |  |
| 56 | MEAN\_CONTACT\_INVENTORY\_AGE |  |  |  | NUMERIC (10,2) | LT |  |  |  |  |
| 57 | MEDIAN\_CONTACT\_INVENTORY\_AGE |  |  |  | NUMERIC (8) | LT |  |  |  |  |
| 58 | STDDEV\_CONTACT\_INVENTORY\_AGE |  |  |  | NUMERIC (10,2) | LT |  |  |  |  |
| 59 | CONTACTS\_TRANSFERRED\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 60 | OUTFLOW\_CONTACTS\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 61 | ANSWER\_WAIT\_TIME\_TOTAL |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 62 | ABANDON\_TIME\_TOTAL |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 63 | TALK\_TIME\_TOTAL |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 64 | AFTER\_CALL\_WORK\_TIME\_TOTAL |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 65 | SERVICE\_LEVEL\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 66 | CALLS\_ON\_HOLD\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 67 | HOLD\_TIME\_TOTAL |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 68 | SHORT\_ABANDONS\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 69 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 70 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 71 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_ACD\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | INTERVAL\_DATE | The date on which the interval was recorded in the source system. |  |
| 3 | PROJECT\_NAME | The name of the project which the call metrics in the interval are associated to. |  |
| 4 | PROGRAM\_NAME | The name of the program which the call metrics in the interval are associated to. |  |
| 5 | SITE\_NAME | The name of the site which the calls in the interval are associated to. |  |
| 6 | STG\_CONTACT\_QUEUE\_ID | FK to CONTACT\_QUEUE table. |  |
| 7 | STG\_INTERVAL\_ID | FK to STG\_INTERVAL |  |
| 8 | CONTACTS\_CREATED\_COUNT | The total number of contacts created for this contact queue offered during the interval. If an external IVR is in use at the call center, then the IVR will be the source of truth for contacts created otherwise it will be the ACD. |  |
| 9 | CONTACTS\_OFFERED | The total number of contacts for this contact queue offered during the interval. |  |
| 10 | CONTACTS\_HANDLED | The total number of contacts for this contact queue handled during the interval. |  |
| 11 | CONTACTS\_ABANDONED | The total number of contacts for this contact queue abandoned during the interval. |  |
| 12 | MIN\_HANDLE\_TIME | The minimum handle time in seconds for this queue during the interval. |  |
| 13 | MAX\_HANDLE\_TIME | The maximum handle time in seconds for this queue during the interval. |  |
| 14 | MEAN\_HANDLE\_TIME | The mean handle time in seconds for this queue during the interval. |  |
| 15 | MEDIAN\_HANDLE\_TIME | The median handle time in seconds for this queue during the interval. |  |
| 16 | STDDEV\_HANDLE\_TIME | The standard deviation of the handle time for this queue during the interval. |  |
| 17 | MIN\_SPEED\_TO\_HANDLE | The value in seconds for the contact instance with the lowest speed to handle for the queue during the interval. |  |
| 18 | MAX\_SPEED\_TO\_HANDLE | The value in seconds for the contact instance with the greatest speed to handle for the queue during the interval. |  |
| 19 | MEAN\_SPEED\_TO\_HANDLE | The value in seconds for the mean speed to handle for the queue during the interval. |  |
| 20 | MEDIAN\_SPEED\_TO\_HANDLE | The value in seconds for the median speed to handle for the queue during the interval. |  |
| 21 | STDDEV\_SPEED\_TO\_HANDLE | The value for the standard deviation of the speed to handle for the queue during the interval. |  |
| 22 | MIN\_SPEED\_OF\_ANSWER | The value in seconds for the contact instance with the lowest speed of answer for the queue during the interval. |  |
| 23 | MAX\_SPEED\_OF\_ANSWER | The value in seconds for the contact instance with the greatest speed of answer for the queue during the interval. |  |
| 24 | MEAN\_SPEED\_OF\_ANSWER | The value in seconds for the mean speed of answer for the queue during the interval. |  |
| 25 | MEDIAN\_SPEED\_OF\_ANSWER | The value in seconds for the median speed of answer for the queue during the interval. |  |
| 26 | STDDEV\_SPEED\_OF\_ANSWER | The value for the standard deviation of the speed of answer for the queue during the interval. |  |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_1 | Number of calls answered within interval 1. |  |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_2 | Number of calls answered within interval 2. |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_3 | Number of calls answered within interval 3. |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_4 | Number of calls answered within interval 4. |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_5 | Number of calls answered within interval 5. |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_6 | Number of calls answered within interval 6. |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_7 | Number of calls answered within interval 7. |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_8 | Number of calls answered within interval 8. |  |
| 35 | SPEED\_OF\_ANSWER\_PERIOD\_9 | Number of calls answered within interval 9. |  |
| 36 | SPEED\_OF\_ANSWER\_PERIOD\_10 | Number of calls answered within interval 10. |  |
| 37 | STG\_INTERVAL\_PERIOD\_ANSWERED | FK to STG\_INTERVAL\_PERIOD. This association defines what the period configuration is for SPEED\_OF\_ANSWER\_1 through SPEED\_OF\_ANSWER\_10 |  |
| 38 | CALLS\_ABANDONED\_PERIOD\_1 | Number of calls abandoned within period 1. |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_2 | Number of calls abandoned within period 2. |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_3 | Number of calls abandoned within period 3. |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_4 | Number of calls abandoned within period 4. |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_5 | Number of calls abandoned within period 5. |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_6 | Number of calls abandoned within period 6. |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_7 | Number of calls abandoned within period 7. |  |
| 45 | CALLS\_ABANDONED\_PERIOD\_8 | Number of calls abandoned within period 8. |  |
| 46 | CALLS\_ABANDONED\_PERIOD\_9 | Number of calls abandoned within period 9. |  |
| 47 | CALLS\_ABANDONED\_PERIOD\_10 | Number of calls abandoned within period 10. |  |
| 48 | STG\_INTERVAL\_PERIOD\_ABANDONED | FK to STG\_INTERVAL\_PERIOD. This association defines what the period configuration is for CALLS\_ABANDONED\_PERIOD\_1 through CALLS\_ABANDONED\_PERIOD\_10. |  |
| 49 | LABOR\_MINUTES\_TOTAL | The total number of minutes staff were logged on to the ACD. The default data source for this should be the WFM, but may come from the ACD. |  |
| 50 | LABOR\_MINUTES\_WAITING | The total number of minutes staff were logged on and not handling a call. The default data source for this should be the WFM, but may come from the ACD. |  |
| 51 | HEADCOUNT\_AVAILABLE | The total number of staff logged into the ACD for this queue and interval. Should this be "LOGGED\_ON"? The default data source for this should be the WFM, but may come from the ACD. |  |
| 52 | CONTACT\_INVENTORY | The count of emails not yet addressed. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 53 | CONTACT\_INVENTORY\_JEOPARDY | The count of emails not yet addressed that are in jeopardy of not being addressed within the defined service level. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 54 | MIN\_CONTACT\_INVENTORY\_AGE | The minimum age of the emails in inventory for the contact queue and interval in seconds. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 55 | MAX\_CONTACT\_INVENTORY\_AGE | The maximum age of the emails in inventory for the contact queue and interval in seconds. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 56 | MEAN\_CONTACT\_INVENTORY\_AGE | The mean age of the emails in inventory for the contact queue and interval in seconds. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 57 | MEDIAN\_CONTACT\_INVENTORY\_AGE | The median age of the emails in inventory for the contact queue and interval in seconds. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 58 | STDDEV\_CONTACT\_INVENTORY\_AGE | The standard deviation of the ages of the emails in inventory for the contact queue and interval. This column is applicable only if emails are managed as a queue within the ACD. |  |
| 59 | CONTACTS\_TRANSFERRED\_COUNT | The number of contacts transferred to another agent. |  |
| 60 | OUTFLOW\_CONTACTS\_COUNT | Calls queued out to another skill or app |  |
| 61 | ANSWER\_WAIT\_TIME\_TOTAL | The sum of answer wait time in seconds. |  |
| 62 | ABANDON\_TIME\_TOTAL | The total time in seconds spent by calls of this call type that abandoned |  |
| 63 | TALK\_TIME\_TOTAL | Total talk time in seconds. |  |
| 64 | AFTER\_CALL\_WORK\_TIME\_TOTAL | Total ACW time in seconds. |  |
| 65 | SERVICE\_LEVEL\_COUNT | The # of calls answered in the service level. |  |
| 66 | CALLS\_ON\_HOLD\_COUNT | The # of calls put on hold. |  |
| 67 | HOLD\_TIME\_TOTAL | The total amount of hold time in seconds. |  |
| 68 | SHORT\_ABANDONS\_COUNT | The # of short abandons (if available). |  |
| 69 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 70 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 71 | STG\_LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_CALL\_TYPE\_HALF\_HOURv1\_PK | PK |  |  |  | STG\_ACD\_INTERVAL\_ID | ASC |
| STG\_ACD\_INTERVAL\_\_UN | UK |  |  |  | PROJECT\_NAME | ASC |
|  |  |  |  |  | PROGRAM\_NAME | ASC |
|  |  |  |  |  | SITE\_NAME | ASC |
|  |  |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_ACD\_INTERVAL\_\_IDXv2 |  |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
| STG\_ACD\_INTERVAL\_\_IDXv3 |  |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_ACD\_INTERVAL\_\_IDXv4 |  |  |  |  | STG\_INTERVAL\_PERIOD\_ANSWERED | ASC |
| STG\_ACD\_INTERVAL\_\_IDXv5 |  |  |  |  | STG\_INTERVAL\_PERIOD\_ABANDONED | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INT\_STG\_CNTCT\_QUEUE\_FK | STG\_CONTACT\_QUEUE | Y | Y |  | STG\_CONTACT\_QUEUE\_ID |
| STG\_ACD\_INT\_STG\_INT\_PRD\_ANSRD | STG\_INTERVAL\_PERIOD | Y | Y |  | STG\_INTERVAL\_SERVICE\_TIME\_ID |
|  |  |  |  |  | STG\_INTERVAL\_SERVICE\_TIME\_ID |
| STG\_ACD\_INT\_STG\_INTERVAL\_FK | STG\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_AGENT |
| **Functional Name** | STG\_AGENT |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_AGENT contains a record for every agent known to the call center. This table holds a history of agents' attributes as they change over time and is managed via updates to the RECORD\_EFF\_DT and RECORD\_END\_DT where the current record will have a RECORD\_END\_DT = 31-DEC-2199 23:59:00. If a change to an agent's attribution is identified, a new record is created with a RECORD\_EFF\_DT of the current date and a RECORD\_END\_DT of 31-DEC-2199 23:59:00. The RECORD\_END\_DT of the previous record must be set to the current date. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 18 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_AGENT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | LOGIN\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | FIRST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | LAST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | MIDDLE\_INITIAL |  |  | Y | VARCHAR (20) | LT |  |  |  |  |
| 6 | JOB\_TITLE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | HOURLY\_RATE |  |  | Y | DECIMAL (5,2) | LT |  |  |  |  |
| 9 | STATE |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 10 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 11 | PROGRAM\_NAME |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 12 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 13 | AGENT\_GROUP |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 14 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 15 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 16 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 17 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 18 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_AGENT\_ID | Surrogate key |  |
| 2 | LOGIN\_ID | Login ID agent uses to access the phone system. Numeric and not necessarily unique across projects. Natural key. |  |
| 3 | FIRST\_NAME | The agent's first name, will also have records for supervisor, manager, and other mgmt staff |  |
| 4 | LAST\_NAME | The agent's last name, will also have records for supervisor, manager, and other mgmt staff |  |
| 5 | MIDDLE\_INITIAL | The agent's middle initial, if available, used to differentiate similarly named people |  |
| 6 | JOB\_TITLE | The agents job title or role, e.g. CSR, SEU CSR, Supervisor, QC |  |
| 7 | LANGUAGE | Language the agent is skilled for, e.g. English, Spanish, Bilingual |  |
| 8 | HOURLY\_RATE | Agent's hourly pay rate in USD |  |
| 9 | STATE | The state for which the agent works. |  |
| 10 | PROJECT\_NAME | The project the agent is working. |  |
| 11 | PROGRAM\_NAME | The program that the agent is working |  |
| 12 | SITE\_NAME | The site in which the agent is working. |  |
| 13 | AGENT\_GROUP | The group of the agent. |  |
| 14 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 15 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 16 | STG\_LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |
| 17 | RECORD\_EFF\_DT | Date the record is active, for changes to agent names, rates, titles, etc |  |
| 18 | RECORD\_END\_DT | Date the record is closed, for changes to agent names, rates, titles, etc For agents who have changes, the end date is the start date of their new record |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| ST\_AGENT\_PK | PK |  |  |  | STG\_AGENT\_ID | ASC |
| STG\_AGENT\_UN | UK |  |  |  | LOGIN\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | STG\_AGENT\_REC\_DATE\_CK | RECORD\_EFF\_DT <= RECORD\_END\_DT |
|  | STG\_AGENT\_STATE\_CK | TRIM(STATE) IN('AL',  'AK',  'AZ',  'AR',  'CA',  'CO',  'CT',  'DE',  'FL',  'GA',  'HI',  'ID',  'IL',  'IN',  'IA',  'KS',  'KY',  'LA',  'ME',  'MD',  'MA',  'MI',  'MN',  'MS',  'MO',  'MT',  'NE',  'NV',  'NH',  'NJ',  'NM',  'NY',  'NC',  'ND',  'OH',  'OK',  'OR',  'PA',  'RI',  'SC',  'SD',  'TN',  'TX',  'UT',  'VT',  'VA',  'WA',  'WV',  'WI',  'WY',  'ZZ') |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_CALL\_DETAIL\_STG\_AGENT\_FK | STG\_CALL\_DETAIL | Y | Y |  | STG\_AGENT\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_CALL\_DETAIL |
| **Functional Name** | STG\_CALL\_DETAIL |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_CALL\_DETAIL contains a single record per call that is recorded by the ACD.  The source for this table is the ACD system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 18 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_CALL\_DETAIL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CALL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | CALL\_SEGMENT\_ID |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 4 | SOURCE\_CALL\_ID |  |  |  | VARCHAR (40) | LT |  |  |  |  |
| 5 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | CALL\_SEGMENT\_END\_DT |  |  | Y | Date | LT |  |  |  |  |
| 7 | QUEUE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | ANI\_PHONE\_NUMBER |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 10 | QUEUE\_TIME\_SECONDS |  |  | Y | NUMERIC | LT |  |  |  |  |
| 11 | RING\_TIME\_SECONDS |  |  | Y | NUMERIC | LT |  |  |  |  |
| 12 | HOLD\_TIME\_SECONDS |  |  | Y | NUMERIC | LT |  |  |  |  |
| 13 | AFTER\_CALL\_WORK\_SECONDS |  |  | Y | NUMERIC | LT |  |  |  |  |
| 14 | TALK\_TIME\_SECONDS |  |  | Y | NUMERIC | LT |  |  |  |  |
| 15 | XFERRED\_OUT\_FLAG |  |  | Y | Boolean (1) | LT |  |  |  |  |
| 16 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 17 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 18 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_CALL\_DETAIL\_ID | Surrogate key |  |
| 2 | CALL\_DATE | Date the call was handled by the agent |  |
| 3 | CALL\_SEGMENT\_ID | Unique id for the agent's call record transaction in the source system. If a caller is transferred, there will be multiple call\_segment\_ids to one source\_call\_id |  |
| 4 | SOURCE\_CALL\_ID | call reference id associated to the caller. If transferred there will be one source\_call\_id that identifies the entire call, there will be multiple call\_segment\_ids |  |
| 5 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent from STG\_AGENT. |  |
| 6 | CALL\_SEGMENT\_END\_DT | DateTime from source table the handled call ended |  |
| 7 | QUEUE\_NAME | Queue in which the agent handled the call |  |
| 8 | LANGUAGE | language of the call based on caller selection in IVR or based on queue enterred |  |
| 9 | ANI\_PHONE\_NUMBER | Phone number customer is calling from |  |
| 10 | QUEUE\_TIME\_SECONDS | Time in the queue waiting for call to be routed to an agent |  |
| 11 | RING\_TIME\_SECONDS | Time the customer waited while ringing after call was routed. |  |
| 12 | HOLD\_TIME\_SECONDS | Time the customer was put on hold by the agent |  |
| 13 | AFTER\_CALL\_WORK\_SECONDS | Time the agent spent with post call work. AKA Wrap time, work time |  |
| 14 | TALK\_TIME\_SECONDS | Time the agent spent talking with the customer. |  |
| 15 | XFERRED\_OUT\_FLAG | True if the customer was transferred to another agent or to external queue. |  |
| 16 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 17 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 18 | STG\_LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| ST\_CALL\_DETAIL\_PK | PK |  |  |  | STG\_CALL\_DETAIL\_ID | ASC |
| STG\_CALL\_DETAIL\_\_UN | UK |  |  |  | CALL\_SEGMENT\_ID | ASC |
| STG\_CALL\_DETAIL\_\_IDX |  |  |  |  | STG\_AGENT\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_CALL\_DETAIL\_STG\_AGENT\_FK | STG\_AGENT | Y | Y |  | STG\_AGENT\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_CONTACT\_QUEUE |
| **Functional Name** | STG\_CONTACT\_QUEUE |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_CONTACT\_QUEUE defines the contact queues that are applicable for a project. This table will contain all of the queues related to inbound calls, outbound calls, chats and emails that are configured in the project's ACD.  The data source for this table is the ACD configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 13 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_CONTACT\_QUEUE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | QUEUE\_NUMBER |  |  | Y | VARCHAR | LT |  |  |  |  |
| 3 | QUEUE\_NAME |  |  | Y | VARCHAR | LT |  |  |  |  |
| 4 | SOURCE\_QUEUE |  |  |  | NUMERIC | LT |  |  |  |  |
| 5 | QUEUE\_TYPE |  |  |  | VARCHAR | LT |  |  |  |  |
| 6 | SERVICE\_PERCENT |  |  |  | NUMERIC (3) | LT |  |  |  |  |
| 7 | SERVICE\_SECONDS |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 8 | SITE\_NUMBER |  |  |  | NUMERIC (10) | LT |  |  |  |  |
| 9 | QUEUE\_GROUP |  |  |  |  | DOM |  |  |  |  |
| 10 | INTERVAL\_MINUTES |  |  |  |  | DOM |  |  |  |  |
| 11 | RECORD\_EFF\_DT |  |  |  | Date | LT |  |  |  |  |
| 12 | RECORD\_END\_DT |  |  |  | Date | LT |  |  |  |  |
| 13 | STG\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_CONTACT\_QUEUE\_ID | Surrogate key |  |
| 2 | QUEUE\_NUMBER | The number of the contact queue. This is the natural key for the contact queue. |  |
| 3 | QUEUE\_NAME | The name of the contact queue. This is the natural key for the contact queue. |  |
| 4 | SOURCE\_QUEUE | Split, skill, Skill target or DNIS source number from sending or source system. |  |
| 5 | QUEUE\_TYPE | Type of queue, e.g. Chat, Email, inbound voice, outbound voice |  |
| 6 | SERVICE\_PERCENT | Percent of calls that need to be answered in X seconds |  |
| 7 | SERVICE\_SECONDS | Number of seconds calls must be answered to be in service level |  |
| 8 | SITE\_NUMBER | Site number VDN Num is assigned |  |
| 9 | QUEUE\_GROUP | The group the queue is assigned to. DOES THIS NEED TO BE A REF TO A LOOKUP TABLE? |  |
| 10 | INTERVAL\_MINUTES | Interval period of time, ie 15, or 30 min |  |
| 11 | RECORD\_EFF\_DT | Start Date of VDN. \*\* NEED TO VERIFY WITH ROGER THAT THE START DATE WAS IN FACT AN EFFECTIVE DATE |  |
| 12 | RECORD\_END\_DT | End date of VDN for historical purposes. NULL if in use. \*\* NEED TO VERIFY WITH ROGER THAT THE END DATE WAS IN FACT AN EFFECTIVE DATE |  |
| 13 | STG\_UNIT\_OF\_WORK\_ID | FK to STG\_UNIT\_OF\_WORK |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_CONTACT\_QUEUE\_PK | PK |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
| STG\_CONTACT\_QUEUE\_\_UN | UK |  |  |  | QUEUE\_NUMBER | ASC |
| STG\_CONTACT\_QUEUE\_\_IDXv2 |  |  |  |  | STG\_UNIT\_OF\_WORK\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_CONTACT\_QUEUE\_STG\_UNIT\_OF\_WORK\_FK | STG\_UNIT\_OF\_WORK | Y | Y |  | STG\_UNIT\_OF\_WORK\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INT\_STG\_CNTCT\_QUEUE\_FK | STG\_ACD\_INTERVAL | Y | Y |  | STG\_CONTACT\_QUEUE\_ID |
| STG\_WFM\_INTERVAL\_STG\_CONTACT\_QUEUE\_FK | STG\_WFM\_INTERVAL | Y | Y |  | STG\_CONTACT\_QUEUE\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_INTERVAL |
| **Functional Name** | STG\_INTERVAL |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_INTERVAL contains the records that specify the accepted interval increments. The possible interval lengths are 15, 30 and 60 minutes. Accordingly, STG\_INTERVAL contains records for each of the possible 15, 30 and 60 minute intervals in a day.  The data source for this table is the Production Planning module. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 6 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AM\_PM |  |  |  | VARCHAR (2) | LT |  |  |  |  |
| 3 | INTERVAL\_START |  |  |  | VARCHAR (5) | LT |  |  |  |  |
| 4 | INTERVAL\_END |  |  |  | VARCHAR (5) | LT |  |  |  |  |
| 5 | INTERVAL\_MINUTES |  |  |  | NUMERIC (4) | LT |  | 30 |  |  |
| 6 | INTERVAL\_SORT |  |  |  | NUMERIC (3) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_INTERVAL\_ID | Surrogate key |  |
| 2 | AM\_PM | AM\_PM indicates whether the interval occurs in the AM or PM. |  |
| 3 | INTERVAL\_START | The start of the interval (e.g. 12:00). |  |
| 4 | INTERVAL\_END | The end of the interval (e.g. 12:15) |  |
| 5 | INTERVAL\_MINUTES | The length of the interval in minutes. Acceptable values are 15, 30 and 60. |  |
| 6 | INTERVAL\_SORT | A numeric value to specify the sort order of the interval as it relates to other records of the same interval length. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_INTERVAL\_PK | PK |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_INTERVAL\_\_UN | UK |  |  |  | AM\_PM | ASC |
|  |  |  |  |  | INTERVAL\_START | ASC |
|  |  |  |  |  | INTERVAL\_END | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | INTERVAL\_MINUTES | | Value List | | | --- | --- | | Value | Description | | 15 |  | | 30 |  | | 60 |  | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INT\_STG\_INTERVAL\_FK | STG\_ACD\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_IVR\_INTERVAL\_STG\_INTERVAL\_FK | STG\_IVR\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_WFM\_INTERVAL\_STG\_INTERVAL\_FK | STG\_WFM\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_INTERVAL\_PERIOD |
| **Functional Name** | STG\_INTERVAL\_PERIOD |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_INTERVAL\_PERIOD contains the configuration settings for the ACD interval table periods. The ACD interval tables capture counts of certain events that occur within preconfigured periods. E.g., there are 10 columns that capture how many calls were answered within periods 1-10 where period 1 may be 0 and 10 seconds, period 2 may be 11 and 20 seconds, etc. Typically there are period configurations for the # of calls answered within 10 periods and the # of calls that abandoned within 10 periods.  The source for this table is the ACD configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 18 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_INTERVAL\_SERVICE\_TIME\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_SITE\_ID |  |  |  | NUMERIC (19) | LT |  |  |  |  |
| 3 | STG\_CONTACT\_QUEUE\_ID |  |  |  | NUMERIC (19) | LT |  |  |  |  |
| 4 | REPORT\_DATE |  |  |  | Date | LT |  |  |  |  |
| 5 | SERVICE\_LEVEL |  |  |  | NUMERIC | LT |  |  |  |  |
| 6 | PERIOD\_TYPE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | PERIOD\_1\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 8 | PERIOD\_2\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 9 | PERIOD\_3\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 10 | PERIOD\_4\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 11 | PERIOD\_5\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 12 | PERIOD\_6\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 13 | PERIOD\_7\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 14 | PERIOD\_8\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 15 | PERIOD\_9\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 16 | PERIOD\_10\_UPPER\_BOUND |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 17 | RECORD\_EFF\_DT |  |  |  | Date | LT |  |  |  |  |
| 18 | RECORD\_END\_DT |  |  |  | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_INTERVAL\_SERVICE\_TIME\_ID | Primary key |  |
| 2 | STG\_SITE\_ID | FK to STG\_SITE |  |
| 3 | STG\_CONTACT\_QUEUE\_ID | FK to STG\_CONTACT\_QUEUE |  |
| 4 | REPORT\_DATE | Date information run |  |
| 5 | SERVICE\_LEVEL | Number of seconds in which the call must be answered. IS THIS DUPLICATIVE TO THE SERVICE\_SECONDS IN THE QUEUE TABLE?? |  |
| 6 | PERIOD\_TYPE | Indicates which period type this is for, e.g. SPEED\_OF\_ANSWER or CALLS\_ABANDONED; |  |
| 7 | PERIOD\_1\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 1 in the ACD interval tables. E.g. for Cisco, the column ANS\_INTERVAL\_1 indicates how many calls were answered within the seconds configured for interval 1. |  |
| 8 | PERIOD\_2\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 2 in the ACD interval tables. |  |
| 9 | PERIOD\_3\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 3 in the ACD interval tables. |  |
| 10 | PERIOD\_4\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 4 in the ACD interval tables. |  |
| 11 | PERIOD\_5\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 5 in the ACD interval tables. |  |
| 12 | PERIOD\_6\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 6 in the ACD interval tables. |  |
| 13 | PERIOD\_7\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 7 in the ACD interval tables. |  |
| 14 | PERIOD\_8\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 8 in the ACD interval tables. |  |
| 15 | PERIOD\_9\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 9 in the ACD interval tables. |  |
| 16 | PERIOD\_10\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the interval/period column 10 in the ACD interval tables. |  |
| 17 | RECORD\_EFF\_DT | Date the record is active |  |
| 18 | RECORD\_END\_DT | Date the record is closed |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_SERVICE\_TIME\_PK | PK |  |  |  | STG\_INTERVAL\_SERVICE\_TIME\_ID | ASC |
| STG\_INTERVAL\_PERIOD\_\_UN | UK |  |  |  | STG\_SITE\_ID | ASC |
|  |  |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | PERIOD\_TYPE | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | PERIOD\_TYPE | | Value List | | | --- | --- | | Value | Description | | CALLS\_ABANDONED |  | | SPEED\_OF\_ANSWER |  | |
|  | PERIOD\_1\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_1\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_2\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_2\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_3\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_3\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_4\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_4\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_5\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_5\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_6\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_6\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_7\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_7\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_8\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_8\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_9\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_9\_UPPER\_BOUND > 0 | Oracle Database 11g | |
|  | PERIOD\_10\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_10\_UPPER\_BOUND > 0 | Oracle Database 11g | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INT\_STG\_INT\_PRD\_ANSRD | STG\_ACD\_INTERVAL | Y | Y |  | STG\_INTERVAL\_SERVICE\_TIME\_ID |
|  |  |  |  |  | STG\_INTERVAL\_SERVICE\_TIME\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_IVR\_INTERVAL |
| **Functional Name** | STG\_IVR\_INTERVAL |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_IVR\_INTERVAL is the staging table for interval data originating in the Interactive Voice Response (IVR) system. This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals extracted from the IVR must match the interval of the ACD. The intervals are constrained via a foreign key relationship to STG\_INTERVAL which specifies intervals in the accepted interval increments.  The data source for this table is the IVR system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 17 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_IVR\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 6 | STG\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | CONTACTS\_CREATED |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 8 | CONTACTS\_OFFERED\_TO\_ACD |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 9 | CONTACTS\_CONTAINED\_IN\_IVR |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 10 | MIN\_TIME\_IN\_THE\_IVR |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 11 | MAX\_TIME\_IN\_THE\_IVR |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 12 | MEAN\_TIME\_IN\_THE\_IVR |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 13 | MEDIAN\_TIME\_IN\_THE\_IVR |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 14 | STDDEV\_TIME\_IN\_THE\_IVR |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 15 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 16 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 17 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_IVR\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | PROJECT\_NAME | The name of the project which the call metrics in the interval are associated to. |  |
| 3 | PROGRAM\_NAME | The name of the program which the call metrics in the interval are associated to. |  |
| 4 | SITE\_NAME | The name of the site which the calls in the interval are associated to. |  |
| 5 | INTERVAL\_DATE | The date on which the interval was recorded in the source system. |  |
| 6 | STG\_INTERVAL\_ID | FK to STG\_INTERVAL |  |
| 7 | CONTACTS\_CREATED | The total number of contacts created for this contact queue offered during the interval. If an external IVR is in use at the call center, then the IVR will be the source of truth for contacts created otherwise it will be the ACD. |  |
| 8 | CONTACTS\_OFFERED\_TO\_ACD | The number of contacts that were not contained within the IVR and were offered to the ACD. This should match the CONTACTS\_OFFERED value in STG\_ACD\_INTERVAL for the same queue and interval. |  |
| 9 | CONTACTS\_CONTAINED\_IN\_IVR | The number of contacts that were contained within the IVR for the contact queue and interval. |  |
| 10 | MIN\_TIME\_IN\_THE\_IVR | The minimum time a contact spent within the IVR for this queue during the interval. |  |
| 11 | MAX\_TIME\_IN\_THE\_IVR | The maximum time a contact spent within the IVR for this queue during the interval. |  |
| 12 | MEAN\_TIME\_IN\_THE\_IVR | The mean time a contact spent within the IVR for this queue during the interval. |  |
| 13 | MEDIAN\_TIME\_IN\_THE\_IVR | The median time a contact spent within the IVR for this queue during the interval. |  |
| 14 | STDDEV\_TIME\_IN\_THE\_IVR | The standard deviation of the time contacts spent within the IVR for this queue during the interval. |  |
| 15 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 16 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 17 | STG\_LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INTERVALv1\_PK | PK |  |  |  | STG\_IVR\_INTERVAL\_ID | ASC |
| STG\_IVR\_INTERVAL\_\_UN | UK |  |  |  | PROJECT\_NAME | ASC |
|  |  |  |  |  | PROGRAM\_NAME | ASC |
|  |  |  |  |  | SITE\_NAME | ASC |
|  |  |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_IVR\_INTERVAL\_\_IDXv2 |  |  |  |  | STG\_INTERVAL\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_IVR\_INTERVAL\_STG\_INTERVAL\_FK | STG\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_STG\_IVR\_INTERVAL\_FK | STG\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | STG\_IVR\_INTERVAL\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_IVR\_SELF\_SERVICE\_USAGE |
| **Functional Name** | STG\_IVR\_SELF\_SERVICE\_USAGE |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_IVR\_SELF\_SERVICE\_USAGE records the number of contacts that completed in a self service node for a given IVR interval.  The source for this table is the IVR system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 4 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_IVR\_SELF\_SERVICE\_USAGE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_IVR\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | STG\_IVR\_SELF\_SERVICE\_NODE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | CONTACT\_COUNT |  |  |  | NUMERIC (6) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_IVR\_SELF\_SERVICE\_USAGE\_ID | Surrogate key |  |
| 2 | STG\_IVR\_INTERVAL\_ID | FK to STG\_IVR\_INTERVAL |  |
| 3 | STG\_IVR\_SELF\_SERVICE\_NODE\_ID | FK to STG\_IVR\_SELF\_SERVICE\_NODE |  |
| 4 | CONTACT\_COUNT | The count of contacts that completed their call in this particular IVR self-service node. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_PK | PK |  |  |  | STG\_IVR\_SELF\_SERVICE\_USAGE\_ID | ASC |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_\_UN | UK |  |  |  | STG\_IVR\_INTERVAL\_ID | ASC |
|  |  |  |  |  | STG\_IVR\_SELF\_SERVICE\_NODE\_ID | ASC |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_\_IDXv2 |  |  |  |  | STG\_IVR\_INTERVAL\_ID | ASC |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_\_IDXv3 |  |  |  |  | STG\_IVR\_SELF\_SERVICE\_NODE\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_STG\_IVR\_INTERVAL\_FK | STG\_IVR\_INTERVAL | Y | Y |  | STG\_IVR\_INTERVAL\_ID |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_STG\_SELF\_SERVICE\_NODE\_FK | STG\_SELF\_SERVICE\_NODE | Y | Y |  | IVR\_SELF\_SERVICE\_NODE\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_SELF\_SERVICE\_NODE |
| **Functional Name** | STG\_SELF\_SERVICE\_NODE |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_SELF\_SERVICE\_NODE captures the nodes configured on the IVR.  The source for this table is the IVR configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 5 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_NODE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CODE |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 3 | NAME |  |  | Y | VARCHAR (255) | LT |  |  |  |  |
| 4 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 5 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_NODE\_ID | Surrogate key |  |
| 2 | CODE | The natural key for the IVR self service code. |  |
| 3 | NAME | The descriptive name for the node. |  |
| 4 | RECORD\_EFF\_DT | Date the record is active |  |
| 5 | RECORD\_END\_DT | Date the record is closed |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_SELF\_SERVICE\_NODE\_PK | PK |  |  |  | IVR\_SELF\_SERVICE\_NODE\_ID | ASC |
| STG\_SELF\_SERVICE\_NODE\_\_UN | UK |  |  |  | CODE | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_IVR\_SELF\_SERVICE\_USAGE\_STG\_SELF\_SERVICE\_NODE\_FK | STG\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | IVR\_SELF\_SERVICE\_NODE\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_UNIT\_OF\_WORK |
| **Functional Name** | STG\_UNIT\_OF\_WORK |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_UNIT\_OF\_WORK defines the units of work that are applicable for a project. In the call center production planning module, the units of work are related to the contact queues.  The data source for this table is the Production Planning module. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 2 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_UNIT\_OF\_WORK\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | UNIT\_OF\_WORK\_NAME |  |  |  | VARCHAR | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_UNIT\_OF\_WORK\_ID | Surrogate key |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_UNIT\_OF\_WORK\_PK | PK |  |  |  | STG\_UNIT\_OF\_WORK\_ID | ASC |
| STG\_UNIT\_OF\_WORK\_\_UN | UK |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_CONTACT\_QUEUE\_STG\_UNIT\_OF\_WORK\_FK | STG\_CONTACT\_QUEUE | Y | Y |  | STG\_UNIT\_OF\_WORK\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_WFM\_INTERVAL |
| **Functional Name** | STG\_WFM\_INTERVAL |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_WFM\_INTERVAL is the staging table for interval data originating in the Workforce Management (WFM) System. This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals extracted from the WFM must match the interval of the ACD. The intervals are constrained via a foreign key relationship to STG\_INTERVAL which specifies intervals in the accepted interval increments.  The data source for this table is the Workforce Management system. Because the workforce management systems do not typically aggregate data into intervals, the interval records will need to be calculated from detail tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 15 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | STG\_WFM\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | STG\_CONTACT\_QUEUE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | STG\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | LABOR\_MINUTES\_TOTAL |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 9 | LABOR\_MINUTES\_WAITING |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 10 | HEADCOUNT\_TOTAL |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 11 | HEADCOUNT\_AVAILABLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 12 | HEADCOUNT\_UNAVAILABLE |  |  |  | NUMERIC (5) | LT |  |  |  |  |
| 13 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 14 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 15 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_WFM\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | INTERVAL\_DATE | The date on which the interval was recorded in the source system. |  |
| 3 | PROJECT\_NAME | The name of the project which the call metrics in the interval are associated to. |  |
| 4 | PROGRAM\_NAME | The name of the program which the call metrics in the interval are associated to. |  |
| 5 | SITE\_NAME | The name of the site which the calls in the interval are associated to. |  |
| 6 | STG\_CONTACT\_QUEUE\_ID | FK to STG\_CONTACT\_QUEUE. |  |
| 7 | STG\_INTERVAL\_ID | FK to STG\_INTERVAL |  |
| 8 | LABOR\_MINUTES\_TOTAL | The total number of minutes staff were logged on. SHOULD THIS BE LABOR\_MINUTES\_LOGGED\_ON? |  |
| 9 | LABOR\_MINUTES\_WAITING | The total number of minutes staff were logged on and not handling a call. |  |
| 10 | HEADCOUNT\_TOTAL | The total number of staff working for this queue and . SHOULD THIS MATCH HEADCOUNT AVAILABLE + HEADCOUNT UNAVAILABLE? |  |
| 11 | HEADCOUNT\_AVAILABLE | The total number of staff logged into the ACD for this queue and interval. Should this be "LOGGED\_ON"? |  |
| 12 | HEADCOUNT\_UNAVAILABLE | The total number of staff not logged into the ACD for this queue and interval. Should this be "NOT\_LOGGED\_ON"? |  |
| 13 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 14 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 15 | STG\_LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INTERVALv1\_PK | PK |  |  |  | STG\_WFM\_INTERVAL\_ID | ASC |
| STG\_WFM\_INTERVAL\_\_UN | UK |  |  |  | PROJECT\_NAME | ASC |
|  |  |  |  |  | PROGRAM\_NAME | ASC |
|  |  |  |  |  | SITE\_NAME | ASC |
|  |  |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_WFM\_INTERVAL\_\_IDXv2 |  |  |  |  | STG\_CONTACT\_QUEUE\_ID | ASC |
| STG\_WFM\_INTERVAL\_\_IDXv3 |  |  |  |  | STG\_INTERVAL\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_WFM\_INTERVAL\_STG\_CONTACT\_QUEUE\_FK | STG\_CONTACT\_QUEUE | Y | Y |  | STG\_CONTACT\_QUEUE\_ID |
| STG\_WFM\_INTERVAL\_STG\_INTERVAL\_FK | STG\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |