**Appendix A – Expected Values**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center |
| **Version Date** | 13.09.2013 08:45:50 |
| **Version Comment** |  |
| **Model Name** | Staging / Agent Performance Staging |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_ACTIVITY\_TYPE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACTIVITY\_TYPE\_ID | n/a |  |
| 2 | ACTIVITY\_TYPE\_NAME | n/a |  |
| 3 | ACTIVITY\_TYPE\_DESCRIPTION | n/a |  |
| 4 | ACTIVITY\_TYPE\_CATEGORY | n/a |  |
| 5 | IS\_PAID\_FLAG | n/a |  |
| 8 | IS\_ABSENCE\_FLAG | n/a |  |
| 9 | EXTRACT\_DT | n/a |  |
| 10 | LAST\_UPDATE\_DT | n/a |  |
| 11 | LAST\_UPDATE\_BY | n/a |  |
| 12 | RECORD\_EFF\_DT | n/a |  |
| 13 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_PROJECT\_CONFIG |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | PROJECT\_CONFIG\_ID | n/a |  |
| 2 | PROJECT\_NAME | n/a |  |
| 3 | PROGRAM\_NAME | n/a |  |
| 4 | REGION\_NAME | n/a |  |
| 5 | STATE\_NAME | n/a |  |
| 6 | PROVINCE\_NAME | n/a |  |
| 7 | DISTRICT\_NAME | n/a |  |
| 8 | COUNTRY\_NAME | n/a |  |
| 9 | RECORD\_EFF\_DT | n/a |  |
| 10 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_ACD\_AGENT\_ACTIVITY |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_AGENT\_ACTIVITY\_ID | n/a |  |
| 2 | AGENT\_CALLS\_DT | n/a | Date should match format of MM/dd/yyyy |
| 3 | AGENT\_ID | n/a |  |
| 4 | LOGIN\_SECONDS | n/a |  |
| 5 | EXTERNAL\_SECONDS | n/a |  |
| 6 | INTERNAL\_SECONDS | n/a |  |
| 7 | IDLE\_SECONDS | n/a |  |
| 8 | NOT\_READY\_SECONDS | n/a |  |
| 9 | ACD\_TALK\_SECONDS | n/a |  |
| 10 | HOLD\_SECONDS | n/a |  |
| 11 | AFTER\_CALL\_WORK\_SECONDS | n/a |  |
| 12 | TALK\_RESERVE\_SECONDS | n/a |  |
| 13 | RING\_SECONDS | n/a |  |
| 14 | PREDICTIVE\_TALK\_SECONDS | n/a |  |
| 15 | PREVIEW\_TALK\_SECONDS | n/a |  |
| 16 | ACD\_CALLS\_COUNT | n/a |  |
| 17 | EXTERNAL\_CALLS\_COUNT | n/a |  |
| 18 | INTERNAL\_CALLS\_COUNT | n/a |  |
| 19 | PREDICTIVE\_CALLS\_COUNT | n/a |  |
| 20 | PREVIEW\_CALLS\_COUNT | n/a |  |
| 21 | EXTRACT\_DT | n/a |  |
| 22 | LAST\_UPDATE\_DT | n/a |  |
| 23 | LAST\_UPDATE\_BY | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_ID | n/a |  |
| 2 | LOGIN\_ID | n/a |  |
| 3 | PROJECT\_CONFIG\_ID | n/a |  |
| 4 | FIRST\_NAME | n/a |  |
| 5 | LAST\_NAME | n/a |  |
| 6 | MIDDLE\_INITIAL | n/a |  |
| 7 | JOB\_TITLE | n/a |  |
| 8 | LANGUAGE | English  Hawaiian  Other |  |
| 9 | SITE\_NAME | n/a | Do we want to specify this? |
| 10 | HOURLY\_RATE | n/a |  |
| 11 | RATE\_CURRENCY | n/a |  |
| 12 | AGENT\_GROUP | n/a | Do we want to specify this? |
| 13 | EXTRACT\_DT | n/a |  |
| 14 | LAST\_UPDATE\_DT | n/a |  |
| 15 | LAST\_UPDATE\_BY | n/a |  |
| 16 | RECORD\_EFF\_DT | n/a |  |
| 17 | RECORD\_END\_DT | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_ABSENCE\_ID | n/a |  |
| 2 | ABSENCE\_DATE | n/a |  |
| 3 | AGENT\_ID | n/a |  |
| 4 | ACTIVITY\_TYPE\_ID | n/a |  |
| 5 | ABSENCE\_MINUTES | n/a |  |
| 6 | ABSENCE\_START\_TIME | n/a |  |
| 7 | ABSENCE\_END\_TIME | n/a |  |
| 8 | IS\_PLANNED\_FLAG | n/a |  |
| 9 | EXTRACT\_DT | n/a |  |
| 10 | LAST\_UPDATE\_DT | n/a |  |
| 11 | LAST\_UPDATE\_BY | n/a |  |

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

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_SUPERVISOR\_ID | n/a |  |
| 2 | AGENT\_ID | n/a |  |
| 3 | SUPERVISOR\_AGENT\_ID | n/a |  |
| 4 | EXTRACT\_DT | n/a |  |
| 5 | RECORD\_EFF\_DT | n/a |  |
| 6 | RECORD\_END\_DT | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_AGENT\_WORK\_DAY |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_WORK\_DAY\_ID | n/a |  |
| 2 | AGENT\_ID | n/a |  |
| 3 | WORK\_DATE | n/a |  |
| 4 | FIRST\_LOGIN | n/a |  |
| 5 | LAST\_LOGOUT | n/a |  |
| 6 | SCHEDULED\_SHIFT\_MINUTES | n/a |  |
| 7 | ACTUAL\_SHIFT\_MINUTES | n/a |  |
| 8 | ACTUAL\_OVERTIME\_MINUTES | n/a |  |
| 9 | EXTRACT\_DT | n/a |  |
| 10 | LAST\_UPDATE\_DT | n/a |  |
| 11 | LAST\_UPDATE\_BY | n/a |  |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_WFM\_AGENT\_ACTIVITY |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

*Columns Comments*

| **No** | **Column Name** | **Expected Values** | **Notes** |
| --- | --- | --- | --- |
| 1 | WFM\_AGENT\_ACTIVITY\_ID | n/a |  |
| 2 | AGENT\_ID | n/a |  |
| 3 | ACTIVITY\_TYPE\_ID | n/a |  |
| 4 | ACTIVITY\_START\_TIME | n/a |  |
| 5 | ACTIVITY\_END\_TIME | n/a |  |
| 6 | ACTIVITY\_DURATION\_SECONDS | n/a |  |
| 7 | ACTIVITY\_DT | n/a |  |
| 8 | EXTRACT\_DT | n/a |  |
| 9 | LAST\_UPDATE\_DT | n/a |  |
| 10 | LAST\_UPDATE\_BY | n/a |  |