**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center Agent Efficiency |
| **Version Date** | 19.07.2013 04:10:23 |
| **Version Comment** |  |
| **Model Name** | Presentation |

|  |  |
| --- | --- |
| **Table Name** | AP\_D\_ACTIVITY\_TYPE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_ACTIVITY\_TYPE\_ID | n/a |  |
| 2 | ACTIVITY\_TYPE\_NAME | n/a |  |
| 3 | ACTIVITY\_TYPE\_DESC | n/a |  |
| 4 | ACTIVITY\_TYPE\_CATEGORY | n/a |  |
| 5 | IS\_PAID\_FLAG | n/a |  |
| 6 | IS\_AVAILABLE\_FLAG | n/a |  |
| 7 | VERSION | n/a |  |
| 8 | RECORD\_EFF\_DT | n/a |  |
| 9 | RECORD\_END\_DT | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_AGENT\_ID | n/a |  |
| 2 | LOGIN\_ID | n/a |  |
| 3 | FIRST\_NAME | n/a |  |
| 4 | MIDDLE\_INITIAL | n/a |  |
| 5 | LAST\_NAME | n/a |  |
| 6 | JOB\_TITLE | n/a |  |
| 7 | LANGUAGE | n/a |  |
| 8 | HOURLY\_RATE | n/a |  |
| 9 | RATE\_CURRENCY | n/a |  |
| 10 | VERSION | n/a |  |
| 11 | RECORD\_EFF\_DT | n/a |  |
| 12 | RECORD\_END\_DT | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_GROUP\_ID | n/a |  |
| 2 | GROUP\_NAME | n/a |  |
| 3 | GROUP\_DESCRIPTION | n/a |  |
| 4 | VERSION | n/a |  |
| 5 | RECORD\_EFF\_DT | n/a |  |
| 6 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | AP\_D\_PROJECT\_TARGETS |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_PROJECT\_TARGETS\_ID | n/a |  |
| 2 | PROJECT\_ID | n/a |  |
| 3 | VERSION | n/a |  |
| 4 | AVERAGE\_HANDLE\_TIME\_TARGET | n/a |  |
| 5 | UTILIZATION\_TARGET | n/a |  |
| 6 | COST\_PER\_CALL\_TARGET | n/a |  |
| 7 | OCCUPANCY\_TARGET | n/a |  |
| 8 | LABOR\_COST\_PER\_CALL\_TARGET | n/a |  |
| 9 | RECORD\_EFF\_DT | n/a |  |
| 10 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_ACTIVITY\_BY\_DATE\_ID | n/a |  |
| 2 | D\_DATE | n/a |  |
| 3 | D\_AGENT\_ID | n/a |  |
| 4 | D\_ACTIVITY\_TYPE\_ID | n/a |  |
| 5 | D\_PROGRAM\_ID | n/a |  |
| 6 | D\_GEOGRAPHY\_MASTER\_ID | n/a |  |
| 7 | D\_GROUP\_ID | n/a |  |
| 8 | D\_PROJECT\_ID | n/a |  |
| 9 | ACTIVITY\_MINUTES | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_BY\_DATE\_ID | n/a |  |
| 2 | D\_DATE | n/a |  |
| 3 | D\_AGENT\_ID | n/a |  |
| 4 | SUPERVISOR\_D\_AGENT\_ID | n/a |  |
| 5 | MANAGER\_D\_AGENT\_ID | n/a |  |
| 6 | D\_PROJECT\_TARGETS\_ID | n/a |  |
| 7 | D\_PROGRAM\_ID | n/a |  |
| 8 | D\_GEOGRAPHY\_MASTER\_ID | n/a |  |
| 9 | D\_GROUP\_ID | n/a |  |
| 10 | HANDLE\_CALLS\_COUNT | n/a |  |
| 11 | HANDLE\_TIME | n/a |  |
| 12 | INTERNAL\_CALLS\_COUNT | n/a |  |
| 13 | INTERNAL\_SECONDS | n/a |  |
| 14 | EXTERNAL\_CALLS\_COUNT | n/a |  |
| 15 | EXTERNAL\_SECONDS | n/a |  |
| 16 | HOLD\_TIME | n/a |  |
| 17 | RING\_TIME | n/a |  |
| 18 | TALK\_TIME | n/a |  |
| 19 | WRAP\_TIME | n/a |  |
| 20 | FIRST\_LOGIN | n/a |  |
| 21 | LAST\_LOGOUT | n/a |  |
| 22 | LOGIN\_SECONDS | n/a |  |
| 23 | SCHEDULED\_SHIFT\_MINUTES | n/a |  |
| 24 | ACTUAL\_SHIFT\_MINUTES | n/a |  |
| 25 | ACTUAL\_OVERTIME\_MINUTES | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_DATES |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_DATE | n/a |  |
| 2 | D\_MONTH | n/a |  |
| 3 | D\_MONTH\_NAME | n/a |  |
| 4 | D\_DAY | n/a |  |
| 5 | D\_DAY\_NAME | n/a |  |
| 6 | D\_DAY\_OF\_WEEK | n/a |  |
| 7 | D\_DAY\_OF\_MONTH | n/a |  |
| 8 | D\_DAY\_OF\_YEAR | n/a |  |
| 9 | D\_YEAR | n/a |  |
| 10 | D\_MONTH\_NUM | n/a |  |
| 11 | D\_WEEK\_OF\_YEAR | n/a |  |
| 12 | D\_WEEK\_OF\_MONTH | n/a |  |
| 13 | WEEKEND\_FLAG | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_GEOGRAPHY\_MASTER |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | GEOGRAPHY\_MASTER\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | GEOGRAPHY\_NAME |  |  | Y | VARCHAR (250) | LT |  |  |  |  |
| 3 | COUNTRY\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | STATE\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | PROVINCE\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | DISTRICT\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | REGION\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | SITE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_PROGRAM |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns*

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

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

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | PROJECT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | SEGMENT\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_SITE\_ID | n/a |  |
| 2 | SITE\_NAME | n/a |  |
| 3 | SITE\_DESCRIPTION | n/a |  |
| 4 | VERSION | n/a |  |
| 5 | RECORD\_EFF\_DT | n/a |  |
| 6 | RECORD\_END\_DT | n/a |  |