**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center |
| **Version Date** | 18.09.2013 05:39:24 |
| **Version Comment** |  |
| **Model Name** | Staging / Production Planning Actuals Staging |

|  |  |
| --- | --- |
| **Table Name** | CC\_C\_CONTACT\_QUEUE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_C\_CONTACT\_QUEUE is a project configuration table that contains the assignments of queues to units of work, project, program and geographical attributes.  This table will be initialized as a part of the project deployment process and the data will be managed by a Production Planning administrator outside of the normal ETL process. The addition of queues to the ACD must be coordinated with the Production Planning administrator. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 16 |
| **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 | C\_CONTACT\_QUEUE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | QUEUE\_NUMBER |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | QUEUE\_NAME |  |  |  | VARCHAR (100) | LT |  |  |  |  |
| 4 | QUEUE\_TYPE |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 5 | SERVICE\_PERCENT |  |  |  | NUMERIC | LT |  |  |  |  |
| 6 | SERVICE\_SECONDS |  |  |  | NUMERIC | LT |  |  |  |  |
| 7 | UNIT\_OF\_WORK\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 10 | REGION\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 11 | STATE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 12 | PROVINCE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 13 | DISTRICT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 14 | COUNTRY\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 15 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 16 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | C\_CONTACT\_QUEUE\_ID | Surrogate key |  |
| 2 | QUEUE\_NUMBER | FK to CC\_C\_CONTACT\_QUEUE. This column is the driver for the assigment of a contact queue to a unit of work. |  |
| 3 | QUEUE\_NAME | This field is to be used as the natural key for the queue in the case tha a numberic key is not available. |  |
| 7 | UNIT\_OF\_WORK\_NAME | The natural key of the unit of work. This value is used when loading the staging data into the dimensional model to lookup the correct unit of work dimension. |  |
| 8 | 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. |  |
| 9 | 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. |  |
| 10 | 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. |  |
| 11 | 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. |  |
| 12 | 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. |  |
| 13 | 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. |  |
| 14 | 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. |  |
| 15 | 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. |  |
| 16 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_C\_CONTACT\_QUEUEv1\_PK | PK |  |  |  | C\_CONTACT\_QUEUE\_ID | ASC |
| CC\_C\_CONTACT\_QUEUE\_\_IDXv1 |  |  |  |  | QUEUE\_NUMBER | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | DESC |
| CC\_C\_CONTACT\_QUEUE\_\_IDXv2 |  |  |  |  | QUEUE\_NUMBER | ASC |

|  |  |
| --- | --- |
| **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\_C\_UNIT\_OF\_WORK |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_C\_UNIT\_OF\_WORK is a project configuration table that contains the units of work that are applicable for a project.  This table will be initialized as a part of the project deployment process and the data will be managed by a Production Planning administrator outside of the normal ETL process. The addition of queues to the units of work must be coordinated with the Production Planning administrator. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 4 |
| **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 | UNIT\_OF\_WORK\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | UNIT\_OF\_WORK\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 4 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | UNIT\_OF\_WORK\_ID | Surrogate key |  |
| 2 | UNIT\_OF\_WORK\_NAME | The natural key of the unit of work. This value is used when loading the staging data into the dimensional model to lookup the correct unit of work dimension. |  |
| 3 | 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. |  |
| 4 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_C\_UNIT\_OF\_WORK\_PK | PK |  |  |  | UNIT\_OF\_WORK\_ID | ASC |
| CC\_C\_UNIT\_OF\_WORK\_\_UN | UK |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
| CC\_C\_UNIT\_OF\_WORK\_\_IDX |  |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_CNTCT\_Q\_CC\_C\_UOW\_FK | CC\_S\_CONTACT\_QUEUE | Y | Y |  | UNIT\_OF\_WORK\_ID |
| CC\_S\_FCST\_INTRVL\_CC\_C\_UOW\_FK | CC\_S\_FCST\_INTERVAL | Y | Y |  | UNIT\_OF\_WORK\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_ACD\_INTERVAL is the staging table for interval data originating in the Automatic Call Distributor (ACD). This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals are constrained via a foreign key relationship to CC\_S\_INTERVAL which specifies intervals in the accepted interval increments.  The default data sources for this data are the ACD interval tables. In the event that certain data elements are not available in the interval tables, it is optional that the ACD call detail tables may be used as an intermediary and transformed into CC\_S\_ACD\_INTERVAL. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 72 |
| **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\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 2 | INTERVAL\_DATE |  |  | Y | Date | DOM | Date\_0\_0\_0 | SYSDATE |  |  |
| 3 | CONTACT\_QUEUE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | CONTACTS\_RECEIVED\_FROM\_IVR |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 7 | CONTACTS\_OFFERED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 8 | CONTACTS\_HANDLED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 9 | CONTACTS\_ABANDONED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 10 | MIN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 11 | MAX\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 12 | MEAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 13 | MEDIAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 14 | STDDEV\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 15 | MIN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 16 | MAX\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 17 | MEAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 18 | MEDIAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 19 | STDDEV\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 20 | MIN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 21 | MAX\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 22 | MEAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 23 | MEDIAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 24 | STDDEV\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 25 | SPEED\_OF\_ANSWER\_PERIOD\_1 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 26 | SPEED\_OF\_ANSWER\_PERIOD\_2 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_3 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_4 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_5 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_6 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_7 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_8 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_9 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_10 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 35 | CALLS\_ABANDONED\_PERIOD\_1 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 36 | CALLS\_ABANDONED\_PERIOD\_2 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 37 | CALLS\_ABANDONED\_PERIOD\_3 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 38 | CALLS\_ABANDONED\_PERIOD\_4 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_5 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_6 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_7 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_8 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_9 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_10 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 45 | LABOR\_MINUTES\_TOTAL |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 46 | LABOR\_MINUTES\_WAITING |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 47 | HEADCOUNT\_AVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 48 | CONTACT\_INVENTORY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 49 | CONTACT\_INVENTORY\_JEOPARDY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 50 | CONTACT\_INVENTORY\_AGE\_TOTAL |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 51 | MIN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 52 | MAX\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 53 | MEAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 54 | MEDIAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 55 | STDDEV\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 56 | CONTACTS\_TRANSFERRED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 57 | OUTFLOW\_CONTACTS |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 58 | ANSWER\_WAIT\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 59 | ABANDON\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 60 | TALK\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 61 | AFTER\_CALL\_WORK\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 62 | SERVICE\_LEVEL\_ANSWERED\_PERCENT |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 63 | SERVICE\_LEVEL\_ANSWERED\_COUNT |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 64 | SERVICE\_LEVEL\_ABANDONED |  |  |  | NUMERIC (5,2) | LT |  | 0 |  |  |
| 65 | CALLS\_ON\_HOLD |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 66 | HOLD\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 67 | IVR\_TIME\_TOTAL |  |  |  | NUMERIC (12,2) | LT |  | 0 |  |  |
| 68 | SHORT\_ABANDONS |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 69 | CONTACTS\_BLOCKED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 70 | EXTRACT\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 71 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 72 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 73 | ICR\_DEFAULT\_ROUTED |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 74 | NETWORK\_DEFAULT\_ROUTED |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 75 | RETURN\_BUSY |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 76 | CALLS\_RONA |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 77 | RETURN\_RELEASE |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 78 | CALLS\_ROUTED\_NON\_AGENT |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 79 | ERROR\_COUNT |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |
| 80 | AGENT\_ERROR\_COUNT |  |  |  | NUMBER(7,0) |  |  | 0 |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_INTERVAL\_ID | Surrogate key for interval records |  |
| 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. |  |
| 3 | CONTACT\_QUEUE\_ID | FK to CONTACT\_QUEUE table. This column identifies which contact queue the interval data is associated with. |  |
| 4 | INTERVAL\_ID | FK to CC\_S\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 5 | AGENT\_ID | FK to CC\_S\_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. |  |
| 6 | CONTACTS\_RECEIVED\_FROM\_IVR | The total number of contacts received from the IVR for this contact queue during the interval. |  |
| 7 | CONTACTS\_OFFERED | The total number of contacts transferred to this queue during the interval. |  |
| 8 | CONTACTS\_HANDLED | Total number of contacts that were responded by an agent. Contacts Handled + Contacts Abandoned = Contacts Offered. |  |
| 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. |  |
| 10 | MIN\_HANDLE\_TIME | Shortest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 11 | MAX\_HANDLE\_TIME | Longest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 12 | MEAN\_HANDLE\_TIME | Average length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 13 | MEDIAN\_HANDLE\_TIME | Middle length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 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) |  |
| 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) |  |
| 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) |  |
| 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) |  |
| 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) |  |
| 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) |  |
| 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). |  |
| 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). |  |
| 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). |  |
| 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). |  |
| 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). |  |
| 25 | SPEED\_OF\_ANSWER\_PERIOD\_1 | Total number of contacts answered within speed of answer period 1 during the reporting interval |  |
| 26 | SPEED\_OF\_ANSWER\_PERIOD\_2 | Total number of contacts answered within speed of answer period 2 during the reporting interval |  |
| 27 | SPEED\_OF\_ANSWER\_PERIOD\_3 | Total number of contacts answered within speed of answer period 3 during the reporting interval |  |
| 28 | SPEED\_OF\_ANSWER\_PERIOD\_4 | Total number of contacts answered within speed of answer period 4 during the reporting interval |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_5 | Total number of contacts answered within speed of answer period 5 during the reporting interval |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_6 | Total number of contacts answered within speed of answer period 6 during the reporting interval |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_7 | Total number of contacts answered within speed of answer period 7 during the reporting interval |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_8 | Total number of contacts answered within speed of answer period 8 during the reporting interval |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_9 | Total number of contacts answered within speed of answer period 9 during the reporting interval |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_10 | Total number of contacts answered within speed of answer period 10 during the reporting interval |  |
| 35 | CALLS\_ABANDONED\_PERIOD\_1 | Total number of contacts abandoned within abandoned period 1 during the reporting interval |  |
| 36 | CALLS\_ABANDONED\_PERIOD\_2 | Total number of contacts abandoned within abandoned period 2 during the reporting interval |  |
| 37 | CALLS\_ABANDONED\_PERIOD\_3 | Total number of contacts abandoned within abandoned period 3 during the reporting interval |  |
| 38 | CALLS\_ABANDONED\_PERIOD\_4 | Total number of contacts abandoned within abandoned period 4 during the reporting interval |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_5 | Total number of contacts abandoned within abandoned period 5 during the reporting interval |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_6 | Total number of contacts abandoned within abandoned period 6 during the reporting interval |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_7 | Total number of contacts abandoned within abandoned period 7 during the reporting interval |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_8 | Total number of contacts abandoned within abandoned period 8 during the reporting interval |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_9 | Total number of contacts abandoned within abandoned period 9 during the reporting interval |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_10 | Total number of contacts abandoned within abandoned period 10 during the reporting interval |  |
| 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. |  |
| 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. |  |
| 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. |  |
| 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. |  |
| 59 | ABANDON\_TIME\_TOTAL | Total time spent in agent queues for all calls that were abandoned in a reporting interval. |  |
| 60 | TALK\_TIME\_TOTAL | The time agents spend with a customer. Does not include hold time or ACW time. |  |
| 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. |  |
| 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. |  |
| 63 | SERVICE\_LEVEL\_ANSWERED\_COUNT | Total number of calls answered within the service level threshold during the reporting interval |  |
| 64 | SERVICE\_LEVEL\_ABANDONED | Abandonment Rate = Calls Abandon / Calls Offered. Reflects customer patience level for wait and how adequately a contact center is staffed. |  |
| 65 | CALLS\_ON\_HOLD | Number of contacts put on hold at least once during the reporting interval. |  |
| 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. |  |
| 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 |  |
| 69 | CONTACTS\_BLOCKED | Number of contacts that are not allowed into the system due to trunk capacity or system issues. |  |
| 70 | EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 71 | LAST\_UPDATE\_DT | Date this record was last updated. This is used for audit purposes. |  |
| 72 | LAST\_UPDATE\_BY | This field identifies which user last updated this record. This is used for audit purposes. |  |
| 73 | ICR\_DEFAULT\_ROUTED |  |  |
| 74 | NETWORK\_DEFAULT\_ROUTED |  |  |
| 75 | RETURN\_BUSY |  |  |
| 76 | CALLS\_RONA |  |  |
| 77 | RETURN\_RELEASE |  |  |
| 78 | CALLS\_ROUTED\_NON\_AGENT |  |  |
| 79 | ERROR\_COUNT |  |  |
| 80 | AGENT\_ERROR\_COUNT |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_INTERVAL\_PK | PK |  |  |  | ACD\_INTERVAL\_ID | ASC |
| CC\_S\_ACD\_INTERVAL\_\_UN | UK |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | INTERVAL\_ID | ASC |
|  |  |  |  |  | AGENT\_ID | ASC |
| CC\_S\_ACD\_INT\_CC\_S\_CNTCT\_Q\_FK |  |  |  |  | CONTACT\_QUEUE\_ID | ASC |
| CC\_S\_ACD\_INT\_CC\_S\_INTERVAL\_FK |  |  |  |  | ACD\_INTERVAL\_ID | ASC |
| CC\_S\_ACD\_INT\_CC\_S\_AGENT\_FK |  |  |  |  | AGENT\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_INTRVL\_CC\_S\_INTRVL\_FK | CC\_S\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_ACD\_INTRVL\_CC\_S\_AGENT\_FK | CC\_S\_AGENT | Y | Y |  | AGENT\_ID |
| CC\_S\_ACD\_INTRVL\_CC\_S\_CNTCTQ\_FK | CC\_S\_CONTACT\_QUEUE | Y | Y |  | CONTACT\_QUEUE\_ID |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_ACD\_INTERVAL\_PERIOD |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_S\_ACD\_INTERVAL\_PERIOD contains the configuration settings for the ACD interval table periods. The ACD interval tables capture counts of certain events that occur within preconfigured periods. E.g., there are 10 columns that capture how many calls were answered within periods 1-10 where period 1 may be 0 and 10 seconds, period 2 may be 11 and 20 seconds, etc. Typically there are period configurations for the # of calls answered within 10 periods and the # of calls that abandoned within 10 periods.  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 table is the ACD configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 15 |
| **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\_INTERVAL\_PERIOD\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PERIOD\_TYPE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PERIOD\_1\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 4 | PERIOD\_2\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 5 | PERIOD\_3\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 6 | PERIOD\_4\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 7 | PERIOD\_5\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 8 | PERIOD\_6\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 9 | PERIOD\_7\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 10 | PERIOD\_8\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 11 | PERIOD\_9\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 12 | PERIOD\_10\_UPPER\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 13 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 14 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 15 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | ACD\_INTERVAL\_PERIOD\_ID | Primary key |  |
| 2 | PERIOD\_TYPE | Indicates the type of interval period that the record is associated with, e.g. SPEED\_OF\_ANSWER or CALLS\_ABANDONED. |  |
| 3 | PERIOD\_1\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 1 in the ACD interval tables. The lower bound for period 1 will always be 0. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_1 and CALLS\_ABANDONED\_PERIOD\_1 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 4 | PERIOD\_2\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 2 in the ACD interval tables. The lower bound for period 2 will always be the upper bound of period 1. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_1 and CALLS\_ABANDONED\_PERIOD\_2 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 5 | PERIOD\_3\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 3 in the ACD interval tables. The lower bound for period 3 will always be the upper bound of period 2. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_3 and CALLS\_ABANDONED\_PERIOD\_3 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 6 | PERIOD\_4\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 4 in the ACD interval tables. The lower bound for period 4 will always be the upper bound of period 3. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_4 and CALLS\_ABANDONED\_PERIOD\_4 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 7 | PERIOD\_5\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 5 in the ACD interval tables. The lower bound for period 5 will always be the upper bound of period 4. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_5 and CALLS\_ABANDONED\_PERIOD\_5 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 8 | PERIOD\_6\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 6 in the ACD interval tables. The lower bound for period 5 will always be the upper bound of period 5. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_6 and CALLS\_ABANDONED\_PERIOD\_6 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 9 | PERIOD\_7\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 7 in the ACD interval tables. The lower bound for period 7 will always be the upper bound of period 6. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_7 and CALLS\_ABANDONED\_PERIOD\_7 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 10 | PERIOD\_8\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 8 in the ACD interval tables. The lower bound for period 8 will always be the upper bound of period 7. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_8 and CALLS\_ABANDONED\_PERIOD\_8 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 11 | PERIOD\_9\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 9 in the ACD interval tables. The lower bound for period 9 will always be the upper bound of period 8. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_9 and CALLS\_ABANDONED\_PERIOD\_9 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 12 | PERIOD\_10\_UPPER\_BOUND | The upper bound of the amount of time in seconds configured for the period column 10 in the ACD interval tables. The lower bound for period 10 will always be the upper bound of period 9. This column is used to define the period for SPEED\_OF\_ANSWER\_PERIOD\_10 and CALLS\_ABANDONED\_PERIOD\_10 in CC\_S\_ACD\_INTERVAL based on the period type. |  |
| 13 | EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 14 | 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. |  |
| 15 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_INTERVAL\_PERIOD\_PK | PK |  |  |  | ACD\_INTERVAL\_PERIOD\_ID | ASC |
| CC\_S\_INTERVAL\_PERIOD\_\_UN | UK |  |  |  | PERIOD\_TYPE | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
|  |  |  |  |  | PERIOD\_1\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_2\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_3\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_4\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_5\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_6\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_7\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_8\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_9\_UPPER\_BOUND | ASC |
|  |  |  |  |  | PERIOD\_10\_UPPER\_BOUND | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | PERIOD\_TYPE | | Value List | | | --- | --- | | Value | Description | | CALLS\_ABANDONED |  | | SPEED\_OF\_ANSWER |  | |
|  | PERIOD\_1\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_1\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_2\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_2\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_3\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_3\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_4\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_4\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_5\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_5\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_6\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_6\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_7\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_7\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_8\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_8\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_9\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_9\_UPPER\_BOUND >= 0 | Oracle Database 11g | |
|  | PERIOD\_10\_UPPER\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | PERIOD\_10\_UPPER\_BOUND >= 0 | Oracle Database 11g | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_CNTCT\_Q\_CC\_S\_ABN\_PRIOD\_FK | CC\_S\_CONTACT\_QUEUE | Y | Y |  | ACD\_INTERVAL\_PERIOD\_ID |
|  |  |  |  |  | ACD\_INTERVAL\_PERIOD\_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\_CALL\_DETAIL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_S\_CALL\_DETAIL contains a single record per call that is recorded by the ACD.  The source for this table is the ACD system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 24 |
| **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 | CALL\_DETAIL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CALL\_SEGMENT\_ID |  |  |  | VARCHAR (50) | LT |  |  |  |  |
| 3 | CALL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | SOURCE\_CALL\_ID |  |  |  | VARCHAR (40) | LT |  |  |  |  |
| 5 | AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | CALL\_SEGMENT\_END\_DT |  |  | Y | Date | LT |  |  |  |  |
| 7 | QUEUE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | ANI\_PHONE\_NUMBER |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 10 | QUEUE\_TIME\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 11 | RING\_TIME\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 12 | HOLD\_TIME\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 13 | AFTER\_CALL\_WORK\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 14 | TALK\_TIME\_SECONDS |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 15 | XFERRED\_OUT\_FLAG |  |  | Y | Boolean (1) | LT |  |  |  |  |
| 16 | CALL\_TYPE |  |  |  | VARCHAR (200) | LT |  |  |  |  |
| 17 | DNIS |  |  |  | VARCHAR (30) | LT |  |  |  |  |
| 18 | DISPOSITION |  |  |  | VARCHAR (200) | LT |  |  |  |  |
| 19 | CALL\_ABANDONED\_FLAG |  |  |  | VARCHAR (1) | LT |  |  |  |  |
| 20 | VOICEMAIL\_FLAG |  |  |  | VARCHAR (1) | LT |  |  |  |  |
| 21 | IVR\_TIME\_SECONDS |  |  |  | NUMERIC (7,2) | LT |  |  |  |  |
| 22 | TRANSFER\_TO |  |  |  | VARCHAR2(200 BYTE) |  |  |  |  |  |
| 23 | EXTRACT\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 24 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 25 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CALL\_DETAIL\_ID | Surrogate key |  |
| 2 | CALL\_SEGMENT\_ID | Unique id for the agent's call record transaction in the source system. If a caller is transferred, there will be multiple call\_segment\_ids to one source\_call\_id |  |
| 3 | CALL\_DATE | This column identifies which date and that that the call was handled by the agent. This date will serve as the natural key for the date dimension when the data is loaded into the dimensional model. |  |
| 4 | SOURCE\_CALL\_ID | The call reference id associated to the caller. If transferred there will be one source\_call\_id that identifies the entire call, there will be multiple call\_segment\_ids |  |
| 5 | AGENT\_ID | FK to CC\_S\_AGENT. This field identifies the agent that handled the call. |  |
| 6 | CALL\_SEGMENT\_END\_DT | The date and time at which the handled call ended. This value can be used along with the CALL\_DATE to determine the length of the call. |  |
| 7 | QUEUE\_NAME | This field identifies the queue in which the agent handled the call |  |
| 8 | LANGUAGE | This field identifies the language of the call based on caller selection in IVR or based on queue entered. |  |
| 9 | ANI\_PHONE\_NUMBER | This field identifies the phone number that the contact is calling from. |  |
| 10 | QUEUE\_TIME\_SECONDS | Time in the queue waiting for call to be routed to an agent |  |
| 11 | RING\_TIME\_SECONDS | Time the customer waited while ringing after call was routed. |  |
| 12 | HOLD\_TIME\_SECONDS | Time the customer was put on hold by the agent |  |
| 13 | AFTER\_CALL\_WORK\_SECONDS | Time the agent spent with post call work. AKA Wrap time, work time |  |
| 14 | TALK\_TIME\_SECONDS | Time the agent spent talking with the customer. |  |
| 15 | XFERRED\_OUT\_FLAG | True if the customer was transferred to another agent or to external queue. |  |
| 16 | CALL\_TYPE |  |  |
| 17 | DNIS | Dialed Number Identifaction Service. This field represents that number that the client dialed. |  |
| 18 | DISPOSITION |  |  |
| 19 | CALL\_ABANDONED\_FLAG |  |  |
| 20 | VOICEMAIL\_FLAG |  |  |
| 21 | IVR\_TIME\_SECONDS |  |  |
| 22 | TRANSFER\_TO |  |  |
| 22 | EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 23 | LAST\_UPDATE\_DT | This field identifies which user last updated this record. This is used for audit purposes. |  |
| 24 | LAST\_UPDATE\_BY | This field identifies which user last updated this record for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| ST\_CALL\_DETAIL\_PK | PK |  |  |  | CALL\_DETAIL\_ID | ASC |
| CC\_S\_CALL\_DETAIL\_\_UN | UK |  |  |  | SOURCE\_CALL\_ID | ASC |
|  |  |  |  |  | CALL\_SEGMENT\_ID | ASC |
| CC\_S\_CALL\_DETAIL\_AGENT\_IDX |  |  |  |  | AGENT\_ID | ASC |

*Foreign Keys (referring to)*

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

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_CONTACT\_QUEUE defines the contact queues that are applicable for a project. This table will contain all of the queues related to inbound calls, outbound calls, chats and emails that are configured in the project's ACD.  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 data source for this table is the ACD configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 15 |
| **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 | CONTACT\_QUEUE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | QUEUE\_NUMBER |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | PROJECT\_CONFIG\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | QUEUE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | SOURCE\_QUEUE |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | QUEUE\_TYPE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | SERVICE\_PERCENT |  |  | Y | NUMERIC (3) | LT |  | 0 |  |  |
| 8 | SERVICE\_SECONDS |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 9 | QUEUE\_GROUP |  |  | Y | NUMERIC (4) | LT |  |  |  |  |
| 10 | INTERVAL\_MINUTES |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 11 | AVG\_SPEED\_ANSR\_INTRVL\_PRIOD\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 12 | CALLS\_ABANDOND\_INTRVL\_PRIOD\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 13 | UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 14 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 15 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CONTACT\_QUEUE\_ID | Surrogate key |  |
| 2 | QUEUE\_NUMBER | Number assigned to VDN/DNIS/App/Queue or split. This is the natural key for the queue and is never updated. |  |
| 3 | PROJECT\_CONFIG\_ID | FK to CC\_C\_PROJECT\_CONFIG. This column indicates which project, program and site the interval data is associated with. |  |
| 4 | QUEUE\_NAME | Human readable descriptor given to the queue. |  |
| 5 | SOURCE\_QUEUE | Queue number of the split, skill, Skill target or DNIS source number from sending or source system. This field may not be unique across multiple switches and should be used in concert with the unique queue number. |  |
| 6 | QUEUE\_TYPE | This field indicates whether the queue handles chats, emails, inbound voice calls, or outbound voice calls. |  |
| 7 | SERVICE\_PERCENT | This field defines the target percent of contacts that need to be answered in X seconds to be in service level where X is defined by SERVICE\_SECONDS. |  |
| 8 | SERVICE\_SECONDS | This field defines the number of seconds contacts must be answered in to be in service level. |  |
| 9 | QUEUE\_GROUP | This field contains the group association of the queue. This is used for reporting purposes. |  |
| 10 | INTERVAL\_MINUTES | The interval period for which data is aggregated can differ by queue. This field defines the interval length of this queue. |  |
| 11 | AVG\_SPEED\_ANSR\_INTRVL\_PRIOD\_ID | This field identifies the period configuration for the Speed of Answer Period 1-10 fields. The period configuration specifies the duration in time for which the counts of calls that were answered within the that period are calculated. |  |
| 12 | CALLS\_ABANDOND\_INTRVL\_PRIOD\_ID | This field identifies the period configuration for the Calls Abandoned Period 1-10 fields. The period configuration specifies the duration in time for which the counts of calls that were abandoned during that period are calculated. |  |
| 13 | UNIT\_OF\_WORK\_ID | This field defines which unit of work a contact queue is associated with. |  |
| 14 | 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. |  |
| 15 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_CONTACT\_QUEUE\_PK | PK |  |  |  | CONTACT\_QUEUE\_ID | ASC |
| CC\_S\_CONTACT\_QUEUE\_\_UN | UK |  |  |  | QUEUE\_NUMBER | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |
| CC\_S\_CONTACT\_QUEUE\_\_IDXv2 |  |  |  |  | PROJECT\_CONFIG\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_CNTCT\_Q\_CC\_S\_ABN\_PRIOD\_FK | CC\_S\_ACD\_INTERVAL\_PERIOD | Y | Y |  | ACD\_INTERVAL\_PERIOD\_ID |
| CC\_S\_CNTCT\_Q\_CC\_C\_UOW\_FK | CC\_C\_UNIT\_OF\_WORK | Y | Y |  | UNIT\_OF\_WORK\_ID |
|  |  |  |  |  | ACD\_INTERVAL\_PERIOD\_ID |
| CC\_C\_CNTCT\_Q\_CC\_C\_PRJCT\_CFG\_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\_INTRVL\_CC\_S\_CNTCTQ\_FK | CC\_S\_ACD\_INTERVAL | Y | Y |  | CONTACT\_QUEUE\_ID |
| CC\_S\_WFM\_INT\_CC\_S\_CNTCT\_Q\_FK | CC\_S\_WFM\_INTERVAL | Y | Y |  | CONTACT\_QUEUE\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_INTERVAL contains the records that specify the accepted interval increments. The possible interval lengths are 15, 30 and 60 minutes. Accordingly, CC\_S\_INTERVAL contains records for each of the possible 15, 30 and 60 minute intervals in a day. 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 data source for this table is the Production Planning module. |
| **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 | INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | INTERVAL\_START\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | INTERVAL\_END\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | INTERVAL\_SECONDS |  |  | Y | NUMERIC (4) | LT |  | 1800 |  |  |
| 5 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 6 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | INTERVAL\_ID | Surrogate key |  |
| 2 | INTERVAL\_START\_DATE | The date and time of the start of the interval in the format. |  |
| 3 | INTERVAL\_END\_DATE | The date and time of the end of the interval. |  |
| 4 | INTERVAL\_SECONDS | The length of the interval in seconds. Acceptable values are 900, 1800 and 3600. |  |
| 5 | 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. |  |
| 6 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_INTERVAL\_PK | PK |  |  |  | INTERVAL\_ID | ASC |
| CC\_S\_INTERVAL\_\_UN | UK |  |  |  | INTERVAL\_START\_DATE | ASC |
|  |  |  |  |  | INTERVAL\_END\_DATE | ASC |
| CC\_S\_INTERVAL\_\_IDX1 |  |  |  |  | INTERVAL\_START\_DATE | ASC |
| CC\_S\_INTERVAL\_\_IDX2 |  |  |  |  | INTERVAL\_END\_DATE | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | INTERVAL\_SECONDS | | Value List | | | --- | --- | | Value | Description | | 900 | 15 Mins | | 1800 | 30 Mins | | 3600 | 60 Mins | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_INTRVL\_CC\_S\_INTRVL\_FK | CC\_S\_ACD\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_FCST\_INTRVL\_CC\_S\_INT\_FK | CC\_S\_FCST\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_IVR\_INTRVL\_CC\_S\_INTRVL\_FK | CC\_S\_IVR\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_IVR\_USAGE\_S\_INTERVAL\_FK | CC\_S\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | INTERVAL\_ID |
| CC\_S\_WFM\_INT\_CC\_S\_INTRVL\_FK | CC\_S\_WFM\_INTERVAL | Y | Y |  | INTERVAL\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_IVR\_INTERVAL is the staging table for interval data originating in the Interactive Voice Response (IVR) system. This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals extracted from the IVR must match the interval of the ACD. The intervals are constrained via a foreign key relationship to CC\_S\_INTERVAL which specifies intervals in the accepted interval increments.  The data source for this table is the IVR system. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 15 |
| **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 | IVR\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_CONFIG\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | CONTACTS\_CREATED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 6 | CONTACTS\_OFFERED\_TO\_ACD |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 7 | CONTACTS\_CONTAINED\_IN\_IVR |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 8 | MIN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 9 | MAX\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 10 | MEAN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 11 | MEDIAN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 12 | STDDEV\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 13 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 14 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 15 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | PROJECT\_CONFIG\_ID | FK to CC\_C\_PROJECT\_CONFIG. This column indicates which project, program and site the interval data is associated with. |  |
| 3 | 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. |  |
| 4 | INTERVAL\_ID | FK to CC\_S\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 5 | CONTACTS\_CREATED | Total number of contacts coming into the contact center. Contacts created = contacts offered + contacts contained.  If an external IVR is in use at the call center, then the IVR will be the source of truth for contacts created otherwise it will be the ACD. |  |
| 6 | CONTACTS\_OFFERED\_TO\_ACD | Number of calls routed to agents queue. This should match the sum of CONTACTS\_RECEIVED\_FROM\_IVR from CC\_S\_ACD\_INTERVAL aggregated for the same interval. |  |
| 7 | CONTACTS\_CONTAINED\_IN\_IVR | Number of contacts that do not end up with a live operator. It does not differentiate between satisfied and unsatisfied callers. Used to calculate IVR containment rate = Contacts Contained / Contacts Created. |  |
| 8 | MIN\_TIME\_IN\_THE\_IVR | Smallest amount of time a call spent in the IVR before joining agent queue or abandoned |  |
| 9 | MAX\_TIME\_IN\_THE\_IVR | Largest amount of time a call spent in the IVR before joining agent queue or abandoned |  |
| 10 | MEAN\_TIME\_IN\_THE\_IVR | Average time a call spent in the IVR before joining agent queue or abandoned |  |
| 11 | MEDIAN\_TIME\_IN\_THE\_IVR | Middle time a call spent in the IVR before joining agent queue or abandoned |  |
| 12 | STDDEV\_TIME\_IN\_THE\_IVR | Variation from the average length of time a call spent in the IVR before joining agent queue or abandoned |  |
| 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. This is used for audit purposes. |  |
| 15 | LAST\_UPDATE\_BY | This field identifies which user last updated this record. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_ACD\_INTERVALv1\_PK | PK |  |  |  | IVR\_INTERVAL\_ID | ASC |
| CC\_S\_IVR\_INTERVAL\_\_UN | UK |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | INTERVAL\_ID | ASC |
|  |  |  |  |  | PROJECT\_CONFIG\_ID | ASC |
| CC\_S\_IVR\_INTERVAL\_\_IDXv2 |  |  |  |  | INTERVAL\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_IVR\_INTRVL\_CC\_S\_INTRVL\_FK | CC\_S\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_IVR\_INT\_CC\_C\_PRJ\_CC\_C\_FK | CC\_C\_PROJECT\_CONFIG | Y | Y |  | PROJECT\_CONFIG\_ID |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_IVR\_SELF\_SERVICE\_PATH |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_S\_SELF\_SERVICE\_NODE captures the nodes configured on the IVR. 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 table is the IVR configuration tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 7 |
| **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 | IVR\_SELF\_SERVICE\_PATH\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CODE |  |  |  | VARCHAR (30) | LT |  |  |  |  |
| 3 | DESCRIPTION |  |  |  | VARCHAR (255) | LT |  |  |  |  |
| 4 | BEGIN\_NODE |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 5 | END\_NODE |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 6 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 7 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_PATH\_ID | Surrogate key |  |
| 2 | CODE | The natural key for the node of the IVR Tree. This value shall not be updated. |  |
| 3 | DESCRIPTION | The human readable explanation of the path of the IVR tree. |  |
| 4 | BEGIN\_NODE | The starting point of this path in the IVR tree. |  |
| 5 | END\_NODE | The termination point of this path in the IVR tree. |  |
| 6 | 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. |  |
| 7 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_SELF\_SERVICE\_NODE\_PK | PK |  |  |  | IVR\_SELF\_SERVICE\_PATH\_ID | ASC |
| CC\_S\_SELF\_SERVICE\_NODE\_\_UN | UK |  |  |  | BEGIN\_NODE | ASC |
|  |  |  |  |  | END\_NODE | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_IVR\_SVC\_CC\_S\_SVC\_PATH\_FK | CC\_S\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | IVR\_SELF\_SERVICE\_PATH\_ID |

|  |  |
| --- | --- |
| **Table Name** | CC\_S\_IVR\_SELF\_SERVICE\_USAGE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | CC\_S\_IVR\_SELF\_SERVICE\_USAGE records the number of contacts that completed in a self service node for a given IVR interval.  The source for this table is the IVR system. |
| **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 | IVR\_SELF\_SERVICE\_USAGE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_CONFIG\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | IVR\_SELF\_SERVICE\_PATH\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | CONTACTS\_ENTERING |  |  | Y | NUMERIC (10) | LT |  | 0 |  |  |
| 6 | CONTACTS\_TRANSFERRED |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 7 | CONTACTS\_COMPLETED |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 8 | MINUTES\_IN\_IVR\_TRANSFERRED |  |  | Y | NUMERIC (12,2) | LT |  |  |  |  |
| 9 | MINUTES\_IN\_IVR\_COMPLETED |  |  | Y | NUMERIC (12,2) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_USAGE\_ID | Surrogate key |  |
| 2 | PROJECT\_CONFIG\_ID | FK to CC\_C\_PROJECT\_CONFIG. This column indicates which project, program and site the interval data is associated with. |  |
| 3 | INTERVAL\_ID | FK to CC\_S\_IVR\_INTERVAL. This field identifies for which interval the metric is associated with. |  |
| 4 | IVR\_SELF\_SERVICE\_PATH\_ID | FK to CC\_S\_IVR\_SELF\_SERVICE\_NODE. This field identifies for which node the metric is associated with. |  |
| 5 | CONTACTS\_ENTERING | Number of contacts ending up at a given self service action. |  |
| 6 | CONTACTS\_TRANSFERRED | The number of contacts that entered the self service path and subsequently chose to move to another path in the IVR. |  |
| 7 | CONTACTS\_COMPLETED | The number of contacts that entered the self service path and subsequently exited the IVR. |  |
| 8 | MINUTES\_IN\_IVR\_TRANSFERRED | The total number of minutes that a contact spent within the IVR that entered the self service path and subsequently chose to move to another path in the IVR. |  |
| 9 | MINUTES\_IN\_IVR\_COMPLETED | The total number of minutes that a contact spent within the IVR entered the self service path and subsequently exited the IVR. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_IVR\_SELF\_SERVICE\_USAGE\_PK | PK |  |  |  | IVR\_SELF\_SERVICE\_USAGE\_ID | ASC |
| CC\_S\_IVR\_SELF\_SVC\_USAGE\_\_UN | UK |  |  |  | INTERVAL\_ID | ASC |
|  |  |  |  |  | IVR\_SELF\_SERVICE\_PATH\_ID | ASC |
|  |  |  |  |  | PROJECT\_CONFIG\_ID | ASC |
| CC\_S\_IVR\_SELF\_SVC\_USAGE\_\_IDXv1 |  |  |  |  | INTERVAL\_ID | ASC |
| CC\_S\_IVR\_SELF\_SVC\_USAGE\_\_IDXv2 |  |  |  |  | IVR\_SELF\_SERVICE\_PATH\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_IVR\_USAGE\_C\_PRJ\_CNFG\_FK | CC\_C\_PROJECT\_CONFIG | Y | Y |  | PROJECT\_CONFIG\_ID |
| CC\_S\_IVR\_USAGE\_S\_INTERVAL\_FK | CC\_S\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_IVR\_SVC\_CC\_S\_SVC\_PATH\_FK | CC\_S\_IVR\_SELF\_SERVICE\_PATH | Y | Y |  | IVR\_SELF\_SERVICE\_PATH\_ID |

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

|  |  |
| --- | --- |
| **Description** | CC\_S\_WFM\_INTERVAL is the staging table for interval data originating in the Workforce Management (WFM) System. This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals). The intervals extracted from the WFM must match the interval of the ACD. The intervals are constrained via a foreign key relationship to CC\_S\_INTERVAL which specifies intervals in the accepted interval increments.  The data source for this table is the Workforce Management system. Because the workforce management systems do not typically aggregate data into intervals, the interval records will need to be calculated from detail tables. |
| **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 | WFM\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | CONTACT\_QUEUE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | LABOR\_MINUTES\_TOTAL |  |  | Y | NUMERIC (9,2) | LT |  | 0 |  |  |
| 6 | LABOR\_MINUTES\_WAITING |  |  | Y | NUMERIC (9,2) | LT |  | 0 |  |  |
| 7 | LABOR\_MINUTES\_AVAILABLE |  |  | Y | NUMERIC (9,2) | LT |  | 0 |  |  |
| 8 | HEADCOUNT\_TOTAL |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 9 | HEADCOUNT\_AVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 10 | HEADCOUNT\_UNAVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 11 | EXTRACT\_DT |  |  | Y | Date | LT |  |  |  |  |
| 12 | LAST\_UPDATE\_DT |  |  | Y | Date | LT |  |  |  |  |
| 13 | LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | WFM\_INTERVAL\_ID | Surrogate key for interval records |  |
| 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. |  |
| 3 | CONTACT\_QUEUE\_ID | FK to CC\_S\_CONTACT\_QUEUE. This field indicates which queue the metrics are associated with. |  |
| 4 | INTERVAL\_ID | FK to CC\_S\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 5 | 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. |  |
| 6 | 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. |  |
| 7 | LABOR\_MINUTES\_AVAILABLE | Total staff logged on time (minutes), or time spent in available state waiting for a customer contact. Also called ready time. |  |
| 8 | HEADCOUNT\_TOTAL | Number of staff on payroll, regardless of status. At any time instance, Total Headcount = Headcount Available + Headcount Unavailable. However, the above equation may not hold for a time interval. |  |
| 9 | HEADCOUNT\_AVAILABLE | Number of staff who logged on. Headcount Available / Total Headcount indicates how well staff is utilized. |  |
| 10 | HEADCOUNT\_UNAVAILABLE | Number of staff who logged out for any reason, e.g., headcount in vacation, FMLA, trainings and meetings. |  |
| 11 | EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 12 | LAST\_UPDATE\_DT | Date this record was last updated. This is used for audit purposes. |  |
| 13 | LAST\_UPDATE\_BY | This field identifies which user last updated this record. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CC\_S\_WFM\_INTERVAL\_PK | PK |  |  |  | WFM\_INTERVAL\_ID | ASC |
| CC\_S\_WFM\_INTERVAL\_\_UN | UK |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | INTERVAL\_ID | ASC |
| CC\_S\_WFM\_INTERVAL\_\_IDXv2 |  |  |  |  | CONTACT\_QUEUE\_ID | ASC |
| CC\_S\_WFM\_INTERVAL\_\_IDXv3 |  |  |  |  | INTERVAL\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CC\_S\_WFM\_INT\_CC\_S\_INTRVL\_FK | CC\_S\_INTERVAL | Y | Y |  | INTERVAL\_ID |
| CC\_S\_WFM\_INT\_CC\_S\_CNTCT\_Q\_FK | CC\_S\_CONTACT\_QUEUE | Y | Y |  | CONTACT\_QUEUE\_ID |