**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | project\_agentperf |
| **Version Date** | 19.05.2013 08:23:38 |
| **Version Comment** | 2013-03-08: Version .4 after adding agentperf tables.  2013-03-11: Version .5 after making unique key modifications to staging tables.  2013-03-12: Version 1.2 Jumping to this versioning to match Vignette's versioning scheme. Made changes to last\_update\_dt fields for consistency. Added d\_agent and d\_organization to dimensional tables. |
| **Model Name** | Presentation |

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

|  |  |
| --- | --- |
| **Number Of Columns** | 11 |
| **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 | D\_AGENT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | LOGIN\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | FIRST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | MIDDLE\_INITIAL |  |  |  | VARCHAR (20) | LT |  |  |  |  |
| 5 | LAST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | EMPLOYEE\_ID |  |  |  | VARCHAR (19) | LT |  |  |  |  |
| 7 | JOB\_TITLE |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 8 | HOURLY\_RATE |  |  |  | NUMERIC (5,2) | LT |  |  |  |  |
| 9 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 10 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_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 | Agent's first name |  |
| 4 | MIDDLE\_INITIAL | Agent's middle initial |  |
| 5 | LAST\_NAME | Agent's last name |  |
| 6 | EMPLOYEE\_ID | Agent's employee id |  |
| 7 | JOB\_TITLE | Agent's job title |  |
| 8 | HOURLY\_RATE | Agent's hourly rate in USD |  |
| 9 | VERSION | Version number of type-2 slow changing dimension. |  |
| 10 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 11 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_AGENT\_PK | PK |  |  |  | D\_AGENT\_ID | ASC |
| D\_AGENT\_\_IDX | UN |  |  |  | D\_AGENT\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | D\_AGENT\_REC\_DATE\_CK | RECORD\_EFF\_DT <= RECORD\_END\_DT |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_AVAIL\_BY\_DT\_D\_AGT\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_AGENT\_ID |
| F\_AGENT\_BY\_DT\_D\_AGT\_FK | F\_AGENT\_BY\_DATE | Y | Y |  | D\_AGENT\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
|  |  |  |  |  | D\_AGENT\_ID |

|  |  |
| --- | --- |
| **Table Name** | D\_AVAILABILITY\_TYPE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **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 | D\_AVAILABILITY\_TYPE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AVAILABILITY\_TYPE |  |  | Y | VARCHAR (40) | LT |  |  |  |  |
| 3 | AVAILABILITY\_TYPE\_CODE |  |  |  | VARCHAR (10) | LT |  |  |  |  |
| 4 | AVAILABILITY\_TYPE\_DESC |  |  |  | VARCHAR (255) | LT |  |  |  |  |
| 5 | AVAILABILITY\_CATEGORY |  |  | Y | VARCHAR (20) | LT |  |  |  |  |
| 6 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 7 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 8 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_AVAILABILITY\_TYPE\_ID | Surrogate key |  |
| 2 | AVAILABILITY\_TYPE | Availability type |  |
| 3 | AVAILABILITY\_TYPE\_CODE | Code for the availability type |  |
| 4 | AVAILABILITY\_TYPE\_DESC | description of the availability type |  |
| 5 | AVAILABILITY\_CATEGORY | Category of the availability type: Readiness, Attendance, or Unknown |  |
| 6 | VERSION | Version number of type-2 slow changing dimension. |  |
| 7 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 8 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_AVAILABILITY\_TYPE\_PK | PK |  |  |  | D\_AVAILABILITY\_TYPE\_ID | ASC |
| D\_AVAILABILITY\_TYPE\_\_IDX | UN |  |  |  | D\_AVAILABILITY\_TYPE\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | AVAILABILITY\_CATEGORY | | Value List | | | --- | --- | | Value | Description | | Attendance |  | | Readiness |  | | Unknown |  | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGT\_AVAIL\_BY\_DT\_AV\_TYPE\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_AVAILABILITY\_TYPE\_ID |

|  |  |
| --- | --- |
| **Table Name** | D\_DATE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | View of standard D\_DATE conformed dimension from MAXDAT |
| **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 | D\_DATE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | NATURAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | DAY\_OF\_WEEK |  |  |  | NUMERIC (1) | LT |  |  |  |  |
| 4 | DAY\_OF\_MONTH |  |  |  | NUMERIC (2) | LT |  |  |  |  |
| 5 | DAY\_OF\_YEAR |  |  |  | NUMERIC (3) | LT |  |  |  |  |
| 6 | DAY |  |  |  | VARCHAR (9) | LT |  |  |  |  |
| 7 | MONTH\_SHORT |  |  |  | VARCHAR (3) | LT |  |  |  |  |
| 8 | MONTH\_NUM |  |  |  | NUMERIC (2) | LT |  |  |  |  |
| 9 | MONTH\_LONG |  |  |  | VARCHAR (9) | LT |  |  |  |  |
| 10 | YEAR |  |  |  | NUMERIC (4) | LT |  |  |  |  |
| 11 | QUARTER |  |  |  | NUMERIC (1) | LT |  |  |  |  |
| 12 | WEEK\_OF\_MONTH |  |  |  | NUMERIC (2) | LT |  |  |  |  |
| 13 | WEEK\_OF\_YEAR |  |  |  | NUMERIC (2) | LT |  |  |  |  |
| 14 | FISCAL\_WEEK\_OF\_YEAR |  |  |  | NUMERIC (2) | LT |  |  |  |  |
| 15 | HOLIDAY |  |  |  | Boolean (1) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_DATE\_ID | surrogate key |  |
| 2 | NATURAL\_DATE | value of the date as represented by the date data type |  |
| 3 | DAY\_OF\_WEEK | Numerical day of the week. Valid values are 1-7 with 1 equaling Monday and 7 equaliing Sunday. |  |
| 4 | DAY\_OF\_MONTH | Numerical day of the month, valid values are 1-31 |  |
| 5 | DAY\_OF\_YEAR | Numerical day of the year, valid values are 1 to 366 |  |
| 6 | DAY | Text value for day of the week, e.g. Monday, Tuesday, ... Sunday |  |
| 7 | MONTH\_SHORT | Abbreviated text for the month, e.g. Jan, Feb, Mar, ..., Dec |  |
| 8 | MONTH\_NUM | Numerical value for the month, valid values are 1-12 |  |
| 9 | MONTH\_LONG | Text value for the month, e.g., January, February, ..., December |  |
| 10 | YEAR | Numerical value for the year in the format "yyyy", e.g. 2001, 2002, ... |  |
| 11 | QUARTER | Numerical value for the quarter of the year, valid values are 1,2,3,4 |  |
| 12 | WEEK\_OF\_MONTH | Numerical value for the week of the month, valid values are 1-5 |  |
| 13 | WEEK\_OF\_YEAR | Numerical value for week of the year. Valid values are 1-53 |  |
| 14 | FISCAL\_WEEK\_OF\_YEAR | Numerical value for the fiscal week of the year. Valid values are 1-53 |  |
| 15 | HOLIDAY | Boolean flag that indicates whether the date is a holiday. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_DATE\_PK | PK |  |  |  | D\_DATE\_ID | ASC |
| D\_DATE\_\_UN | UK |  |  |  | NATURAL\_DATE | ASC |
| D\_DATE\_\_IDX | UN |  |  |  | D\_DATE\_ID | ASC |
| D\_DATE\_\_IDX2 | UN |  |  |  | NATURAL\_DATE | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | D\_DATE\_DAY\_WEEK\_CK | DAY\_OF\_WEEK IN(1, 2, 3, 4, 5, 6, 7) |
|  | D\_DATE\_DAY\_MONTH\_CK | DAY\_OF\_MONTH BETWEEN 1 AND 31 |
|  | D\_DATE\_DAY\_YEAR\_CK | DAY\_OF\_YEAR BETWEEN 1 AND 366 |
|  | D\_DATE\_MONTH\_NUM\_CK | MONTH\_NUM BETWEEN 1 AND 12 |
|  | D\_DATE\_MONTH\_SHORT\_CK | TRIM(MONTH\_SHORT) IN('Jan', 'Feb', 'Mar', 'Apr', 'May', 'Jun', 'Jul', 'Aug', 'Sep', 'Oct', 'Nov', 'Dec') |
|  | D\_DATE\_MONTH\_LONG\_CK | TRIM(MONTH\_LONG) IN (  'January',  'February',  'March',  'April',  'May',  'June',  'July',  'August',  'September',  'October',  'November',  'December') |
|  | D\_DATE\_QUARTER\_CK | QUARTER IN(1, 2, 3, 4) |
|  | D\_DATE\_DAY\_CK | TRIM(DAY) IN('Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', 'Sunday') |
|  | D\_DATE\_WEEK\_YEAR\_CK | WEEK\_OF\_YEAR BETWEEN 1 AND 53 |
|  | D\_DATE\_WEEK\_MONTH\_CK | WEEK\_OF\_MONTH BETWEEN 1 and 5 |
|  | D\_DATE\_HOLIDAY\_CK | TRIM(HOLIDAY) IN('Y', 'N') |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_BY\_DT\_D\_DT\_FK | F\_AGENT\_BY\_DATE | Y | Y |  | D\_DATE\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_DATE\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_DATE\_ID |

|  |  |
| --- | --- |
| **Table Name** | D\_GROUP |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **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 | D\_GROUP\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | GROUP\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | GROUP\_DESCRIPTION |  |  |  | VARCHAR (255) | LT |  |  |  |  |
| 4 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 5 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 6 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_GROUP\_ID | Surrogate key |  |
| 2 | GROUP\_NAME | Group name |  |
| 3 | GROUP\_DESCRIPTION | Description of the group |  |
| 4 | VERSION | Version number of type-2 slow changing dimension. |  |
| 5 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 6 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_GROUP\_PK | PK |  |  |  | D\_GROUP\_ID | ASC |
| D\_GROUP\_\_IDX | UN |  |  |  | D\_GROUP\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | D\_GROUP\_REC\_DATE\_CK | RECORD\_EFF\_DT <= RECORD\_END\_DT |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_BY\_DT\_D\_GRP\_FK | F\_AGENT\_BY\_DATE | Y | Y |  | D\_GROUP\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_GROUP\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_GROUP\_ID |

|  |  |
| --- | --- |
| **Table Name** | D\_PROJECT |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 7 |
| **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 | D\_PROJECT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PROJECT\_DESCRIPTION |  |  |  | VARCHAR (255) | LT |  |  |  |  |
| 4 | STATE |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 5 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 6 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 7 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_PROJECT\_ID | Surrogate key |  |
| 2 | PROJECT\_NAME | Project name |  |
| 3 | PROJECT\_DESCRIPTION | Description of the project |  |
| 4 | STATE | Two-letter state abbreviation for which the project is part of. |  |
| 5 | VERSION | Version number of type-2 slow changing dimension. |  |
| 6 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 7 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_PROJECT\_PK | PK |  |  |  | D\_PROJECT\_ID | ASC |
| D\_PROJECT\_\_IDXv1 | UN |  |  |  | D\_PROJECT\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | D\_PROJECT\_REC\_DATE\_CK | RECORD\_EFF\_DT <= RECORD\_END\_DT |
|  | D\_PROJECT\_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 |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_BY\_DT\_D\_PRJ\_FK | F\_AGENT\_BY\_DATE | Y | Y |  | D\_PROJECT\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_PROJECT\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_PROJECT\_ID |

|  |  |
| --- | --- |
| **Table Name** | D\_SITE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **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 | D\_SITE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | SITE\_DESCRIPTION |  |  |  | VARCHAR (255) | LT |  |  |  |  |
| 4 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 5 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 6 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_SITE\_ID | Surrogate key |  |
| 2 | SITE\_NAME | The site name |  |
| 3 | SITE\_DESCRIPTION | description of the site |  |
| 4 | VERSION | Version number of type-2 slow changing dimension. |  |
| 5 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 6 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_SITE\_PK | PK |  |  |  | D\_SITE\_ID | ASC |
| D\_SITE\_\_IDX | UN |  |  |  | D\_SITE\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | D\_SITE\_REC\_DATE\_CK | RECORD\_EFF\_DT <= RECORD\_END\_DT |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_BY\_DT\_SITE\_FK | F\_AGENT\_BY\_DATE | Y | Y |  | D\_SITE\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_SITE\_FK | F\_AGENT\_AVAILABILITY\_BY\_DATE | Y | Y |  | D\_SITE\_ID |

|  |  |
| --- | --- |
| **Table Name** | F\_AGENT\_AVAILABILITY\_BY\_DATE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **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 | F\_AGENT\_AVAIL\_BY\_DATE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | D\_DATE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | D\_PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | D\_GROUP\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_SITE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_AVAILABILITY\_TYPE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | AVAILABILITY\_MINUTES |  |  |  | NUMERIC | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_AVAIL\_BY\_DATE\_ID | Surrogate key |  |
| 2 | D\_DATE\_ID | fk to d\_date |  |
| 3 | D\_AGENT\_ID | fk to d\_agent |  |
| 4 | D\_PROJECT\_ID | fk to d\_project |  |
| 5 | D\_GROUP\_ID | fk to d\_group |  |
| 6 | D\_SITE\_ID | fk to d\_site |  |
| 7 | D\_AVAILABILITY\_TYPE\_ID | fk to d\_availability\_type |  |
| 8 | AVAILABILITY\_MINUTES | Time available in minutes |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| F\_AGENT\_AVAIL\_BY\_DATE\_PK | PK |  |  |  | F\_AGENT\_AVAIL\_BY\_DATE\_ID | ASC |
| F\_AGENT\_AVAIL\_BY\_DATE\_\_IDX | UN |  |  |  | F\_AGENT\_AVAIL\_BY\_DATE\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_AVAIL\_BY\_DT\_D\_AGT\_FK | D\_AGENT | Y | Y |  | D\_AGENT\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_PROJECT\_FK | D\_PROJECT | Y | Y |  | D\_PROJECT\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_GROUP\_FK | D\_GROUP | Y | Y |  | D\_GROUP\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_AV\_TYPE\_FK | D\_AVAILABILITY\_TYPE | Y | Y |  | D\_AVAILABILITY\_TYPE\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_DATE\_FK | D\_DATE | Y | Y |  | D\_DATE\_ID |
| F\_AGT\_AVAIL\_BY\_DT\_D\_SITE\_FK | D\_SITE | Y | Y |  | D\_SITE\_ID |

|  |  |
| --- | --- |
| **Table Name** | F\_AGENT\_BY\_DATE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 21 |
| **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 | F\_AGENT\_BY\_DATE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | D\_DATE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | SUPERVISOR\_D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | MANAGER\_D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_SITE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | D\_GROUP\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 9 | HANDLE\_CALL\_COUNT |  |  |  | NUMERIC | LT |  |  |  |  |
| 10 | HANDLE\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 11 | INTERNAL\_CALL\_COUNT |  |  |  | NUMERIC | LT |  |  |  |  |
| 12 | INTERNAL\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 13 | EXTERNAL\_CALL\_COUNT |  |  |  | NUMERIC | LT |  |  |  |  |
| 14 | EXTERNAL\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 15 | HOLD\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 16 | RING\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 17 | TALK\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 18 | WRAP\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 19 | SCHEDULED\_SHIFT\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 20 | PAID\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |
| 21 | PAID\_OVER\_TIME |  |  |  | NUMERIC | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_BY\_DATE\_ID | Surrogate key |  |
| 2 | D\_DATE\_ID | fk to d\_date |  |
| 3 | D\_AGENT\_ID | fk to d\_agent |  |
| 4 | SUPERVISOR\_D\_AGENT\_ID | fk to d\_agent for the supervisor of this record's agent. |  |
| 5 | MANAGER\_D\_AGENT\_ID | fk to d\_agent for the manager of this record's agent. |  |
| 6 | D\_PROJECT\_ID | fk to d\_project for agent's project. |  |
| 7 | D\_SITE\_ID | fk to the d\_site record for the agent |  |
| 8 | D\_GROUP\_ID | fk to d\_group for agent's group |  |
| 9 | HANDLE\_CALL\_COUNT | Number of calls handled by the agent for the day. |  |
| 10 | HANDLE\_TIME | Number of seconds the agent spent handling calls for the day. |  |
| 11 | INTERNAL\_CALL\_COUNT | Number of internal calls the agent made for the day. |  |
| 12 | INTERNAL\_TIME | Number of seconds the agent spent making internal calls for the day. |  |
| 13 | EXTERNAL\_CALL\_COUNT | Number of external calls the agent made for the day. |  |
| 14 | EXTERNAL\_TIME | Number of seconds the agent spent making external calls for the day. |  |
| 15 | HOLD\_TIME | Number of seconds the agent had callers on hold for the day. |  |
| 16 | RING\_TIME | Number of seconds the agent allowed their phone to ring for the day. |  |
| 17 | TALK\_TIME | Number of seconds the agent was talking to callers for the day. |  |
| 18 | WRAP\_TIME | Number of seconds the agent completed after call work (ACW) for the day. |  |
| 19 | SCHEDULED\_SHIFT\_TIME | How many minutes the agent was expected to work for a given day. |  |
| 20 | PAID\_TIME | Time period in minutes that an agent was paid for a given day. Ideally this is data pulled from the financial system. |  |
| 21 | PAID\_OVER\_TIME | Time period in minutes that an agent was paid overtime for a given day. Ideally this is data pulled from the financial system. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| F\_AGENT\_CALLS\_BY\_DATE\_PK | PK |  |  |  | F\_AGENT\_BY\_DATE\_ID | ASC |
| F\_AGENT\_BY\_DATE\_\_IDX | UN |  |  |  | F\_AGENT\_BY\_DATE\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_BY\_DT\_D\_AGT\_FK | D\_AGENT | Y | Y |  | D\_AGENT\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
| F\_AGENT\_BY\_DT\_D\_PRJ\_FK | D\_PROJECT | Y | Y |  | D\_PROJECT\_ID |
| F\_AGENT\_BY\_DT\_D\_GRP\_FK | D\_GROUP | Y | Y |  | D\_GROUP\_ID |
| F\_AGENT\_BY\_DT\_D\_DT\_FK | D\_DATE | Y | Y |  | D\_DATE\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
| F\_AGENT\_BY\_DT\_SITE\_FK | D\_SITE | Y | Y |  | D\_SITE\_ID |