**All Tables Details**

|  |  |
| --- | --- |
| **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** |  |

|  |  |
| --- | --- |
| **Description** | CC\_C\_ACTIVITY\_TYPE contains the project configuration information for 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.  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.  This table will be initialized as a part of the project deployment and the data will be managed by a Production Planning administrator outside of the normal ETL process. |
| **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 | ACTIVITY\_TYPE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | ACTIVITY\_TYPE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | ACTIVITY\_TYPE\_DESCRIPTION |  |  |  | VARCHAR (1000) | LT |  |  |  |  |
| 4 | ACTIVITY\_TYPE\_CATEGORY |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 5 | IS\_PAID\_FLAG |  |  |  | CHAR (1) | LT |  |  |  |  |
| 6 | IS\_AVAILABLE\_FLAG |  |  |  | CHAR (1) | LT |  |  |  |  |
| 7 | IS\_READY\_FLAG |  |  |  | CHAR (1) | LT |  |  |  |  |
| 8 | IS\_ABSENCE\_FLAG |  |  |  | CHAR (1) | LT |  |  |  |  |
| 9 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 12 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 13 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | 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\_DESCRIPTION | 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 time that an agent spends in this activity type is paid time. |  |
| 8 | IS\_ABSENCE\_FLAG | This field indicates whether or not this activity type represents time that the agent is not at work. |  |
| 9 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |
| 12 | RECORD\_EFF\_DT | Date the record is active, for changes to agent names, rates, titles, etc |  |
| 13 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_C\_ACTIVITY\_TYPE\_PK | PK |  |  |  | ACTIVITY\_TYPE\_ID | ASC |
| CC\_C\_ACTIVITY\_TYPE\_\_UN | UK |  |  |  | ACTIVITY\_TYPE\_NAME | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGENT\_ABS\_CC\_C\_ACT\_TYP\_FK | CC\_S\_AGENT\_ABSENCE | Y | Y |  | ACTIVITY\_TYPE\_ID |
| CC\_S\_AGT\_ACT\_CC\_C\_ACT\_TYPE\_FK | CC\_S\_WFM\_AGENT\_ACTIVITY | Y | Y |  | ACTIVITY\_TYPE\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_C\_PROJECT\_CONFIG contains the project configuration information for a given Contact Center Production Planning implementation. The table will contain the possible combinations of Project, Program and Site that are being handled by the deployment. 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.  This table will be initialized as a part of the project deployment and the data will be managed by a Production Planning administrator outside of the normal ETL process. |
| **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 | PROJECT\_CONFIG\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | REGION\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | STATE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | PROVINCE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | DISTRICT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | COUNTRY\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 10 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | PROJECT\_CONFIG\_ID | Surrogate key |  |
| 2 | PROJECT\_NAME | The human readable unique identifier for the MAXIMUS project. This is the natural key for the project dimension used when the data is loaded into the dimensional model. |  |
| 3 | PROGRAM\_NAME | The human readable unique identifier for the MAXIMUS program. Examples of a program are EB, ES & CHIP. This is the natural key for the program dimension used when the data is loaded into the dimensional model. |  |
| 4 | REGION\_NAME | The human readable unique identifier for the MAXIMUS region in which the project is located. This is the natural key for the region dimension used when the data is loaded into the dimensional model. |  |
| 5 | STATE\_NAME | The human readable unique identifier for the state in which the project is located. This is the natural key for the state dimension used when the data is loaded into the dimensional model. |  |
| 6 | PROVINCE\_NAME | The human readable unique identifier for the province in which the project is located. This is the natural key for the province dimension used when the data is loaded into the dimensional model. |  |
| 7 | DISTRICT\_NAME | The human readable unique identifier for the district in which the project is located. This is the natural key for the district dimension used when the data is loaded into the dimensional model. |  |
| 8 | COUNTRY\_NAME | The human readable unique identifier for the country in which the project is located. This is the natural key for the country dimension used when the data is loaded into the dimensional model. |  |
| 9 | RECORD\_EFF\_DT | This column allows for the capture of history and defines the start date for which this record is effective. The first instance of a record will have a start date of 1900/01/01. If a change to a record's attribution is identified, a new record is created with a start date of the current date. |  |
| 10 | RECORD\_END\_DT | This column allows for the capture of history and defines the end date for which this record is effective. The first instance of a record will have a end date of 2999/12/31. If a change to a record's attribution is identified, a new record is created with an end date of 2999/12/31 and the previously active record has its end date set to the current date. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_C\_PROJECT\_CONFIG\_PK | PK |  |  |  | PROJECT\_CONFIG\_ID | ASC |
| CC\_S\_PROJECT\_SITE\_CONFIG\_\_UN | UK |  |  |  | PROJECT\_NAME | ASC |
|  |  |  |  |  | PROGRAM\_NAME | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_C\_CNTCT\_Q\_CC\_C\_PRJCT\_CFG\_FK | CC\_S\_CONTACT\_QUEUE | Y | Y |  | PROJECT\_CONFIG\_ID |
| CC\_S\_AGENT\_CC\_C\_PRJ\_CONFIG\_FK | CC\_S\_AGENT | Y | Y |  | PROJECT\_CONFIG\_ID |
| CC\_S\_IVR\_INT\_CC\_C\_PRJ\_CC\_C\_FK | CC\_S\_IVR\_INTERVAL | Y | Y |  | PROJECT\_CONFIG\_ID |
| CC\_S\_IVR\_USAGE\_C\_PRJ\_CNFG\_FK | CC\_S\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | PROJECT\_CONFIG\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_EXTERNAL\_INTERNAL contains information on the calls that an agent made or received that were not client calls routed by the ACD. An external call is a call from the agent's desktop phone to an outside number, e.g. the agent dials home. An internal call is a call from the agent's desktop phone to another agent's (or supervisor) deskphone  The expectation is that there will always be a record for each active agent and work day in this table. If an agent made no external or internal calls, then the internal and extermal call counts would equal zero and the internal and external seconds would equal zero.  The source for this data will be the ACD. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 23 |
| **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 | ACD\_AGENT\_ACTIVITY\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AGENT\_CALLS\_DT |  |  | Y | Date | LT |  |  |  |  |
| 3 | AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | LOGIN\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 5 | EXTERNAL\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 6 | INTERNAL\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 7 | IDLE\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 8 | NOT\_READY\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 9 | ACD\_TALK\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 10 | HOLD\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 11 | AFTER\_CALL\_WORK\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 12 | TALK\_RESERVE\_SECONDS |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 13 | RING\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  |  |  |  |
| 14 | PREDICTIVE\_TALK\_SECONDS |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 15 | PREVIEW\_TALK\_SECONDS |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 16 | ACD\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 17 | EXTERNAL\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 18 | INTERNAL\_CALLS\_COUNT |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 19 | PREDICTIVE\_CALLS\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 20 | PREVIEW\_CALLS\_COUNT |  |  |  | NUMERIC (7) | LT |  |  |  |  |
| 21 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 22 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 23 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_AGENT\_ACTIVITY\_ID | Surrogate key |  |
| 2 | AGENT\_CALLS\_DT | Date the external or internal calls took place |  |
| 3 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 4 | LOGIN\_SECONDS | The total number of seconds that the agent was logged into the system for the day. This should equal the last logout - first login. |  |
| 5 | EXTERNAL\_SECONDS | The duration of all calls with a party outside of the contact center.  External time is a component of logged in time. |  |
| 6 | INTERNAL\_SECONDS | The duration of all calls with a party inside of the contact center.  Internal time is a component of logged in time. |  |
| 7 | IDLE\_SECONDS | The duration of time an agent was in a not active state and ready to take calls.  Idle time is a component of logged in time. |  |
| 8 | NOT\_READY\_SECONDS | The duration of time an agent was in a not ready state and unavailable to handle calls.  Not ready time is a component of logged in time. |  |
| 9 | ACD\_TALK\_SECONDS | The duration an agent spent talking on inbound ACD calls (neither internal nor outbound).  ACD talk time is a component of logged in time. |  |
| 10 | HOLD\_SECONDS | The duration calls to the agent were on hold. Hold time is counted only while the agent is doing no other call-related activity.  Hold time is a component of logged in time. |  |
| 11 | AFTER\_CALL\_WORK\_SECONDS | Total seconds spent completing transactions after the customers have been released or disconnected. Time spent after a customer call or chat until the agent state changes places them in idle or ready.  After call work time is a component of logged in time. |  |
| 12 | TALK\_RESERVE\_SECONDS | The duration of time an agent spent talking while handling reservation calls.  Talk reserve time is a component of logged in time. |  |
| 13 | RING\_SECONDS | The duration an agent was in a reserved state, ie. their phone was ringing.  The TalkReserveTime field was identified by Darrin as the field that captures RingTime. From Cisco: How long an agent is in Reserved state.  Ring time is a component of logged in time. |  |
| 14 | PREDICTIVE\_TALK\_SECONDS | The duration an agent spent talking on AutoOut/Predictive calls during the reporting interval.  Predictive talk time is a component of logged in time. |  |
| 15 | PREVIEW\_TALK\_SECONDS | The duration an agent spent talking on outbound Preview calls during the reporting interval.  Preview talk time is a component of logged in time. |  |
| 16 | ACD\_CALLS\_COUNT | The number of inbound ACD calls that have been answered and have completed wrap-up by agents in the skill group during the reporting interval. |  |
| 17 | EXTERNAL\_CALLS\_COUNT | The number of calls with a party outside of the contact center. |  |
| 18 | INTERNAL\_CALLS\_COUNT | The number of calls with a party inside of the contact center. |  |
| 19 | PREDICTIVE\_CALLS\_COUNT | The total number of AutoOut (predictive) calls made by an agent. |  |
| 20 | PREVIEW\_CALLS\_COUNT | Total number of outbound Preview calls made by an agent. |  |
| 21 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 22 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 23 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_AGENT\_ACTIVITY\_PK | PK |  |  |  | ACD\_AGENT\_ACTIVITY\_ID | ASC |
| CC\_S\_ACD\_AGENT\_ACTIVITY\_UN | UK |  |  |  | AGENT\_CALLS\_DT | ASC |
|  |  |  |  |  | AGENT\_ID | ASC |
| CC\_S\_ACD\_AGENT\_ACTIVITY\_IDX | UN |  |  |  | ACD\_AGENT\_ACTIVITY\_ID | ASC |
| CC\_S\_ACD\_AGENT\_ACTIVITY\_IDX2 | UN |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | AGENT\_CALLS\_DT | DESC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_AGT\_ACT\_CC\_S\_AGT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_AGENT contains a record for every agent known to the call center. This table holds a history of agents' 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 an agent'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 data source for this table should be the Workforce Management System. |
| **Notes** |  |

|  |  |
| --- | --- |
| **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 | AGENT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | LOGIN\_ID |  |  | Y | NVARCHAR (100) | LT |  |  |  |  |
| 3 | PROJECT\_CONFIG\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | FIRST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | LAST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | MIDDLE\_INITIAL |  |  |  | VARCHAR (20) | LT |  |  |  |  |
| 7 | JOB\_TITLE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 10 | HOURLY\_RATE |  |  | Y | DECIMAL (5,2) | LT |  | 0 |  |  |
| 11 | RATE\_CURRENCY |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 12 | AGENT\_GROUP |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 13 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 14 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 15 | 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 | AGENT\_ID | Surrogate key |  |
| 2 | LOGIN\_ID | This field contains the ID that the agent uses to access the phone system. This is the natural key of an agent and shall never be updated. |  |
| 3 | PROJECT\_CONFIG\_ID | FK to CC\_C\_PROJECT\_CONFIG. This column indicates which project, program and site the agent is associated with. |  |
| 4 | FIRST\_NAME | An agent's given name used to identify an agent. |  |
| 5 | LAST\_NAME | An agent's surname used to identify an agent. |  |
| 6 | MIDDLE\_INITIAL | The first character of the agent's middle name used to identify an agent. This field is used to differentiate between like names. |  |
| 7 | JOB\_TITLE | The agents job title or role, e.g. CSR, SEU CSR, Supervisor, QC. This field can be used to identify managers and supervisors for reporting purposes. |  |
| 8 | LANGUAGE | Language the agent is skilled for, e.g. English, Spanish, Bilingual |  |
| 9 | SITE\_NAME | The human readable unique identifier for the MAXIMUS contact center site serving the project. This is the natural key for the site dimension used when the data is loaded into the dimensional model. |  |
| 10 | HOURLY\_RATE | Agent's hourly pay rate. This column should be used in conjunction with the RATE\_CURRENCY column |  |
| 11 | 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. |  |
| 12 | AGENT\_GROUP | A logical grouping of agents for reporting purposes. |  |
| 13 | EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 14 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 15 | LAST\_UPDATE\_BY | Which user last updated this record. Set via an insert/update trigger. |  |
| 16 | RECORD\_EFF\_DT | This column allows for the capture of history and defines the start date for which this record is effective. The first instance of a record will have a start date of 1900/01/01. If a change to a record's attribution is identified, a new record is created with a start date of the current date. |  |
| 17 | RECORD\_END\_DT | This column allows for the capture of history and defines the end date for which this record is effective. The first instance of a record will have an end date of 2999/12/31. If a change to a record's attribution is identified, a new record is created with an end date of 2999/12/31 and the previously active record has its end date set to the current date. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| ST\_AGENT\_PK | PK |  |  |  | AGENT\_ID | ASC |
| CC\_S\_AGENT\_UN | UK |  |  |  | LOGIN\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
| CC\_S\_AGENT\_\_IDX | UN |  |  |  | AGENT\_ID | ASC |
| CC\_S\_AGENT\_\_IDX2 | UN |  |  |  | LOGIN\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | DESC |
| CC\_S\_AGENT\_\_IDXv4 |  |  |  |  | PROJECT\_CONFIG\_ID | ASC |

*Constraints*

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

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGENT\_CC\_C\_PRJ\_CONFIG\_FK | CC\_C\_PROJECT\_CONFIG | Y | Y |  | PROJECT\_CONFIG\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_AGT\_ACT\_CC\_S\_AGT\_FK | CC\_S\_ACD\_AGENT\_ACTIVITY | Y | Y |  | AGENT\_ID |
| CC\_S\_ACD\_INTRVL\_CC\_S\_AGENT\_FK | CC\_S\_ACD\_INTERVAL | Y | Y |  | AGENT\_ID |
| CC\_S\_AGENT\_ABS\_CC\_S\_AGENT\_FK | CC\_S\_AGENT\_ABSENCE | Y | Y |  | AGENT\_ID |
| CC\_S\_AGT\_ACT\_CC\_S\_AGT\_FK | CC\_S\_WFM\_AGENT\_ACTIVITY | Y | Y |  | AGENT\_ID |
| CC\_S\_AGT\_SUP\_CC\_S\_AGT\_FK | CC\_S\_AGENT\_SUPERVISOR | Y | Y |  | AGENT\_ID |
| CC\_S\_AGT\_WORK\_DAY\_CC\_S\_AGT\_FK | CC\_S\_AGENT\_WORK\_DAY | Y | Y |  | AGENT\_ID |
| CC\_S\_CALL\_DETAIL\_CC\_S\_AGENT\_FK | CC\_S\_CALL\_DETAIL | Y | Y |  | AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_AGENT\_ABSENCE contains records for planned and unplanned absences for an agent. This includes any planned absences such as Vacation/PTO or any unplanned absences such as tardiness, FMLA, Jury Duty, unscheduled absences, etc. Absences do not include breaks or lunch time.  In the case that no records exist in CC\_S\_AGENT\_ABSENCE for an agent and day, then the expectation is that there will be a record in the CC\_S\_AGENT\_ACTIVITY table for an active agent.  The source for this data will be the Workforce Management system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **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 | AGENT\_ABSENCE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | ABSENCE\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | ACTIVITY\_TYPE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | ABSENCE\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  | 0 |  |  |
| 6 | ABSENCE\_START\_TIME |  |  | Y | Date | LT |  |  |  |  |
| 7 | ABSENCE\_END\_TIME |  |  | Y | Date | LT |  |  |  |  |
| 8 | IS\_PLANNED\_FLAG |  |  | Y | BIT (1) | LT |  |  |  |  |
| 9 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_ABSENCE\_ID | Surrogate key |  |
| 2 | ABSENCE\_DATE | Date the absence took place |  |
| 3 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 4 | ACTIVITY\_TYPE\_ID | Type of absence occurrence, e.g., PTO, FMLA, tardy, unplanned full day, etc |  |
| 5 | ABSENCE\_MINUTES | The total time in minutes of the agent's absence. This will equal the ABSENCE\_END\_TIME - ABSENCE\_START\_TIME. |  |
| 6 | ABSENCE\_START\_TIME | Date and Time of the beginning of the agent's absence. If any agent is absent for a full day, then this would be the start of the agent's scheduled shift time. |  |
| 7 | ABSENCE\_END\_TIME | Date and Time of the end of the agent's absence. If any agent is absent for a full day, then this would be the end of the agent's scheduled shift time. |  |
| 8 | IS\_PLANNED\_FLAG | This field indicates whether or not the absence was expected ahead of time. A planned absence is an absence for which the agent has submitted and had approved a time off request. An unplanned absence would be tardiness or a no-show at work. |  |
| 9 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | 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 |  |  |  | AGENT\_ABSENCE\_ID | ASC |
| CC\_S\_AGENT\_ABSENCES\_\_UN | UK |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | ABSENCE\_END\_TIME | ASC |
| CC\_S\_AGENT\_ABSENCE\_\_IDX | UN |  |  |  | AGENT\_ABSENCE\_ID | ASC |
| CC\_S\_AGENT\_ABSENCE\_\_IDX2 | UN |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | ABSENCE\_END\_TIME | DESC |

*Constraints*

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

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGENT\_ABS\_CC\_C\_ACT\_TYP\_FK | CC\_C\_ACTIVITY\_TYPE | Y | Y |  | ACTIVITY\_TYPE\_ID |
| CC\_S\_AGENT\_ABS\_CC\_S\_AGENT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_AGENT\_SUPERVISOR contains records describing the relationship of the agent to their direct supervisor. This is not necessarily related to the specific role of Supervisor but to the person to whom the agent reports. The data in this table could be queried recursively to determine the supervisor of an agent's supervisor.  The source for this data will be the Workforce Management system. |
| **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 | AGENT\_SUPERVISOR\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AGENT\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | SUPERVISOR\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | 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 | AGENT\_SUPERVISOR\_ID | Surrogate key |  |
| 2 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 3 | SUPERVISOR\_AGENT\_ID | The AGENT\_ID from CC\_S\_AGENT corresponding to the person to whom this agent reports. |  |
| 4 | 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 CC\_S\_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 |  |  |  | AGENT\_SUPERVISOR\_ID | ASC |
| CC\_S\_AGENT\_SUPERVISOR\_UN | UK |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | SUPERVISOR\_AGENT\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
| CC\_S\_AGENT\_SUPERVISOR\_\_IDX | UN |  |  |  | AGENT\_SUPERVISOR\_ID | ASC |
| CC\_S\_AGENT\_SUPERVISOR\_\_IDX2 | UN |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | SUPERVISOR\_AGENT\_ID | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | DESC |

*Constraints*

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

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGT\_SUP\_CC\_S\_AGT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_AGENT\_WORKDAY contains information about an agent's shift for a given day. This includes information on how long an agent was scheduled to work as well as statistics on how long they actually worked to include login and logout times and the number of minutes they worked.  The expectation is that there will always be a record for each active agent and work day in this table.  The source for this data will be the Workforce Management system and the financial system for information on paid overtime. |
| **Notes** |  |

|  |  |
| --- | --- |
| **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 | AGENT\_WORK\_DAY\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | 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\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  | 0 |  |  |
| 7 | ACTUAL\_SHIFT\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  | 0 |  |  |
| 8 | ACTUAL\_OVERTIME\_MINUTES |  |  | Y | NUMERIC (6,2) | LT |  | 0 |  |  |
| 9 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 11 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | AGENT\_WORK\_DAY\_ID | Surrogate key. |  |
| 2 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 3 | WORK\_DATE | The date for which agent workday information is being recorded. |  |
| 4 | FIRST\_LOGIN | The date and time of the agent's initial login to the WFM. |  |
| 5 | LAST\_LOGOUT | The date and time of the agent's initial login to the WFM. |  |
| 6 | SCHEDULED\_SHIFT\_MINUTES | The duration of time in minutes that the agent is expected to work for a given day. |  |
| 7 | ACTUAL\_SHIFT\_MINUTES | The duration of time in minutes that an agent actually worked on a given day. |  |
| 8 | ACTUAL\_OVERTIME\_MINUTES | The duration that an agent worked beyond normal workings hours for a given day. |  |
| 9 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 10 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 11 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_AGENT\_WORK\_DAY\_PK | PK |  |  |  | AGENT\_WORK\_DAY\_ID | ASC |
| CC\_S\_AGENT\_WORK\_DAY\_\_UN | UK |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | WORK\_DATE | ASC |
| CC\_S\_AGENT\_WORK\_DAY\_\_IDXv2 |  |  |  |  | AGENT\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGT\_WORK\_DAY\_CC\_S\_AGT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_AGENT\_ACTIVITY contains records detailing how an agent spent their time during a workday. This includes but is not lmiited to time spent Talking, Ready, Not Ready, After Call Work Time, Break, Lunch, Training, Meeting, etc. Any given activity record should not overlap with another for an agent and period of time.  In the case that no records exist in CC\_S\_AGENT\_ACTIVITY for an agent and day, then the expectation is that there will be a record indicating an absence in the CC\_S\_AGENT\_ABSENCE table for an active agent that spans the entire day.  The source for this data will be the Workforce Management system. |
| **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 | WFM\_AGENT\_ACTIVITY\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | ACTIVITY\_TYPE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | ACTIVITY\_START\_TIME |  |  | Y | Date | LT |  |  |  |  |
| 5 | ACTIVITY\_END\_TIME |  |  | Y | Date | LT |  |  |  |  |
| 6 | ACTIVITY\_DURATION\_SECONDS |  |  | Y | NUMERIC (15,2) | LT |  | 0 |  |  |
| 7 | ACTIVITY\_DT |  |  | Y | Date | LT |  |  |  |  |
| 8 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 9 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 10 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | WFM\_AGENT\_ACTIVITY\_ID | Surrogate key |  |
| 2 | AGENT\_ID | The AGENT\_ID of the agent from CC\_S\_AGENT |  |
| 3 | ACTIVITY\_TYPE\_ID | FK to CC\_C\_ACTIVITY\_TYPE. This field identifies which activity the agent was engaged for the time captured by this record. |  |
| 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 | EXTRACT\_DT | Date this record was inserted into the staging table. Set via an insert/update trigger. |  |
| 9 | LAST\_UPDATE\_DT | Date this record was last updated. Set via an insert/update trigger. |  |
| 10 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_WFM\_AGENT\_ACTIVITY\_PK | PK |  |  |  | WFM\_AGENT\_ACTIVITY\_ID | ASC |
| CC\_S\_WFM\_AGENT\_ACTIVITY\_\_UN | UK |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | ACTIVITY\_END\_TIME | ASC |
|  |  |  |  |  | ACTIVITY\_TYPE\_ID | ASC |
| CC\_S\_WFM\_AGENT\_ACTIVITY\_IDX | UN |  |  |  | WFM\_AGENT\_ACTIVITY\_ID | ASC |
| CC\_S\_WFM\_AGENT\_ACTIVITY\_IDX2 | UN |  |  |  | AGENT\_ID | ASC |
|  |  |  |  |  | ACTIVITY\_START\_TIME | DESC |
| CC\_S\_WFM\_AGENT\_ACTIVITY\_IDX3 |  |  |  |  | ACTIVITY\_TYPE\_ID | ASC |

*Constraints*

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

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_AGT\_ACT\_CC\_S\_AGT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |
| CC\_S\_AGT\_ACT\_CC\_C\_ACT\_TYPE\_FK | CC\_C\_ACTIVITY\_TYPE | Y | Y |  | ACTIVITY\_TYPE\_ID |