## Purpose

The purpose of this document is to identify the data sources for the STG\_ACD\_INTERVAL staging table.

## Description

The table below contains assumptions source tables and columns from the ACD interval tables used to populate the STG\_ACD\_INTERVAL staging table. The Column Name and Description columns were extracted from the ProjectContactCenterProductionPlanningActualsStaging\_v1.2.docx document which describes the requisite data fields. If a candidate field has been identified, it will be indicated in brackets in the Notes column. If a candidate field has not been identified, the Notes column will contain “Not Identified”. Sequence indicates that the field is auto-generated. ETL indicates that the field will be calculated as a part of the ETL process.

## Summary

[this section is intended to provide a summary of how successful we were in identifying data sources]

## Details

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_ACD\_INTERVAL\_ID | Surrogate key for interval records | N/A |
| 2 | INTERVAL\_DATE | This column identifies which date the interval data is associated with and is the natural key for the date dimension when the data is loaded into the dimensional model. | Derived from Call\_Type\_Interval.DbDateTime |
| 3 | STG\_CONTACT\_QUEUE\_ID | FK to CONTACT\_QUEUE table. This column identifies which contact queue the interval data is associated with. | Call\_Type\_Interval.CallTypeID |
| 4 | STG\_INTERVAL\_ID | FK to STG\_INTERVAL. This column identifies which time span the interval data is associated with. | ETL |
| 5 | STG\_AGENT\_ID | FK to STG\_AGENT. This field identifies the agent for which the interval data is associated with. If interval data is not available by agent, then the "All Agents" ID should be used. | Agent\_Interval.SkillTargetID |
| 6 | CONTACTS\_RECEIVED\_FROM\_IVR | The total number of contacts received from the IVR for this contact queue during the interval. | DD??? VruScriptedXfeerredCalls + VruForcedXferredCalls |
| 7 | CONTACTS\_OFFERED | The total number of contacts transferred to this queue during the interval. | Call\_Type\_Interval.CallsOffered |
| 8 | CONTACTS\_HANDLED | Total number of contacts that were responded by an agent. Contacts Handled + Contacts Abandoned = Contacts Offered. | Call\_Type\_Interval.CallsHandled |
| 9 | CONTACTS\_ABANDONED | Total number of contacts answered by the ACD system then disconnected by the caller or incorrectly dropped by the system. Abandonment Rate = Contacts Abandoned / Contacts Offered. | Sum of Call\_Type\_Interval. RouterCallsAbandQ |
| 10 | MIN\_HANDLE\_TIME | Shortest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) | ETL calculation by analyzing Termination\_Call\_Detail for the given interval |
| 11 | MAX\_HANDLE\_TIME | Longest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) | ETL calculation by analyzing Termination\_Call\_Detail for the given interval |
| 12 | MEAN\_HANDLE\_TIME | Average length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) | Call\_Type\_Interval.HandleTime/ Call\_Type\_Interval.CallsHandled |
| 13 | MEDIAN\_HANDLE\_TIME | Middle length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) | ETL calculation by analyzing Termination\_Call\_Detail for the given interval |
| 14 | STDDEV\_HANDLE\_TIME | Variation from the average length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) | ETL calculation by analyzing Termination\_Call\_Detail for the given interval |
| 15 | MIN\_SPEED\_TO\_HANDLE | Shortest length of time a contact stayed in the contact center system. (Speed to Handle = Time in the IVR + Wait Time + Talk Time + Hold Time) | Call\_Detail |
| 16 | MAX\_SPEED\_TO\_HANDLE | Longest length of time a contact stayed in the contact center system. (Speed to Handle = Time in the IVR + Wait Time + Talk Time + Hold Time) | Call\_Detail |
| 17 | MEAN\_SPEED\_TO\_HANDLE | Average length of time the contacts stayed in the contact center system. (Speed to Handle = Time in the IVR + Wait Time + Talk Time + Hold Time) | (Time in IVR(?) + Call\_Type\_Interval.RouterQueueWaitTime + Call\_Type\_Interval.TalkTime + Call\_Type\_Interval.HoldTime)/ Call\_Type\_Interval.CallsHandled |
| 18 | MEDIAN\_SPEED\_TO\_HANDLE | Middle length of time the contacts stayed in the contact center system. (Speed to Handle = Time in the IVR + Wait Time + Talk Time + Hold Time) | Call\_Detail |
| 19 | STDDEV\_SPEED\_TO\_HANDLE | Variation from the average length of time the contacts stayed in the contact center system. (Speed to Handle = Time in the IVR + Wait Time + Talk Time + Hold Time) | Call\_Detail |
| 20 | MIN\_SPEED\_OF\_ANSWER | Shortest length of time a contact spent in the queue before talking to an agent. Typically high abandonment rate is associated with long wait time (Speed of Answer). | Call\_Detail |
| 21 | MAX\_SPEED\_OF\_ANSWER | Longest length of time a contact spent in the queue before talking to an agent. Typically high abandonment rate is associated with long wait time (Speed of Answer). | Call\_Detail |
| 22 | MEAN\_SPEED\_OF\_ANSWER | Average length of time the contacts spent in the queue before talking to an agent. Typically high abandonment rate is associated with long wait time (Speed of Answer). | Call\_Type\_Interval.RouterQueueWaitTime/ Call\_Type\_Interval.CallsHandled |
| 23 | MEDIAN\_SPEED\_OF\_ANSWER | Middle length of time the contacts spent in the queue before talking to an agent. Typically high abandonment rate is associated with long wait time (Speed of Answer). | Call\_Detail |
| 24 | STDDEV\_SPEED\_OF\_ANSWER | Variation from the average length of time the contacts spent in the queue before talking to an agent. Typically high abandonment rate is associated with long wait time (Speed of Answer). | Call\_Detail |
| 25 | SPEED\_OF\_ANSWER\_PERIOD\_1 | Total number of contacts answered within speed of answer period 1 during the reporting interval | Call\_Type\_Interval.AnsInterval1 |
| 26 | SPEED\_OF\_ANSWER\_PERIOD\_2 | Total number of contacts answered within speed of answer period 2 during the reporting interval | Call\_Type\_Interval.AnsInterval2 |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_3 | Total number of contacts answered within speed of answer period 3 during the reporting interval | Call\_Type\_Interval.AnsInterval3 |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_4 | Total number of contacts answered within speed of answer period 4 during the reporting interval | Call\_Type\_Interval.AnsInterval4 |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_5 | Total number of contacts answered within speed of answer period 5 during the reporting interval | Call\_Type\_Interval.AnsInterval5 |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_6 | Total number of contacts answered within speed of answer period 6 during the reporting interval | Call\_Type\_Interval.AnsInterval6 |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_7 | Total number of contacts answered within speed of answer period 7 during the reporting interval | Call\_Type\_Interval.AnsInterval7 |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_8 | Total number of contacts answered within speed of answer period 8 during the reporting interval | Call\_Type\_Interval.AnsInterval8 |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_9 | Total number of contacts answered within speed of answer period 9 during the reporting interval | Call\_Type\_Interval.AnsInterval9 |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_10 | Total number of contacts answered within speed of answer period 10 during the reporting interval | Call\_Type\_Interval.AnsInterval10 |
| 35 | CALLS\_ABANDONED\_PERIOD\_1 | Total number of contacts abandoned within abandoned period 1 during the reporting interval | Call\_Type\_Interval.AbandInterval1 |
| 36 | CALLS\_ABANDONED\_PERIOD\_2 | Total number of contacts abandoned within abandoned period 2 during the reporting interval | Call\_Type\_Interval.AbandInterval2 |
| 37 | CALLS\_ABANDONED\_PERIOD\_3 | Total number of contacts abandoned within abandoned period 3 during the reporting interval | Call\_Type\_Interval.AbandInterval3 |
| 38 | CALLS\_ABANDONED\_PERIOD\_4 | Total number of contacts abandoned within abandoned period 4 during the reporting interval | Call\_Type\_Interval.AbandInterval4 |
| 39 | CALLS\_ABANDONED\_PERIOD\_5 | Total number of contacts abandoned within abandoned period 5 during the reporting interval | Call\_Type\_Interval.AbandInterval5 |
| 40 | CALLS\_ABANDONED\_PERIOD\_6 | Total number of contacts abandoned within abandoned period 6 during the reporting interval | Call\_Type\_Interval.AbandInterval6 |
| 41 | CALLS\_ABANDONED\_PERIOD\_7 | Total number of contacts abandoned within abandoned period 7 during the reporting interval | Call\_Type\_Interval.AbandInterval7 |
| 42 | CALLS\_ABANDONED\_PERIOD\_8 | Total number of contacts abandoned within abandoned period 8 during the reporting interval | Call\_Type\_Interval.AbandInterval8 |
| 43 | CALLS\_ABANDONED\_PERIOD\_9 | Total number of contacts abandoned within abandoned period 9 during the reporting interval | Call\_Type\_Interval.AbandInterval9 |
| 44 | CALLS\_ABANDONED\_PERIOD\_10 | Total number of contacts abandoned within abandoned period 10 during the reporting interval | Call\_Type\_Interval.AbandInterval10 |
| 45 | LABOR\_MINUTES\_TOTAL | Total staff minutes at work, including all staff on the payroll. At any time instance, Labor Minutes Total = Labor Minutes Available + Labor Minutes Unavailable.  The default data source for this should be the WFM, but may come from the ACD. | Agent\_Interval.LoggedOnTime |
| 46 | LABOR\_MINUTES\_WAITING | Total minutes that staff logged on but not handling contacts. The percent of labor wait time (among total paid time) may indicate how effective the staff are scheduled at each time interval (daily, hourly, or 15 minutes interval). However, the service target will set a limit on the total minimum wait time, i.e., a very good service level requires â€œmore wait timeâ€ to be built into the schedule in order for that service level to be achievable.  The default data source for this should be the WFM, but may come from the ACD. | Agent\_Interval.AvailTime?  or  Agent\_Interval.WorkReadyTime? |
| 47 | HEADCOUNT\_AVAILABLE | Number of staff who logged on. Headcount Available / Total Headcount indicates how well staff is utilized.  The default data source for this should be the WFM, but may come from the ACD. | Sum(Agent\_Skill\_Group\_Interval.HoldTime + Agent\_Skill\_Group\_Interval. TalkInTime + ACW? + ReadyTime?)/interval duration  DD??? Agent\_Interval.LoggedOnTime/Interval duration |
| 48 | CONTACT\_INVENTORY | Items received/tasks created but is either work in progress or has not been started.  This column is applicable only if items/tasks are managed as a queue within the ACD. | ? |
| 49 | CONTACT\_INVENTORY\_JEOPARDY | Total number of work items that are at risk of missing service target.  This column is applicable only if work items are managed as a queue within the ACD. | ? |
| 50 | CONTACT\_INVENTORY\_AGE\_TOTAL | The sum of the ages of items received/tasks created but are either work in progress or have not been started. This metric is necessary to calculate the mean inventory age by unit of work.  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 51 | MIN\_CONTACT\_INVENTORY\_AGE | Lowest number of days an item (task) has been received (created) but has not been completed or cancelled  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 52 | MAX\_CONTACT\_INVENTORY\_AGE | Highest number of days an item (task) has been received (created) but has not been completed or cancelled.  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 53 | MEAN\_CONTACT\_INVENTORY\_AGE | Average number of days an item (task) has been received (created) but has not been completed or cancelled.  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 54 | MEDIAN\_CONTACT\_INVENTORY\_AGE | Middle number of days an item (task) has been received (created) but has not been completed or cancelled.  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 55 | STDDEV\_CONTACT\_INVENTORY\_AGE | Variation from the average number of days an item (task) has been received (created) but has not been completed or cancelled.  This column is applicable only if items are managed as a queue within the ACD. | ? |
| 56 | CONTACTS\_TRANSFERRED | Contacts that were rerouted or escalated to another agent or skill group. Examples include calls that start in a sales queue but really need to be handled by technical support. | ? |
| 57 | OUTFLOW\_CONTACTS | Total number of contacts queued to multiple skill group or applications | ? |
| 58 | ANSWER\_WAIT\_TIME\_TOTAL | Total wait time spent in a queue for all calls that were answered in the reporting interval. This is used to calculate the average speed of answer. | Sum(Call\_Type\_Interval.AnsInterval#) |
| 59 | ABANDON\_TIME\_TOTAL | Total time spent in agent queues for all calls that were abandoned in a reporting interval. | Sum(Call\_Type\_Interval.AbandInterval#) |
| 60 | TALK\_TIME\_TOTAL | The time agents spend with a customer. Does not include hold time or ACW time. | Call\_Type\_Interval.TalkTime |
| 61 | AFTER\_CALL\_WORK\_TIME\_TOTAL | Time spent completing the transaction after the customer has been released or disconnected. Time spent after a customer call or chat until the agent state changes places them in idle or ready. This is a component of Average Handle Time. | Call\_Type\_Interval.HandleTime - Call\_Type\_Interval.TalkTime - Call\_Type\_Interval.HoldTime |
| 62 | SERVICE\_LEVEL\_ANSWERED\_PERCENT | Percent of calls answered within answer time threshold. Examples include the wait times for an inbound call to get answered, a web chat to be responded to, or a service dispatch to be initiated. It indicates what percent of the transactions begin processing on or before a defined wait time (usually expressed in seconds). E.g., for service level 75/120, the first number is the target for the percent of transactions handled and the second number is the cycle time target, typically expressed in seconds. So 75/120 means the target is 75% of the transactions are processed on or before 120 seconds. | Call\_Type\_Interval.ServiceLevelCalls/ Call\_Type\_Interval.CallsAnswered |
| 63 | SERVICE\_LEVEL\_ANSWERED\_COUNT | Total number of calls answered within the service level threshold during the reporting interval | Call\_Type\_Interval.ServiceLevelCalls |
| 64 | SERVICE\_LEVEL\_ABANDONED | Abandonment Rate = Calls Abandon / Calls Offered. Reflects customer patience level for wait and how adequately a contact center is staffed. | Call\_Type\_Interval.ServiceLevelAband |
| 65 | CALLS\_ON\_HOLD | Number of contacts put on hold at least once during the reporting interval. | Call\_Type\_Interval.CallsOnHold |
| 66 | HOLD\_TIME\_TOTAL | Total time for all calls being on hold during the reporting interval. Used to calculate average hold time (and indirectly, average handle time) for a reporting interval. | Call\_Type\_Interval.HoldTime |
| 67 | IVR\_TIME\_TOTAL | Total time spent in the IVR for all calls that were handled by the agent in this queue during this interval. This metric is necessary to calculate the mean speed to handle (time in IVR + wait time + talk time + hold time / contacts handled) by unit of work. | ? |
| 68 | SHORT\_ABANDONS | Total number of calls to the route that were too short to be considered abandoned during the reporting interval | Call\_Type\_Interval.ShortCalls |
| 69 | CONTACTS\_BLOCKED | Number of contacts that are not allowed into the system due to trunk capacity or system issues. | ? |
| 70 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. | ETL |
| 71 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. This is used for audit purposes. | ETL |
| 72 | STG\_LAST\_UPDATE\_BY | This field identifies which user last updated this record. This is used for audit purposes. | ETL |