**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | project\_agentperf |
| **Version Date** | 19.05.2013 08:40:08 |
| **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** | Staging |

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

|  |  |
| --- | --- |
| **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\_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 |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 11 | SITE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 12 | AGENT\_GROUP |  |  | Y | VARCHAR (50) | 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 |  |  |  |  |
| 16 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 17 | 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 | The project the agent is working. |  |
| 11 | SITE | The site in which the agent is working. |  |
| 12 | AGENT\_GROUP | The group of the agent. |  |
| 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. |  |
| 16 | RECORD\_EFF\_DT | Date the record is active, for changes to agent names, rates, titles, etc |  |
| 17 | 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 |
| STG\_AGENT\_\_IDX | UN |  |  |  | STG\_AGENT\_ID | ASC |
| STG\_AGENT\_\_IDX2 | UN |  |  |  | LOGIN\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | DESC |

*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\_AGENT\_ABS\_STG\_AGENT\_FK | STG\_AGENT\_ABSENCE | Y | Y |  | STG\_AGENT\_ID |
| STG\_AGT\_ACT\_STG\_AGT\_FK | STG\_AGENT\_ACTIVITY | Y | Y |  | STG\_AGENT\_ID |
| STG\_AGT\_SUP\_STG\_AGT\_AGENT\_FK | STG\_AGENT\_SUPERVISOR | Y | Y |  | STG\_AGENT\_ID |
|  |  |  |  |  | STG\_AGENT\_ID |
| STG\_AGT\_WORK\_DAY\_STG\_AGT\_FK | STG\_AGENT\_WORK\_DAY | Y | Y |  | STG\_AGENT\_ID |
| STG\_APPRVD\_EXC\_STG\_AGENT\_FK | STG\_APPRVD\_EXCPTN | Y | Y |  | STG\_AGENT\_ID |
| STG\_CALL\_DETAIL\_STG\_AGENT\_FK | STG\_CALL\_DETAIL | Y | Y |  | STG\_AGENT\_ID |
| STG\_EXT\_INT\_STG\_AGENT\_FK | STG\_EXTERNAL\_INTERNAL | Y | Y |  | STG\_AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | Tardiness, etc... |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 10 |
| **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\_ABSENCE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | ABSENCE\_DATE |  |  |  | Date | LT |  |  |  |  |
| 3 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | ABSENCE\_TYPE |  |  |  | VARCHAR (40) | LT |  |  |  |  |
| 5 | ABSENCE\_MINUTES |  |  |  | NUMERIC | LT |  |  |  |  |
| 6 | ABSENCE\_START\_TIME |  |  |  | Date | LT |  |  |  |  |
| 7 | ABSENCE\_END\_TIME |  |  |  | Date | LT |  |  |  |  |
| 8 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 9 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_AGENT\_ABSENCE\_ID | Surrogate key |  |
| 2 | ABSENCE\_DATE | Date the absence took place |  |
| 3 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent from STG\_AGENT |  |
| 4 | ABSENCE\_TYPE | Type of absence occurrence, e.g., tardy, unplanned full day, etc |  |
| 5 | ABSENCE\_MINUTES | total time in minutes of the agent's absence |  |
| 6 | ABSENCE\_START\_TIME | Date and Time of the beginning of the agent's absence |  |
| 7 | ABSENCE\_END\_TIME | Date and Time of the end of the agent's absence |  |
| 8 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 9 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 10 | 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\_AGENT\_ABSENCES\_PK | PK |  |  |  | STG\_AGENT\_ABSENCE\_ID | ASC |
| STG\_AGENT\_ABSENCES\_\_UN | UK |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | ABSENCE\_START\_TIME | ASC |
| STG\_AGENT\_ABSENCE\_\_IDX | UN |  |  |  | STG\_AGENT\_ABSENCE\_ID | ASC |
| STG\_AGENT\_ABSENCE\_\_IDX2 | UN |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | ABSENCE\_START\_TIME | DESC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | STG\_AGENT\_ABSENCE\_CK | ABSENCE\_START\_TIME <= ABSENCE\_END\_TIME |

*Foreign Keys (referring to)*

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

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

|  |  |
| --- | --- |
| **Number Of Columns** | 10 |
| **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\_ACTIVITY\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | ACTIVITY\_NAME |  |  |  | VARCHAR (40) | LT |  |  |  |  |
| 4 | ACTIVITY\_START\_TIME |  |  |  | Date | LT |  |  |  |  |
| 5 | ACTIVITY\_END\_TIME |  |  |  | Date | LT |  |  |  |  |
| 6 | ACTIVITY\_DURATION\_SECONDS |  |  |  | NUMERIC | LT |  |  |  |  |
| 7 | ACTIVITY\_DT |  |  |  | Date | LT |  |  |  |  |
| 8 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 9 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_AGENT\_ACTIVITY\_ID | Surrogate key |  |
| 2 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent from STG\_AGENT |  |
| 3 | ACTIVITY\_NAME | Name of the activity the agent is engaged in, this should hold all Not Ready times and ready times, but not call related times (talk, hold, acw) |  |
| 4 | ACTIVITY\_START\_TIME | Date Time the agent began the activity |  |
| 5 | ACTIVITY\_END\_TIME | Date Time the agent ended the activity |  |
| 6 | ACTIVITY\_DURATION\_SECONDS | Total time for the activity |  |
| 7 | ACTIVITY\_DT | Date the activity took place. |  |
| 8 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 9 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 10 | 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\_AGENT\_ACTIVITY\_PK | PK |  |  |  | STG\_AGENT\_ACTIVITY\_ID | ASC |
| STG\_AGENT\_ACTIVITY\_\_UN | UK |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | ACTIVITY\_START\_TIME | ASC |
| STG\_AGENT\_ACTIVITY\_\_IDX | UN |  |  |  | STG\_AGENT\_ACTIVITY\_ID | ASC |
| STG\_AGENT\_ACTIVITY\_\_IDX2 | UN |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | ACTIVITY\_START\_TIME | DESC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | STG\_AGENT\_ACTIVITY\_CK | ACTIVITY\_START\_TIME <= ACTIVITY\_END\_TIME |

*Foreign Keys (referring to)*

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

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

|  |  |
| --- | --- |
| **Description** | This staging table stores only the supervisor for an agent. A given agent's manager is their supervisor's supervisor.  Supervisors will also have a record in this table, the supervisor\_agent\_id for them will be their Manager's Supervisor fk to master agent |
| **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\_AGENT\_SUPERVISOR\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | SUPERVISOR\_STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 5 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 6 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_AGENT\_SUPERVISOR\_ID | Surrogate key |  |
| 2 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent or supervisor from STG\_AGENT |  |
| 3 | SUPERVISOR\_STG\_AGENT\_ID | The STG\_AGENT\_ID of the supervisor or manager from STG\_AGENT |  |
| 4 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 5 | RECORD\_EFF\_DT | Inclusive applicability start date for superior  If not in system equals STG\_extract\_dt |  |
| 6 | RECORD\_END\_DT | Inclusive applicability end date for superior  If not in system, equals stg\_extract\_dt of new agent relationship record |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| ST\_AGENT\_SUPERVISOR\_PK | PK |  |  |  | STG\_AGENT\_SUPERVISOR\_ID | ASC |
| STG\_AGENT\_SUPERVISOR\_UN | UK |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
| STG\_AGENT\_SUPERVISOR\_\_IDX | UN |  |  |  | STG\_AGENT\_SUPERVISOR\_ID | ASC |
| STG\_AGENT\_SUPERVISOR\_\_IDX2 | UN |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | DESC |

*Constraints*

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

*Foreign Keys (referring to)*

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

|  |  |
| --- | --- |
| **Table Name** | STG\_AGENT\_WORK\_DAY |
| **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 | STG\_AGENT\_WORK\_DAY\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | WORK\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | FIRST\_LOGIN |  |  | Y | Date | LT |  |  |  |  |
| 5 | LAST\_LOGOUT |  |  | Y | Date | LT |  |  |  |  |
| 6 | SCHEDULED\_SHIFT\_DURATION |  |  |  | NUMERIC | LT |  |  |  |  |
| 7 | PAID\_DURATION |  |  |  | NUMERIC | LT |  |  |  |  |
| 8 | PAID\_OVERTIME\_DURATION |  |  |  | NUMERIC | LT |  |  |  |  |
| 9 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_AGENT\_WORK\_DAY\_ID | Surrogate key. |  |
| 2 | STG\_AGENT\_ID | Fk to stg\_agent |  |
| 6 | SCHEDULED\_SHIFT\_DURATION | Scheduled shift in minutes. |  |
| 7 | PAID\_DURATION | Paid time in minutes. |  |
| 8 | PAID\_OVERTIME\_DURATION | Time paid overtime in minutes. |  |
| 9 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | 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\_AGENT\_WORK\_DAY\_PK | PK |  |  |  | STG\_AGENT\_WORK\_DAY\_ID | ASC |
| STG\_AGENT\_WORK\_DAY\_\_UN | UK |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | WORK\_DATE | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_AGT\_WORK\_DAY\_STG\_AGT\_FK | STG\_AGENT | Y | Y |  | STG\_AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | PTO and LWOP |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 10 |
| **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\_APPRVD\_EXCPTN\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | REQUEST\_TYPE |  |  |  | VARCHAR (30) | LT |  |  |  |  |
| 4 | REQUEST\_DT |  |  |  | Date | LT |  |  |  |  |
| 5 | SUBMITTED\_DT |  |  |  | Date | LT |  |  |  |  |
| 6 | EXCPTN\_START\_TIME |  |  |  | Date | LT |  |  |  |  |
| 7 | EXCPTN\_END\_TIME |  |  |  | Date | LT |  |  |  |  |
| 8 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 9 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_APPRVD\_EXCPTN\_ID | Surrogate key |  |
| 2 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent from STG\_AGENT |  |
| 3 | REQUEST\_TYPE | Type of leave requested by the agent |  |
| 4 | REQUEST\_DT | Date for which the leave was requested |  |
| 5 | SUBMITTED\_DT | Date the agent submitted the request |  |
| 6 | EXCPTN\_START\_TIME | Date and time of the beginning of the agent's leave |  |
| 7 | EXCPTN\_END\_TIME | Date and time of the end of the agent's leave |  |
| 8 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 9 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 10 | 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\_APPRVD\_EXCPTN\_PK | PK |  |  |  | STG\_APPRVD\_EXCPTN\_ID | ASC |
| STG\_APPRVD\_EXCPTN\_UN | UK |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | EXCPTN\_START\_TIME | ASC |
| STG\_APPRVD\_EXCPTN\_\_IDX | UN |  |  |  | STG\_APPRVD\_EXCPTN\_ID | ASC |
| STG\_APPRVD\_EXCPTN\_\_IDX2 | UN |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | EXCPTN\_START\_TIME | DESC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Table Level | STG\_APPRVD\_EXCPTN\_CK | EXCPTN\_START\_TIME <= EXCPTN\_END\_TIME |

*Foreign Keys (referring to)*

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

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

|  |  |
| --- | --- |
| **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 | UN |  |  |  | STG\_CALL\_DETAIL\_ID | ASC |
| STG\_CALL\_DETAIL\_\_IDX2 | UN |  |  |  | CALL\_SEGMENT\_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\_EXTERNAL\_INTERNAL |
| **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 | STG\_EXTERNAL\_INTERNAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AGENT\_CALLS\_DT |  |  |  | Date | LT |  |  |  |  |
| 3 | STG\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | EXTERNAL\_SECONDS |  |  |  | NUMERIC | LT |  |  |  |  |
| 5 | EXTERNAL\_CALLS\_COUNT |  |  |  | NUMERIC | LT |  |  |  |  |
| 6 | INTERNAL\_SECONDS |  |  |  | NUMERIC | LT |  |  |  |  |
| 7 | INTERNAL\_CALLS\_COUNT |  |  |  | NUMERIC | LT |  |  |  |  |
| 8 | LOGIN\_SECONDS |  |  |  | NUMERIC | LT |  |  |  |  |
| 9 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_EXTERNAL\_INTERNAL\_ID | Surrogate key |  |
| 2 | AGENT\_CALLS\_DT | Date the external or internal calls took place |  |
| 3 | STG\_AGENT\_ID | The STG\_AGENT\_ID of the agent from STG\_AGENT |  |
| 4 | EXTERNAL\_SECONDS | duration of all external calls - not dialer outbound but manual. An external call is a call from the agent's desktop phone to an outside number, e.g. the agent dials home |  |
| 5 | EXTERNAL\_CALLS\_COUNT | count of external calls |  |
| 6 | INTERNAL\_SECONDS | duration of all internal calls. An internal call is a call from the agent's desktop phone to another agent's (or supervisor) deskphone |  |
| 7 | INTERNAL\_CALLS\_COUNT | count of internal calls |  |
| 8 | LOGIN\_SECONDS | Total seconds the agent was logged into the system for the day. Last logout - first login |  |
| 9 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | 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\_EXTERNAL\_INTERNAL\_PK | PK |  |  |  | STG\_EXTERNAL\_INTERNAL\_ID | ASC |
| STG\_EXTERNAL\_INTERNAL\_UN | UK |  |  |  | AGENT\_CALLS\_DT | ASC |
|  |  |  |  |  | STG\_AGENT\_ID | ASC |
| STG\_EXTERNAL\_INTERNAL\_\_IDX | UN |  |  |  | STG\_EXTERNAL\_INTERNAL\_ID | ASC |
| STG\_EXTERNAL\_INTERNAL\_\_IDX2 | UN |  |  |  | STG\_AGENT\_ID | ASC |
|  |  |  |  |  | AGENT\_CALLS\_DT | DESC |

*Foreign Keys (referring to)*

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