**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** |  |

|  |  |
| --- | --- |
| **Description** | AP\_D\_ACTIVITY\_TYPE contains the agent activity types that are relevant to the Agent Performance module. The table will contain the list of activities for which agent activity should be captured. The expectation is that if an activity type exists in this table, the ETL process should load data from the contact center specifying when and for how long agents engaged in these actvities.  The data source for this table is the CFG\_ACTIVITY\_TYPE staging table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 9 |
| **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\_ACTIVITY\_TYPE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | ACTIVITY\_TYPE\_NAME |  |  | Y | VARCHAR (40) | LT |  |  |  |  |
| 3 | ACTIVITY\_TYPE\_DESC |  |  | Y | VARCHAR (255) | LT |  |  |  |  |
| 4 | ACTIVITY\_TYPE\_CATEGORY |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | IS\_PAID\_FLAG |  |  | Y | CHAR (1) | LT |  |  |  |  |
| 6 | IS\_AVAILABLE\_FLAG |  |  | Y | CHAR (1) | LT |  |  |  |  |
| 7 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 8 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 9 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_ACTIVITY\_TYPE\_ID | Surrogate key |  |
| 2 | ACTIVITY\_TYPE\_NAME | The human readable unique identifier for an activity type. This value describes how the agent spent their time. Examples are Ready, Not Ready, Talking, After Call Work, Break, Lunch, Training, Meeting, etc. |  |
| 3 | ACTIVITY\_TYPE\_DESC | This field contains an explanation of the activity type and its relevance to the contact center. |  |
| 4 | ACTIVITY\_TYPE\_CATEGORY | This field is used to categorize activity types.  \*\* NEED INPUT ON BUSINESS REQUIREMENTS TO DEFINE VALID VALUES. CANDIDATES FROM BLUE PUMPKIN INCLUDE: Assigned Work Activities, Shift Events, Planned Events, Absence Activities, Learning Activities |  |
| 5 | IS\_PAID\_FLAG | This field indicates whether or not the agent is paid for time spent in this activity. |  |
| 6 | IS\_AVAILABLE\_FLAG | This field indicates whether or not the time spent in this activity is time that the agent is handling or can handle client calls. |  |
| 7 | VERSION | Version number of type-2 slow changing dimension. |  |
| 8 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 9 | 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\_ACTIVITY\_TYPE\_ID | ASC |
| AP\_D\_ACTIVITY\_TYPE\_\_UN | UK |  |  |  | ACTIVITY\_TYPE\_NAME | ASC |
| D\_AVAILABILITY\_TYPE\_\_IDX | UN |  |  |  | D\_ACTIVITY\_TYPE\_ID | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_ACT\_DATE\_D\_ACT\_TYPE\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | D\_ACTIVITY\_TYPE\_ID |

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

|  |  |
| --- | --- |
| **Description** | AP\_D\_AGENT contains records for any agents known to the contact center.  This table holds a history of records' 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 a record'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.  The source for this data will be the STG\_AGENT staging table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 12 |
| **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 |  |  | Y | VARCHAR (20) | LT |  |  |  |  |
| 5 | LAST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | JOB\_TITLE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | HOURLY\_RATE |  |  | Y | NUMERIC (5,2) | LT |  |  |  |  |
| 9 | RATE\_CURRENCY |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 10 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 11 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 12 | 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 | The agent's first name |  |
| 4 | MIDDLE\_INITIAL | The agent's middle initial, if available, used to differentiate similarly named people |  |
| 5 | LAST\_NAME | The agent's last name |  |
| 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. This column should be used in conjunction with the RATE\_CURRENCY column. |  |
| 9 | RATE\_CURRENCY | The currency in which the agent is paid as identified by the country's ISO 4217 code. E.g. the Euro = EUR, the U.S. Dollar = USD. |  |
| 10 | VERSION | Version number of type-2 slow changing dimension. |  |
| 11 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 12 | 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 |
| AP\_D\_AGENT\_\_UN | UK |  |  |  | LOGIN\_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\_ACT\_DATE\_D\_D\_AGENT\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | D\_AGENT\_ID |
| F\_AGENT\_DATE\_D\_AGENT\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | D\_AGENT\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
|  |  |  |  |  | D\_AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | AP\_D\_GROUP contains the records for the grouping of agents. This grouping can be defined per implementation based on the relevant business rules applicable to the implementation and is used for reporting purposes. |
| **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 | 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 | The human readable unique identifier for a group. |  |
| 3 | GROUP\_DESCRIPTION | An explanation of the group and its relevance to the contact center. |  |
| 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 |
| AP\_D\_GROUP\_\_UN | UK |  |  |  | GROUP\_NAME | ASC |
|  |  |  |  |  | RECORD\_END\_DT | 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\_ACT\_DATE\_D\_GROUP\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | D\_GROUP\_ID |
| F\_AGENT\_DATE\_D\_GROUP\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | D\_GROUP\_ID |

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

|  |  |
| --- | --- |
| **Description** | AP\_D\_PROJECT\_TARGETS contains the metrics targets for a given project. This table will be used to compare an agent's performance for a day against their project's targets that were current for that day. |
| **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 | D\_PROJECT\_TARGETS\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 4 | AVERAGE\_HANDLE\_TIME\_TARGET |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 5 | UTILIZATION\_TARGET |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 6 | COST\_PER\_CALL\_TARGET |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 7 | OCCUPANCY\_TARGET |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 8 | LABOR\_COST\_PER\_CALL\_TARGET |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 9 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_PROJECT\_TARGETS\_ID | Surrogate key |  |
| 2 | PROJECT\_ID | FK to D\_PROJECT. This field associates a project to its metrics targets. |  |
| 3 | VERSION | Version number of type-2 slow changing dimension. |  |
| 4 | AVERAGE\_HANDLE\_TIME\_TARGET | This field defines the value for which a project has defined as how long an agent should spend completing a contact transaction. |  |
| 5 | UTILIZATION\_TARGET | This field defines the value for which a project has defined as the percent of total paid time an agent should actually be doing work or be in an available state ready for work. |  |
| 6 | COST\_PER\_CALL\_TARGET | This value defines the target for which a project has defined as the absolute cost to complete a call. |  |
| 7 | OCCUPANCY\_TARGET | This field defines the value for which a project has defined as the percentage of time agents should actually be spending handling assigned transactions against the available time. |  |
| 8 | LABOR\_COST\_PER\_CALL\_TARGET | The target in [unit] per call for direct labor time per call. |  |
| 9 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 10 | 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\_TARGETS\_ID | ASC |
| AP\_D\_PROJECT\_TARGETS\_\_UN | UK |  |  |  | PROJECT\_ID | ASC |
|  |  |  |  |  | RECORD\_END\_DT | ASC |
| D\_PROJECT\_\_IDXv1 | UN |  |  |  | PROJECT\_ID | ASC |

*Constraints*

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

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| D\_PRJ\_TARGETS\_D\_PRJ\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_DATE\_D\_PRJ\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | D\_PROJECT\_TARGETS\_ID |

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

|  |  |
| --- | --- |
| **Description** | F\_AGENT\_ACTIVITY\_BY\_DATE captures how an agent spends their time during a given work day for all of the activity types relevant to the Agent Performance module. The type of activities that the agent engaged in and for how long are recorded by Project, Group and Site. Work activities as well as absences will be recorded in this table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 9 |
| **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\_ACTIVITY\_BY\_DATE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | D\_DATE |  | F | Y | Date | LT |  |  |  |  |
| 3 | D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | D\_ACTIVITY\_TYPE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | D\_PROGRAM\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_GROUP\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | D\_PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 9 | ACTIVITY\_MINUTES |  |  |  | NUMERIC (6,2) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_ACTIVITY\_BY\_DATE\_ID | Surrogate key |  |
| 2 | D\_DATE | FK to D\_DATE. This field identifies on which date the agent engaged in the activity. |  |
| 3 | D\_AGENT\_ID | FK to D\_AGENT. This field identifies which agent engaged in the activity. |  |
| 4 | D\_ACTIVITY\_TYPE\_ID | FK to D\_ACTIVITY\_TYPE. This field identifies which activity the agent engaged in during the day. |  |
| 5 | D\_PROGRAM\_ID | FK to D\_PROGRAM. This field indicates which program the agent's metrics are associated with. |  |
| 6 | D\_GEOGRAPHY\_MASTER\_ID | FK to the D\_GEOGRAPHY\_MASTER. This field indicates which geographical location the agent's metrics are associated with. |  |
| 7 | D\_GROUP\_ID | FK to D\_GROUP. This field indicates which group the agent's metrics are associated with. |  |
| 8 | D\_PROJECT\_ID | FK to D\_PROJECT. This field indicates which project the agent's metrics are associated with. |  |
| 9 | ACTIVITY\_MINUTES | The amount of time the agent engaged in this activity for the day. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| F\_AGENT\_AVAIL\_BY\_DATE\_PK | PK |  |  |  | F\_AGENT\_ACTIVITY\_BY\_DATE\_ID | ASC |
| F\_AGENT\_ACT\_BY\_DATE\_\_UN | UK |  |  |  | D\_DATE | ASC |
|  |  |  |  |  | D\_AGENT\_ID | ASC |
|  |  |  |  |  | D\_ACTIVITY\_TYPE\_ID | ASC |
|  |  |  |  |  | D\_PROGRAM\_ID | ASC |
|  |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
|  |  |  |  |  | D\_GROUP\_ID | ASC |
|  |  |  |  |  | D\_PROJECT\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_DT\_IDX | UN |  |  |  | F\_AGENT\_ACTIVITY\_BY\_DATE\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_AGNT\_IDX |  |  |  |  | D\_AGENT\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_ACT\_TYP\_IDX |  |  |  |  | D\_ACTIVITY\_TYPE\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_PRG\_IDX |  |  |  |  | D\_PROGRAM\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_GEO\_IDX |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_GRP\_IDX |  |  |  |  | D\_GROUP\_ID | ASC |
| AP\_F\_AGNT\_AVL\_DT\_D\_PRJ\_IDX |  |  |  |  | D\_PROJECT\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_ACT\_DATE\_D\_D\_AGENT\_FK | AP\_D\_AGENT | Y | Y |  | D\_AGENT\_ID |
| F\_AGENT\_ACT\_DATE\_D\_DATES\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |
| F\_AGENT\_ACT\_DATE\_D\_GEO\_MSTR\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| F\_AGENT\_ACT\_DATE\_D\_PROGRAM\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| F\_AGENT\_ACT\_DATE\_D\_GROUP\_FK | AP\_D\_GROUP | Y | Y |  | D\_GROUP\_ID |
| F\_AGENT\_ACT\_DATE\_D\_ACT\_TYPE\_FK | AP\_D\_ACTIVITY\_TYPE | Y | Y |  | D\_ACTIVITY\_TYPE\_ID |
| F\_AGENT\_ACT\_DATE\_D\_PROJECT\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |

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

|  |  |
| --- | --- |
| **Description** | F\_AGENT\_BY\_DATE captures metrics relevant to the time that the agent spent on calls as well as information on the agent's scheduland work day. Call metrics include client calls, internal calls and external calls. Internal calls are defined as those that are with parties inside of the contact center, e.g. an agent calls their supervisor. External calls are defined as those that are with parties outside of the contact center, e.g. an agent calls home. The information captured related to the schedule and work day are the amount of time the agent was scheduled to work for the day, how much time they actually worked and how much time they worked above and beyond the normal work day. This information is recorded by Date, Agent, Supervisor, Manager, Project, Group and Site. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 25 |
| **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 |  | F | Y | Date | 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\_TARGETS\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_PROGRAM\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | D\_GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 9 | D\_GROUP\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 10 | HANDLE\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  |  |  |  |
| 11 | HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 12 | INTERNAL\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  |  |  |  |
| 13 | INTERNAL\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 14 | EXTERNAL\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  |  |  |  |
| 15 | EXTERNAL\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 16 | HOLD\_TIME |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 17 | RING\_TIME |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 18 | TALK\_TIME |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 19 | WRAP\_TIME |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 20 | FIRST\_LOGIN |  |  | Y | Date | LT |  |  |  |  |
| 21 | LAST\_LOGOUT |  |  | Y | Date | LT |  |  |  |  |
| 22 | LOGIN\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 23 | SCHEDULED\_SHIFT\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  |  |  |  |
| 24 | ACTUAL\_SHIFT\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  |  |  |  |
| 25 | ACTUAL\_OVERTIME\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_AGENT\_BY\_DATE\_ID | Surrogate key |  |
| 2 | D\_DATE | FK to D\_DATE. This field indicates the day the agent's metrics are associated with. |  |
| 3 | D\_AGENT\_ID | FK to D\_AGENT. This field indicates which agent the metrics are associated with. |  |
| 4 | SUPERVISOR\_D\_AGENT\_ID | FK to D\_AGENT. This field indicates the supervisor of the agent the metrics are associated with. |  |
| 5 | MANAGER\_D\_AGENT\_ID | FK to D\_AGENT. This field indicates the manager of the agent the metrics are associated with. |  |
| 6 | D\_PROJECT\_TARGETS\_ID | FK to AP\_D\_PROJECT\_TARGETS. This field associates the agent's metrics to the agent's project targets that were current for that particular day. |  |
| 7 | D\_PROGRAM\_ID | FK to D\_PROGRAM. This field indicates which program the agent's metrics are associated with. |  |
| 8 | D\_GEOGRAPHY\_MASTER\_ID | FK to the D\_GEOGRAPHY\_MASTER. This field indicates which geographical location the agent's metrics are associated with. |  |
| 9 | D\_GROUP\_ID | FK to D\_GROUP. This field indicates which group the agent's metrics are associated with. |  |
| 10 | HANDLE\_CALLS\_COUNT | Number of calls handled by the agent for the day. |  |
| 11 | HANDLE\_TIME | Number of seconds the agent spent handling calls for the day. Handle time = Talk time + Hold Time + After Call Work Time. |  |
| 12 | INTERNAL\_CALLS\_COUNT | The number of calls with a party inside of the contact center. |  |
| 13 | INTERNAL\_SECONDS | The duration of all calls with a party inside of the contact center. |  |
| 14 | EXTERNAL\_CALLS\_COUNT | The number of calls with a party outside of the contact center. |  |
| 15 | EXTERNAL\_SECONDS | The duration of all calls with a party outside of the contact center. |  |
| 16 | HOLD\_TIME | Number of seconds the agent had callers on hold for the day. |  |
| 17 | RING\_TIME | Number of seconds the agent allowed their phone to ring for the day. |  |
| 18 | TALK\_TIME | Number of seconds the agent was talking to clients for the day. |  |
| 19 | WRAP\_TIME | Number of seconds the agent spent doing work to support calls after talking to clients for the day. |  |
| 20 | FIRST\_LOGIN | The date and time of the agent's initial login to the ACD. |  |
| 21 | LAST\_LOGOUT | The date and time of the agent's initial login to the ACD. |  |
| 22 | LOGIN\_SECONDS | The total number of seconds that the agent was logged into the ACD for the day. This should equal the last logout - first login. |  |
| 23 | SCHEDULED\_SHIFT\_MINUTES | The duration of time in minutes that the agent is expected to work for a given day. |  |
| 24 | ACTUAL\_SHIFT\_MINUTES | The duration of time in minutes that an agent actually worked on a given day. |  |
| 25 | ACTUAL\_OVERTIME\_MINUTES | The duration that an agent worked beyond normal workings hours for a given day. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| F\_AGENT\_CALLS\_BY\_DATE\_PK | PK |  |  |  | F\_AGENT\_BY\_DATE\_ID | ASC |
| AP\_F\_AGENT\_BY\_DATE\_\_UN | UK |  |  |  | D\_DATE | ASC |
|  |  |  |  |  | D\_AGENT\_ID | ASC |
|  |  |  |  |  | SUPERVISOR\_D\_AGENT\_ID | ASC |
|  |  |  |  |  | MANAGER\_D\_AGENT\_ID | ASC |
|  |  |  |  |  | D\_PROJECT\_TARGETS\_ID | ASC |
|  |  |  |  |  | D\_PROGRAM\_ID | ASC |
|  |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
|  |  |  |  |  | D\_GROUP\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_D\_DT\_ID\_IDX | UN |  |  |  | F\_AGENT\_BY\_DATE\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_D\_AGNT\_ID\_IDX |  |  |  |  | D\_AGENT\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_SPRVSR\_ID\_IDX |  |  |  |  | SUPERVISOR\_D\_AGENT\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_MNGR\_ID\_IDX |  |  |  |  | MANAGER\_D\_AGENT\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_PRJ\_TRG\_ID\_IDX |  |  |  |  | D\_PROJECT\_TARGETS\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_D\_PRG\_ID\_IDX |  |  |  |  | D\_PROGRAM\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_D\_GEO\_ID\_IDX |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
| AP\_F\_AGNT\_BY\_DT\_D\_GRP\_ID\_IDX |  |  |  |  | D\_GROUP\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_DATE\_D\_AGENT\_FK | AP\_D\_AGENT | Y | Y |  | D\_AGENT\_ID |
| F\_AGENT\_DATE\_D\_GEO\_MASTER\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
| F\_AGENT\_DATE\_D\_PROGRAM\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| F\_AGENT\_DATE\_D\_PRJ\_FK | AP\_D\_PROJECT\_TARGETS | Y | Y |  | D\_PROJECT\_TARGETS\_ID |
| F\_AGENT\_DATE\_D\_GROUP\_FK | AP\_D\_GROUP | Y | Y |  | D\_GROUP\_ID |
|  |  |  |  |  | D\_AGENT\_ID |
| F\_AGENT\_DATE\_D\_DATES\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |

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

|  |  |
| --- | --- |
| **Description** |  |
| **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 | D\_DATE | P |  | Y | Date | LT |  |  |  |  |
| 2 | D\_MONTH |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 3 | D\_MONTH\_NAME |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 4 | D\_DAY |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 5 | D\_DAY\_NAME |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 6 | D\_DAY\_OF\_WEEK |  |  | Y | VARCHAR (1) | LT |  |  |  |  |
| 7 | D\_DAY\_OF\_MONTH |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 8 | D\_DAY\_OF\_YEAR |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 9 | D\_YEAR |  |  | Y | VARCHAR (4) | LT |  |  |  |  |
| 10 | D\_MONTH\_NUM |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 11 | D\_WEEK\_OF\_YEAR |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 12 | D\_WEEK\_OF\_MONTH |  |  | Y | VARCHAR (1) | LT |  |  |  |  |
| 13 | WEEKEND\_FLAG |  |  | Y | CHAR (1) | LT |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_DATES\_PK | PK |  |  |  | D\_DATE | ASC |
| PP\_D\_DATES\_\_UN | UK |  |  |  | D\_YEAR | ASC |
|  |  |  |  |  | D\_DAY\_OF\_YEAR | ASC |
| PP\_D\_DATES\_\_UNv1 | UK |  |  |  | D\_DAY\_OF\_WEEK | ASC |
|  |  |  |  |  | D\_WEEK\_OF\_YEAR | ASC |
|  |  |  |  |  | D\_YEAR | ASC |
| PP\_D\_DATES\_\_UNv2 | UK |  |  |  | D\_MONTH | ASC |
|  |  |  |  |  | D\_DAY\_OF\_MONTH | ASC |
|  |  |  |  |  | D\_YEAR | ASC |
| PP\_D\_DATES\_\_UNv3 | UK |  |  |  | D\_MONTH\_NAME | ASC |
|  |  |  |  |  | D\_YEAR | ASC |
| PP\_D\_DATES\_MONTH\_NAME\_IX |  |  |  |  | D\_MONTH\_NAME | ASC |
| PP\_D\_DATES\_D\_WEEK\_OF\_MONTH\_IX |  |  |  |  | D\_WEEK\_OF\_MONTH | ASC |
|  |  |  |  |  | D\_DATE | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_ACT\_DATE\_D\_DATES\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | D\_DATE |
| F\_AGENT\_DATE\_D\_DATES\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | D\_DATE |

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

|  |  |
| --- | --- |
| **Description** |  |
| **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 | 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 |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_GEOGRAPHY\_MASTER\_PK | PK |  |  |  | GEOGRAPHY\_MASTER\_ID | ASC |
| PP\_D\_GEOGRAPHY\_LKUP\_NAME\_UN | UK |  |  |  | GEOGRAPHY\_NAME | ASC |
| PP\_D\_GEOGRAPHY\_MASTER\_\_UN | UK |  |  |  | COUNTRY\_ID | ASC |
|  |  |  |  |  | STATE\_ID | ASC |
|  |  |  |  |  | PROVINCE\_ID | ASC |
|  |  |  |  |  | DISTRICT\_ID | ASC |
|  |  |  |  |  | REGION\_ID | ASC |
|  |  |  |  |  | SITE\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| PP\_D\_GEO\_MASTER\_D\_SITE\_FK | PP\_D\_SITE | Y | Y |  | D\_SITE\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_ACT\_DATE\_D\_GEO\_MSTR\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| F\_AGENT\_DATE\_D\_GEO\_MASTER\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | GEOGRAPHY\_MASTER\_ID |

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

|  |  |
| --- | --- |
| **Description** |  |
| **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 | PROGRAM\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROGRAM\_NAME |  |  | Y | VARCHAR | LT |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_PROGRAM\_PK | PK |  |  |  | PROGRAM\_ID | ASC |
| PP\_D\_PROGRAM\_UNK | UK |  |  |  | PROGRAM\_NAME | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_AGENT\_ACT\_DATE\_D\_PROGRAM\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | PROGRAM\_ID |
| F\_AGENT\_DATE\_D\_PROGRAM\_FK | AP\_F\_AGENT\_BY\_DATE | Y | Y |  | PROGRAM\_ID |

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

|  |  |
| --- | --- |
| **Description** |  |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 3 |
| **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\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | SEGMENT\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PK\_PP\_D\_PROJECT | PK |  |  |  | PROJECT\_ID | ASC |
| PP\_D\_PROJECT\_UNK | UK |  |  |  | PROJECT\_NAME | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| D\_PRJ\_TARGETS\_D\_PRJ\_FK | AP\_D\_PROJECT\_TARGETS | Y | Y |  | PROJECT\_ID |
| F\_AGENT\_ACT\_DATE\_D\_PROJECT\_FK | AP\_F\_AGENT\_ACTIVITY\_BY\_DATE | Y | Y |  | PROJECT\_ID |

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

|  |  |
| --- | --- |
| **Description** |  |
| **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 | 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 |
| PP\_D\_SITE\_\_UN | UK |  |  |  | SITE\_NAME | 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 |
| --- | --- | --- | --- | --- | --- |
| PP\_D\_GEO\_MASTER\_D\_SITE\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | D\_SITE\_ID |