**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center Production Planning |
| **Version Date** | 19.07.2013 03:29:05 |
| **Version Comment** | 07/01/2013: updating to v1.1; added STG\_AGENT\_ID to STG\_ACD\_INTERVAL; added D\_AGENT\_ID to PP\_F\_ACTUALS\_QUEUE\_INTERVAL;  07/12/2013: updating to v1.2; added CONTACT\_INVENTORY\_AGE\_TOTAL and IVR\_TIME\_TOTAL to STG\_ACD\_INTERVAL for calculation of means by unit of work; |
| **Model Name** | Presentation |

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

|  |  |
| --- | --- |
| **Description** | AP\_D\_AGENT contains records for any agents known to the contact center.  This table holds a history of records' attributes as they change over time and is managed via updates to the RECORD\_EFF\_DT and RECORD\_END\_DT where the current record will have a RECORD\_END\_DT = 31-DEC-2199 23:59:00. If a change to a record's attribution is identified, a new record is created with a RECORD\_EFF\_DT of the current date and a RECORD\_END\_DT of 31-DEC-2199 23:59:00. The RECORD\_END\_DT of the previous record must be set to the current date.  The source for this data will be the STG\_AGENT staging table. |
| **Notes** |  |

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| --- | --- |
| **Number Of Columns** | 12 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | D\_AGENT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | LOGIN\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | FIRST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | MIDDLE\_INITIAL |  |  | Y | VARCHAR (20) | LT |  |  |  |  |
| 5 | LAST\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | JOB\_TITLE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | LANGUAGE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | HOURLY\_RATE |  |  | Y | NUMERIC (5,2) | LT |  |  |  |  |
| 9 | RATE\_CURRENCY |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 10 | VERSION |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 11 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  |  |  |  |
| 12 | RECORD\_END\_DT |  |  | Y | Date | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_AGENT\_ID | Surrogate key |  |
| 2 | LOGIN\_ID | 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 | FIRST\_NAME | An agent's given name used to identify an agent. |  |
| 4 | 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. |  |
| 5 | LAST\_NAME | An agent's surname used to identify an agent. |  |
| 6 | 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. |  |
| 7 | LANGUAGE | Language the agent is skilled for, e.g. English, Spanish, Bilingual |  |
| 8 | HOURLY\_RATE | Agent's hourly pay rate. This column should be used in conjunction with the RATE\_CURRENCY column. |  |
| 9 | RATE\_CURRENCY | The currency in which the agent is paid as identified by the country's ISO 4217 code. E.g. the Euro = EUR, the U.S. Dollar = USD. |  |
| 10 | VERSION | Version number of type-2 slow changing dimension. |  |
| 11 | RECORD\_EFF\_DT | Effective date for type-2 slow changing dimension. |  |
| 12 | RECORD\_END\_DT | End date for type-2 slow changing dimension. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_AGENT\_PK | PK |  |  |  | D\_AGENT\_ID | ASC |
| AP\_D\_AGENT\_\_UN | UK |  |  |  | LOGIN\_ID | ASC |
| D\_AGENT\_\_IDX | UN |  |  |  | D\_AGENT\_ID | ASC |

*Constraints*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_Q\_INT\_D\_AGENT\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | D\_AGENT\_ID |

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

|  |  |
| --- | --- |
| **Description** | PP\_D\_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 STG\_CONTACT\_QUEUE staging table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 31 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | D\_CONTACT\_QUEUE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | QUEUE\_NUMBER |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | QUEUE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | SOURCE\_QUEUE |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | QUEUE\_TYPE |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | SERVICE\_PERCENT |  |  | Y | NUMERIC (3) | LT |  | 0 |  |  |
| 7 | SERVICE\_SECONDS |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 8 | QUEUE\_GROUP |  |  | Y | NUMERIC (4) | LT |  |  |  |  |
| 9 | INTERVAL\_MINUTES |  |  | Y | NUMERIC (2) | LT |  | 0 |  |  |
| 10 | SPEED\_ANSWER\_PERIOD\_1\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 11 | SPEED\_ANSWER\_PERIOD\_2\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 12 | SPEED\_ANSWER\_PERIOD\_3\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 13 | SPEED\_ANSWER\_PERIOD\_4\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 14 | SPEED\_ANSWER\_PERIOD\_5\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 15 | SPEED\_ANSWER\_PERIOD\_6\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 16 | SPEED\_ANSWER\_PERIOD\_7\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 17 | SPEED\_ANSWER\_PERIOD\_8\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 18 | SPEED\_ANSWER\_PERIOD\_9\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 19 | SPEED\_ANSWER\_PERIOD\_10\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 20 | CALLS\_ABNDONED\_PERIOD\_1\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 21 | CALLS\_ABNDONED\_PERIOD\_2\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 22 | CALLS\_ABNDONED\_PERIOD\_3\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 23 | CALLS\_ABNDONED\_PERIOD\_4\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 24 | CALLS\_ABNDONED\_PERIOD\_5\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 25 | CALLS\_ABNDONED\_PERIOD\_6\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 26 | CALLS\_ABNDONED\_PERIOD\_7\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 27 | CALLS\_ABNDONED\_PERIOD\_8\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 28 | CALLS\_ABNDONED\_PERIOD\_9\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 29 | CALLS\_ABNDONED\_PERIOD\_10\_BOUND |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 30 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 31 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_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 | QUEUE\_NAME | Human readable descriptor given to the queue. |  |
| 4 | 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. |  |
| 5 | QUEUE\_TYPE | This field indicates whether the queue handles chats, emails, inbound voice calls, or outbound voice calls. |  |
| 6 | 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. |  |
| 7 | SERVICE\_SECONDS | This field defines the number of seconds contacts must be answered in to be in service level. |  |
| 8 | QUEUE\_GROUP | This field contains the group association of the queue. This is used for reporting purposes. |  |
| 9 | INTERVAL\_MINUTES | The interval period for which data is aggregated can differ by queue. This field defines the interval length of this queue. |  |
| 10 | SPEED\_ANSWER\_PERIOD\_1\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_1 column 1 in the ACD interval tables. The lower bound for period 1 will always be 0. |  |
| 11 | SPEED\_ANSWER\_PERIOD\_2\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_2 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 2 will always be the upper bound of period 1. |  |
| 12 | SPEED\_ANSWER\_PERIOD\_3\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_3 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 3 will always be the upper bound of period 2. |  |
| 13 | SPEED\_ANSWER\_PERIOD\_4\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_4 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 4 will always be the upper bound of period 3. |  |
| 14 | SPEED\_ANSWER\_PERIOD\_5\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_5 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 5 will always be the upper bound of period 4. |  |
| 15 | SPEED\_ANSWER\_PERIOD\_6\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_6 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 5 will always be the upper bound of period 5. |  |
| 16 | SPEED\_ANSWER\_PERIOD\_7\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_7 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 7 will always be the upper bound of period 6. |  |
| 17 | SPEED\_ANSWER\_PERIOD\_8\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_8 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 8 will always be the upper bound of period 7. |  |
| 18 | SPEED\_ANSWER\_PERIOD\_9\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_9 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 9 will always be the upper bound of period 8. |  |
| 19 | SPEED\_ANSWER\_PERIOD\_10\_BOUND | The upper bound of the amount of time in seconds configured for the SPEED\_OF\_ANSWER\_PERIOD\_10 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 10 will always be the upper bound of period 9. |  |
| 20 | CALLS\_ABNDONED\_PERIOD\_1\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_1 column 1 in the ACD interval tables. The lower bound for period 1 will always be 0. |  |
| 21 | CALLS\_ABNDONED\_PERIOD\_2\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_2 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 2 will always be the upper bound of period 1. |  |
| 22 | CALLS\_ABNDONED\_PERIOD\_3\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_3 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 3 will always be the upper bound of period 2. |  |
| 23 | CALLS\_ABNDONED\_PERIOD\_4\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_4 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 4 will always be the upper bound of period 3. |  |
| 24 | CALLS\_ABNDONED\_PERIOD\_5\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_5 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 5 will always be the upper bound of period 4. |  |
| 25 | CALLS\_ABNDONED\_PERIOD\_6\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_6 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 5 will always be the upper bound of period 5. |  |
| 26 | CALLS\_ABNDONED\_PERIOD\_7\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_7 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 7 will always be the upper bound of period 6. |  |
| 27 | CALLS\_ABNDONED\_PERIOD\_8\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_8 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 8 will always be the upper bound of period 7. |  |
| 28 | CALLS\_ABNDONED\_PERIOD\_9\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_9 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 9 will always be the upper bound of period 8. |  |
| 29 | CALLS\_ABNDONED\_PERIOD\_10\_BOUND | The upper bound of the amount of time in seconds configured for the CALLS\_ABANDONED\_PERIOD\_10 column in PP\_F\_ACTUALS\_QUEUE\_INTERVAL. The lower bound for period 10 will always be the upper bound of period 9. |  |
| 30 | 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. |  |
| 31 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_CONTACT\_QUEUE\_PK | PK |  |  |  | D\_CONTACT\_QUEUE\_ID | ASC |
| PP\_D\_CONTACT\_QUEUE\_\_UN | UK |  |  |  | QUEUE\_NUMBER | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | SPEED\_ANSWER\_PERIOD\_1\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_1\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_2\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_2\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_3\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_3\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_4\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_4\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_5\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_5\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_6\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_6\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_7\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_7\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_8\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_8\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_9\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_9\_BOUND >= 0 | Oracle Database 11g | |
|  | SPEED\_ANSWER\_PERIOD\_10\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | SPEED\_ANSWER\_PERIOD\_10\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_1\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_1\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_2\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_2\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_3\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_3\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_4\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_4\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_5\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_5\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_6\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_6\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_7\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_7\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_8\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_8\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_9\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_9\_BOUND >= 0 | Oracle Database 11g | |
|  | CALLS\_ABNDONED\_PERIOD\_10\_BOUND | | Check Constraint | | | --- | --- | | Text | DB Type | | CALLS\_ABNDONED\_PERIOD\_10\_BOUND >= 0 | Oracle Database 11g | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_Q\_INT\_D\_CONTACT\_Q\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | D\_CONTACT\_QUEUE\_ID |

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

|  |  |
| --- | --- |
| **Number Of Columns** | 13 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | D\_DATE | P |  | Y | Date | LT |  |  |  |  |
| 2 | D\_MONTH |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 3 | D\_MONTH\_NAME |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 4 | D\_DAY |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 5 | D\_DAY\_NAME |  |  | Y | VARCHAR (9) | LT |  |  |  |  |
| 6 | D\_DAY\_OF\_WEEK |  |  | Y | VARCHAR (1) | LT |  |  |  |  |
| 7 | D\_DAY\_OF\_MONTH |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 8 | D\_DAY\_OF\_YEAR |  |  | Y | VARCHAR (3) | LT |  |  |  |  |
| 9 | D\_YEAR |  |  | Y | VARCHAR (4) | LT |  |  |  |  |
| 10 | D\_MONTH\_NUM |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 11 | D\_WEEK\_OF\_YEAR |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 12 | D\_WEEK\_OF\_MONTH |  |  | Y | VARCHAR (1) | LT |  |  |  |  |
| 13 | WEEKEND\_FLAG |  |  | Y | CHAR (1) | LT |  |  |  |  |

*Indexes*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_DATES\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | D\_DATE |
| F\_ACTLS\_Q\_INT\_D\_DATES\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | D\_DATE |
| F\_FORECAST\_INT\_D\_DATES\_FK | PP\_F\_FORECAST\_INTERVAL | Y | Y |  | D\_DATE |
| F\_IVR\_SELF\_SVC\_D\_DATE\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | D\_DATE |

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

|  |  |
| --- | --- |
| **Number Of Columns** | 8 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

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

*Indexes*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_GEO\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| F\_ACTLS\_Q\_INT\_D\_GEO\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| F\_IVR\_SELF\_SVC\_D\_GEO\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| PP\_D\_PP\_GM\_FK | PP\_D\_PRODUCTION\_PLAN | Y | Y |  | GEOGRAPHY\_MASTER\_ID |

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

|  |  |
| --- | --- |
| **Description** | PP\_D\_INTERVAL contains the records that specify the accepted interval increments that can be configured on the contact center Automatic Call Distributor. The possible interval lengths are 15, 30 and 60 minutes. Accordingly, PP\_D\_INTERVAL contains records for each of the possible 15, 30 and 60 minute intervals in a day.  The data source for this table is the STG\_INTERVAL staging table. |
| **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 | D\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | INTERVAL\_START\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 3 | INTERVAL\_END\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | AM\_PM |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 5 | INTERVAL\_START\_HOUR |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 6 | INTERVAL\_START\_MINUTE |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 7 | INTERVAL\_END\_HOUR |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 8 | INTERVAL\_END\_MINUTE |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 9 | INTERVAL\_MINUTES |  |  | Y | NUMERIC (2) | LT |  | 30 |  |  |
| 10 | INTERVAL\_START\_TIME\_OF\_DAY12 |  |  | Y | VARCHAR (5) | DOM | VARCHAR\_0\_0\_5 |  |  |  |
| 11 | INTERVAL\_START\_TIME\_OF\_DAY24 |  |  | Y | VARCHAR (5) | DOM | VARCHAR\_0\_0\_5 |  |  |  |
| 12 | INTERVAL\_END\_TIME\_OF\_DAY12 |  |  | Y | VARCHAR (5) | DOM | VARCHAR\_0\_0\_5 |  |  |  |
| 13 | INTERVAL\_END\_TIME\_OF\_DAY24 |  |  | Y | VARCHAR (5) | DOM | VARCHAR\_0\_0\_5 |  |  |  |
| 14 | RECORD\_EFF\_DT |  |  | Y | Date | DOM | Date\_0\_0\_0 | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 15 | RECORD\_END\_DT |  |  | Y | Date | DOM | Date\_0\_0\_0 | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | D\_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 | AM\_PM | AM\_PM indicates whether the interval occurs in the AM or PM. |  |
| 5 | INTERVAL\_START\_HOUR | The hour of the start of the interval. E.g. if the interval starts at 12:00, then the value would be 12. |  |
| 6 | INTERVAL\_START\_MINUTE | The minute of the start of the interval. E.g. if the interval starts at 12:00, then the value would be 0. |  |
| 7 | INTERVAL\_END\_HOUR | The hour of the end of the interval. E.g. if the interval ends at 12:15, then the value would be 12. |  |
| 8 | INTERVAL\_END\_MINUTE | The minute of the end of the interval. E.g. if the interval starts at 12:15, then the value would be 15. |  |
| 9 | INTERVAL\_MINUTES | The length of the interval in minutes. Acceptable values are 15, 30 and 60. |  |
| 10 | INTERVAL\_START\_TIME\_OF\_DAY12 | The time of day of the start of the interval in a 12 hour format. E.g. 1:00 PM would be 1:00 |  |
| 11 | INTERVAL\_START\_TIME\_OF\_DAY24 | The time of day of the start of the interval in a 24 hour format. E.g. 1:00 PM would be 1:00. |  |
| 12 | INTERVAL\_END\_TIME\_OF\_DAY12 | The time of day of the end of the interval in a 12 hour format. E.g. E.g. 1:15PM would be 1:15. |  |
| 13 | INTERVAL\_END\_TIME\_OF\_DAY24 | The time of day of the end of the interval in a 24 hour format. E.g. 1:15PM would be 13:15. |  |
| 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** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_INTERVAL\_PK | PK |  |  |  | D\_INTERVAL\_ID | ASC |
| PP\_D\_INTERVAL\_\_UN | UK |  |  |  | INTERVAL\_START\_DATE | ASC |
|  |  |  |  |  | INTERVAL\_END\_DATE | ASC |
| PP\_D\_INTERVAL\_\_IDXv2 |  |  |  |  | INTERVAL\_START\_DATE | ASC |
| PP\_D\_INTERVAL\_\_IDXv3 |  |  |  |  | INTERVAL\_END\_DATE | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_INTRVL\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_ACTLS\_Q\_INT\_D\_INT\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_FORECAST\_INT\_D\_INT\_FK | PP\_F\_FORECAST\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_IVR\_SELF\_SVC\_D\_INT\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | D\_INTERVAL\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_IVR\_SELF\_SERVICE\_PATH |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_D\_IVR\_SELF\_SERVICE\_PATH captures the configuration for the self service paths within the IVR to include the beginning node, ending node and a description of the path. 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 STG\_IVR\_SELF\_SERVICE\_PATH staging table. |
| **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 | D\_IVR\_SELF\_SERVICE\_PATH\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CODE |  |  | Y | VARCHAR (30) | LT |  |  |  |  |
| 3 | DESCRIPTION |  |  | Y | 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 | D\_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** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_SELF\_SERVICE\_PATH\_PK | PK |  |  |  | D\_IVR\_SELF\_SERVICE\_PATH\_ID | ASC |
| PP\_D\_SELF\_SERVICE\_PATH\_\_UN | UK |  |  |  | CODE | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_IVR\_SELF\_SVC\_D\_IVR\_SS\_PTH\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | D\_IVR\_SELF\_SERVICE\_PATH\_ID |

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

|  |  |
| --- | --- |
| **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 | PP\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PRODUCTION\_PLAN\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PRODUCTION\_PLAN\_DESCRIPTION |  |  | Y | VARCHAR (1000) | LT |  |  |  |  |
| 4 | PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | PROGRAM\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | EFFECTIVE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 8 | END\_DATE |  |  |  | Date | LT |  | SYSDATE |  |  |
| 9 | PP\_CREATE\_DATE |  |  | Y | Date | LT |  | sysdate |  |  |
| 10 | PP\_LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | sysdate |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_PRODUCTION\_PLAN\_PK | PK |  |  |  | PP\_ID | ASC |
| D\_PRODUCTION\_PLAN\_\_UN | UK |  |  |  | PRODUCTION\_PLAN\_NAME | ASC |
|  |  |  |  |  | EFFECTIVE\_DATE | ASC |
|  |  |  |  |  | PROJECT\_ID | ASC |
|  |  |  |  |  | PROGRAM\_ID | ASC |
|  |  |  |  |  | GEOGRAPHY\_MASTER\_ID | ASC |
| PP\_D\_PROD\_PLAN\_D\_PRJ\_ID\_IDX |  |  |  |  | PROJECT\_ID | ASC |
| PP\_D\_PROD\_PLAN\_D\_PRG\_ID\_IDX |  |  |  |  | PROGRAM\_ID | ASC |
| PP\_D\_PROD\_PLAN\_D\_GEO\_ID\_IDX |  |  |  |  | GEOGRAPHY\_MASTER\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| PP\_D\_PP\_D\_PROJECT\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |
| PP\_D\_PP\_PROGRAM\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| PP\_D\_PP\_GM\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| D\_PRD\_PLAN\_HRZN\_D\_PRD\_PLAN\_FK | PP\_D\_PRODUCTION\_PLAN\_HORIZON | Y | Y |  | PP\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_PRODUCTION\_PLAN\_HORIZON |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **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 | PPH\_ID | P |  | Y | NUMERIC | LT |  |  |  |  |
| 2 | PP\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | HORIZON\_START\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 4 | HORIZON\_START\_HOUR |  |  | Y | NUMERIC (2) | LT |  | 0 |  |  |
| 5 | HORIZON\_END\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 6 | HORIZON\_END\_HOUR |  |  | Y | NUMERIC (2) | LT |  | 0 |  |  |
| 7 | FORECAST\_LAST\_MODIFIED\_DATE |  |  | Y | Date | LT |  | sysdate |  |  |
| 8 | CREATE\_DATE |  |  | Y | Date | LT |  | sysdate |  |  |
| 9 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | sysdate |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| D\_PRODUCTION\_PLAN\_HRZN\_PK | PK |  |  |  | PPH\_ID | ASC |
| D\_PRODUCTION\_PLAN\_HRZN\_\_UN | UK |  |  |  | PP\_ID | ASC |
|  |  |  |  |  | HORIZON\_START\_DATE | ASC |
|  |  |  |  |  | HORIZON\_START\_HOUR | ASC |
| D\_PRODUCTION\_PLAN\_HRZN\_\_UNv1 | UK |  |  |  | PP\_ID | ASC |
|  |  |  |  |  | HORIZON\_END\_DATE | ASC |
|  |  |  |  |  | HORIZON\_END\_HOUR | ASC |
| PP\_D\_PP\_HRZN\_D\_PP\_ID\_IDX |  |  |  |  | PP\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| D\_PRD\_PLAN\_HRZN\_D\_PRD\_PLAN\_FK | PP\_D\_PRODUCTION\_PLAN | Y | Y |  | PP\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_FORECAST\_INT\_D\_PPH\_FK | PP\_F\_FORECAST\_INTERVAL | Y | Y |  | PPH\_ID |

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

|  |  |
| --- | --- |
| **Number Of Columns** | 2 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | PROGRAM\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROGRAM\_NAME |  |  | Y | VARCHAR (35) | LT |  |  |  |  |

*Indexes*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_PRG\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | PROGRAM\_ID |
| F\_ACTLS\_Q\_INT\_D\_PRG\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | PROGRAM\_ID |
| F\_IVR\_SELF\_SVC\_D\_PRG\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | PROGRAM\_ID |
| PP\_D\_PP\_PROGRAM\_FK | PP\_D\_PRODUCTION\_PLAN | Y | Y |  | PROGRAM\_ID |

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

|  |  |
| --- | --- |
| **Number Of Columns** | 3 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | PROJECT\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (35) | LT |  |  |  |  |
| 3 | SEGMENT\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |

*Indexes*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_PRJ\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | PROJECT\_ID |
| F\_ACTLS\_Q\_INT\_D\_PRJ\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | PROJECT\_ID |
| F\_IVR\_SELF\_SVC\_D\_PRJ\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | PROJECT\_ID |
| PP\_D\_PP\_D\_PROJECT\_FK | PP\_D\_PRODUCTION\_PLAN | Y | Y |  | PROJECT\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_D\_UNIT\_OF\_WORK |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 5 |
| **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 | UOW\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | UNIT\_OF\_WORK\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PP\_ID |  |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | HOURLY\_FLAG |  |  | Y | VARCHAR (1) | LT |  | 'N' |  |  |
| 5 | HANDLE\_TIME\_UNIT |  |  |  | VARCHAR (7) | LT |  |  |  |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_D\_UNIT\_OF\_WORK\_PK | PK |  |  |  | UOW\_ID | ASC |
| PP\_D\_UNIT\_OF\_WORK\_UK1 | UK |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |
|  |  |  |  |  | PP\_ID | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | HOURLY\_FLAG | | Value List | | | --- | --- | | Value | Description | | 'N' | No, Unit of Work is not tracked at an hourly grain | | 'Y' | Yes, Unit of Work is tracked at an hourly grain | |
|  | HANDLE\_TIME\_UNIT | | Value List | | | --- | --- | | Value | Description | | Days |  | | Hours |  | | Minutes |  | | Seconds |  | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_UOW\_FK | PP\_F\_ACTUALS\_IVR\_INTERVAL | Y | Y |  | UOW\_ID |
| F\_ACTLS\_Q\_INT\_D\_UOW\_FK | PP\_F\_ACTUALS\_QUEUE\_INTERVAL | Y | Y |  | UOW\_ID |
| F\_FORECAST\_INT\_D\_UOW\_FK | PP\_F\_FORECAST\_INTERVAL | Y | Y |  | UOW\_ID |
| F\_IVR\_SELF\_SVC\_D\_UOW\_FK | PP\_F\_IVR\_SELF\_SERVICE\_USAGE | Y | Y |  | UOW\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_F\_ACTUALS\_IVR\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_F\_ACTUALS\_IVR\_INTERVAL is the fact table for interval metrics actuals associated with the IVR. 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 intervals of the ACD.  The data source for this table is the STG\_IVR\_INTERVAL staging table. |
| **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 | F\_ACTUALS\_IVR\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | D\_PROJECT\_ID |  | F | Y | NUMERIC | LT |  |  |  |  |
| 3 | D\_PROGRAM\_ID |  | F | Y | NUMERIC | LT |  |  |  |  |
| 4 | D\_GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC | LT |  |  |  |  |
| 5 | D\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_DATE |  | F | Y | Date | LT |  | SYSDATE |  |  |
| 8 | CONTACTS\_CREATED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 9 | CONTACTS\_OFFERED\_TO\_ACD |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 10 | CONTACTS\_CONTAINED\_IN\_IVR |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 11 | MIN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 12 | MAX\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 13 | MEAN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 14 | MEDIAN\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 15 | STDDEV\_TIME\_IN\_THE\_IVR |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 16 | CREATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 17 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_ACTUALS\_IVR\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | D\_PROJECT\_ID | FK to PP\_D\_PROJECT. This column indicates which project and segment the interval data is associated with. |  |
| 3 | D\_PROGRAM\_ID | FK to PP\_D\_PROGRAM. This column indicates which program the interval data is associated with. |  |
| 4 | D\_GEOGRAPHY\_MASTER\_ID | FK to PP\_D\_GEOGRAPHY\_MASTER. This column indicates the site and geographical location of the interval data. |  |
| 5 | D\_UNIT\_OF\_WORK\_ID | FK to PP\_D\_UNIT\_OF\_WORK table. This column identifies which unit of work the interval data is associated with. |  |
| 6 | D\_INTERVAL\_ID | FK to PP\_D\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 7 | D\_DATE | FK to PP\_D\_DATES. This column identifies which date the interval data is associated with. |  |
| 8 | 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. |  |
| 9 | CONTACTS\_OFFERED\_TO\_ACD | Number of calls routed to agents queue. This should match the sum of CONTACTS\_RECEIVED\_FROM\_IVR from STG\_ACD\_INTERVAL aggregated for the same interval. |  |
| 10 | 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. |  |
| 11 | MIN\_TIME\_IN\_THE\_IVR | Smallest amount of time a call spent in the IVR before joining agent queue or abandoned |  |
| 12 | MAX\_TIME\_IN\_THE\_IVR | Largest amount of time a call spent in the IVR before joining agent queue or abandoned |  |
| 13 | MEAN\_TIME\_IN\_THE\_IVR | Average time a call spent in the IVR before joining agent queue or abandoned |  |
| 14 | MEDIAN\_TIME\_IN\_THE\_IVR | Middle time a call spent in the IVR before joining agent queue or abandoned |  |
| 15 | STDDEV\_TIME\_IN\_THE\_IVR | Variation from the average length of time a call spent in the IVR before joining agent queue or abandoned |  |
| 16 | CREATE\_DATE | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 17 | LAST\_UPDATE\_DATE | Date this record was last updated. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_F\_ACTUALS\_IVR\_INTERVAL\_PK | PK |  |  |  | F\_ACTUALS\_IVR\_INTERVAL\_ID | ASC |
| PP\_F\_ACTUALS\_IVR\_INTERVAL\_\_UN | UK |  |  |  | D\_DATE | ASC |
|  |  |  |  |  | D\_PROJECT\_ID | ASC |
|  |  |  |  |  | D\_PROGRAM\_ID | ASC |
|  |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
|  |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
|  |  |  |  |  | D\_INTERVAL\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_PRJ\_ID\_IDX |  |  |  |  | D\_PROJECT\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_PRG\_ID\_IDX |  |  |  |  | D\_PROGRAM\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_GEO\_ID\_IDX |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_UOW\_ID\_IDX |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_INT\_ID\_IDX |  |  |  |  | D\_INTERVAL\_ID | ASC |
| F\_ACTLS\_IVR\_INT\_D\_DATE\_IDX |  |  |  |  | D\_DATE | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_IVR\_INT\_D\_DATES\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |
| F\_ACTLS\_IVR\_INT\_D\_PRG\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| F\_ACTLS\_IVR\_INT\_D\_INTRVL\_FK | PP\_D\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_ACTLS\_IVR\_INT\_D\_PRJ\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |
| F\_ACTLS\_IVR\_INT\_D\_GEO\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |
| F\_ACTLS\_IVR\_INT\_D\_UOW\_FK | PP\_D\_UNIT\_OF\_WORK | Y | Y |  | UOW\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_F\_ACTUALS\_QUEUE\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_F\_ACTUALS\_QUEUE\_INTERVAL is the fact table for interval metrics actuals related to a contact queue. This table allows for variable intervals depending on the configuration of the ACD (e.g. 15, 30, or 60 minute intervals).  The data source for this table are the STG\_ACD\_INTERVAL and STG\_WFM\_INTERVAL staging tables. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 76 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | F\_CALL\_CENTER\_ACTLS\_INTRVL\_ID | P |  | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 2 | D\_DATE |  | F | Y | Date | LT |  | SYSDATE |  |  |
| 3 | D\_PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | D\_PROGRAM\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | D\_GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_CONTACT\_QUEUE\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 8 | D\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 9 | D\_AGENT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 10 | CONTACTS\_RECEIVED\_FROM\_IVR |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 11 | CONTACTS\_OFFERED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 12 | CONTACTS\_HANDLED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 13 | CONTACTS\_ABANDONED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 14 | MIN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 15 | MAX\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 16 | MEAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 17 | MEDIAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 18 | STDDEV\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 19 | MIN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 20 | MAX\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 21 | MEAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 22 | MEDIAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 23 | STDDEV\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 24 | MIN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 25 | MAX\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 26 | MEAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 27 | MEDIAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 28 | STDDEV\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_1 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_2 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_3 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_4 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_5 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_6 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 35 | SPEED\_OF\_ANSWER\_PERIOD\_7 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 36 | SPEED\_OF\_ANSWER\_PERIOD\_8 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 37 | SPEED\_OF\_ANSWER\_PERIOD\_9 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 38 | SPEED\_OF\_ANSWER\_PERIOD\_10 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_1 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_2 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_3 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_4 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_5 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_6 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 45 | CALLS\_ABANDONED\_PERIOD\_7 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 46 | CALLS\_ABANDONED\_PERIOD\_8 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 47 | CALLS\_ABANDONED\_PERIOD\_9 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 48 | CALLS\_ABANDONED\_PERIOD\_10 |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 49 | LABOR\_MINUTES\_TOTAL |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 50 | LABOR\_MINUTES\_AVAILABLE |  |  | Y | NUMERIC (9,2) | LT |  | 0 |  |  |
| 51 | LABOR\_MINUTES\_WAITING |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 52 | HEADCOUNT\_TOTAL |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 53 | HEADCOUNT\_AVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 54 | HEADCOUNT\_UNAVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 55 | CONTACT\_INVENTORY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 56 | CONTACT\_INVENTORY\_JEOPARDY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 57 | MIN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 58 | MAX\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 59 | MEAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 60 | MEDIAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 61 | STDDEV\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 62 | CONTACTS\_TRANSFERRED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 63 | OUTFLOW\_CONTACTS |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 64 | ANSWER\_WAIT\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 65 | ABANDON\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 66 | TALK\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 67 | AFTER\_CALL\_WORK\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 68 | SERVICE\_LEVEL\_ANSWERED\_PERCENT |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 69 | SERVICE\_LEVEL\_ANSWERED\_COUNT |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 70 | SERVICE\_LEVEL\_ABANDONED |  |  |  | NUMERIC (5,2) | LT |  | 0 |  |  |
| 71 | CALLS\_ON\_HOLD |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 72 | HOLD\_TIME\_TOTAL |  |  | Y | NUMERIC (12,2) | LT |  | 0 |  |  |
| 73 | SHORT\_ABANDONS |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 74 | CONTACTS\_BLOCKED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 75 | CREATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 76 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_CALL\_CENTER\_ACTLS\_INTRVL\_ID | Surrogate key for interval records |  |
| 2 | D\_DATE | FK to PP\_D\_DATES. This column identifies which date the interval data is associated with. |  |
| 3 | D\_PROJECT\_ID | FK to PP\_D\_PROJECT. This column indicates which project and segment the interval data is associated with. |  |
| 4 | D\_PROGRAM\_ID | FK to PP\_D\_PROGRAM. This column indicates which program the interval data is associated with. |  |
| 5 | D\_GEOGRAPHY\_MASTER\_ID | FK to PP\_D\_GEOGRAPHY\_MASTER. This column indicates the site and geographical location of the interval data. |  |
| 6 | D\_UNIT\_OF\_WORK\_ID | FK to PP\_D\_UNIT\_OF\_WORK table. This column identifies which unit of work the interval data is associated with. |  |
| 7 | D\_CONTACT\_QUEUE\_ID | FK to PP\_D\_CONTACT\_QUEUE table. This column identifies which contact queue the interval data is associated with. |  |
| 8 | D\_INTERVAL\_ID | FK to PP\_D\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 9 | D\_AGENT\_ID | FK to D\_AGENT. This field indicates which agent the metrics are associated with. |  |
| 10 | CONTACTS\_RECEIVED\_FROM\_IVR | The total number of contacts received from the IVR for this contact queue during the interval. |  |
| 11 | CONTACTS\_OFFERED | The total number of contacts transferred to this queue during the interval. |  |
| 12 | CONTACTS\_HANDLED | Total number of contacts that were responded by an agent. Contacts Handled + Contacts Abandoned = Contacts Offered. |  |
| 13 | 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. |  |
| 14 | MIN\_HANDLE\_TIME | Shortest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 15 | MAX\_HANDLE\_TIME | Longest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 16 | MEAN\_HANDLE\_TIME | Average length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 17 | MEDIAN\_HANDLE\_TIME | Middle length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 18 | 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) |  |
| 19 | 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) |  |
| 20 | 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) |  |
| 21 | 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) |  |
| 22 | 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) |  |
| 23 | 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) |  |
| 24 | 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). |  |
| 25 | 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). |  |
| 26 | 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). |  |
| 27 | 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). |  |
| 28 | 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). |  |
| 29 | SPEED\_OF\_ANSWER\_PERIOD\_1 | Total number of contacts answered within speed of answer period 1 during the reporting interval |  |
| 30 | SPEED\_OF\_ANSWER\_PERIOD\_2 | Total number of contacts answered within speed of answer period 2 during the reporting interval |  |
| 31 | SPEED\_OF\_ANSWER\_PERIOD\_3 | Total number of contacts answered within speed of answer period 3 during the reporting interval |  |
| 32 | SPEED\_OF\_ANSWER\_PERIOD\_4 | Total number of contacts answered within speed of answer period 4 during the reporting interval |  |
| 33 | SPEED\_OF\_ANSWER\_PERIOD\_5 | Total number of contacts answered within speed of answer period 5 during the reporting interval |  |
| 34 | SPEED\_OF\_ANSWER\_PERIOD\_6 | Total number of contacts answered within speed of answer period 6 during the reporting interval |  |
| 35 | SPEED\_OF\_ANSWER\_PERIOD\_7 | Total number of contacts answered within speed of answer period 7 during the reporting interval |  |
| 36 | SPEED\_OF\_ANSWER\_PERIOD\_8 | Total number of contacts answered within speed of answer period 8 during the reporting interval |  |
| 37 | SPEED\_OF\_ANSWER\_PERIOD\_9 | Total number of contacts answered within speed of answer period 9 during the reporting interval |  |
| 38 | SPEED\_OF\_ANSWER\_PERIOD\_10 | Total number of contacts answered within speed of answer period 10 during the reporting interval |  |
| 39 | CALLS\_ABANDONED\_PERIOD\_1 | Total number of contacts abandoned within abandoned period 1 during the reporting interval |  |
| 40 | CALLS\_ABANDONED\_PERIOD\_2 | Total number of contacts abandoned within abandoned period 2 during the reporting interval |  |
| 41 | CALLS\_ABANDONED\_PERIOD\_3 | Total number of contacts abandoned within abandoned period 3 during the reporting interval |  |
| 42 | CALLS\_ABANDONED\_PERIOD\_4 | Total number of contacts abandoned within abandoned period 4 during the reporting interval |  |
| 43 | CALLS\_ABANDONED\_PERIOD\_5 | Total number of contacts abandoned within abandoned period 5 during the reporting interval |  |
| 44 | CALLS\_ABANDONED\_PERIOD\_6 | Total number of contacts abandoned within abandoned period 6 during the reporting interval |  |
| 45 | CALLS\_ABANDONED\_PERIOD\_7 | Total number of contacts abandoned within abandoned period 7 during the reporting interval |  |
| 46 | CALLS\_ABANDONED\_PERIOD\_8 | Total number of contacts abandoned within abandoned period 8 during the reporting interval |  |
| 47 | CALLS\_ABANDONED\_PERIOD\_9 | Total number of contacts abandoned within abandoned period 9 during the reporting interval |  |
| 48 | CALLS\_ABANDONED\_PERIOD\_10 | Total number of contacts abandoned within abandoned period 10 during the reporting interval |  |
| 49 | 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. |  |
| 50 | LABOR\_MINUTES\_AVAILABLE | Total staff logged on time (minutes), or time spent in available state waiting for a customer contact. Also called ready time. |  |
| 51 | 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. |  |
| 52 | 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. |  |
| 53 | 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. |  |
| 54 | HEADCOUNT\_UNAVAILABLE | Number of staff who logged out for any reason, e.g., headcount in vacation, FMLA, trainings and meetings. |  |
| 55 | 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. |  |
| 56 | 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. |  |
| 57 | 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. |  |
| 58 | 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. |  |
| 59 | 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. |  |
| 60 | 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. |  |
| 61 | 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. |  |
| 62 | 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. |  |
| 63 | OUTFLOW\_CONTACTS | Total number of contacts queued to multiple skill group or applications |  |
| 64 | 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. |  |
| 65 | ABANDON\_TIME\_TOTAL | Total time spent in agent queues for all calls that were abandoned in a reporting interval. |  |
| 66 | TALK\_TIME\_TOTAL | The time agents spend with a customer. Does not include hold time or ACW time. |  |
| 67 | 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. |  |
| 68 | 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. |  |
| 69 | SERVICE\_LEVEL\_ANSWERED\_COUNT | Total number of calls answered within the service level threshold during the reporting interval |  |
| 70 | SERVICE\_LEVEL\_ABANDONED | Abandonment Rate = Calls Abandon / Calls Offered. Reflects customer patience level for wait and how adequately a contact center is staffed. |  |
| 71 | CALLS\_ON\_HOLD | Number of contacts put on hold at least once during the reporting interval. |  |
| 72 | 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. |  |
| 73 | SHORT\_ABANDONS | Total number of calls to the route that were too short to be considered abandoned during the reporting interval |  |
| 74 | CONTACTS\_BLOCKED | Number of contacts that are not allowed into the system due to trunk capacity or system issues. |  |
| 75 | CREATE\_DATE | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 76 | LAST\_UPDATE\_DATE | Date this record was last updated. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_F\_ACTUALS\_QUEUE\_INTERVAL\_PK | PK |  |  |  | F\_CALL\_CENTER\_ACTLS\_INTRVL\_ID | ASC |
| PP\_F\_ACTUALS\_Q\_INTERVAL\_\_UN | UK |  |  |  | D\_DATE | ASC |
|  |  |  |  |  | D\_PROJECT\_ID | ASC |
|  |  |  |  |  | D\_PROGRAM\_ID | ASC |
|  |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
|  |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
|  |  |  |  |  | D\_INTERVAL\_ID | ASC |
|  |  |  |  |  | D\_CONTACT\_QUEUE\_ID | ASC |
|  |  |  |  |  | D\_AGENT\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_DATE\_IDX |  |  |  |  | D\_DATE | ASC |
| F\_ACTLS\_Q\_INT\_D\_PRJ\_ID\_IDX |  |  |  |  | D\_PROJECT\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_PRG\_ID\_IDX |  |  |  |  | D\_PROGRAM\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_GEO\_ID\_IDX |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_UOW\_ID\_IDX |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_CNTCT\_Q\_ID\_IDX |  |  |  |  | D\_CONTACT\_QUEUE\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_INT\_ID\_IDX |  |  |  |  | D\_INTERVAL\_ID | ASC |
| F\_ACTLS\_Q\_INT\_D\_AGENT\_ID\_IDX |  |  |  |  | D\_AGENT\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_ACTLS\_Q\_INT\_D\_DATES\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |
| F\_ACTLS\_Q\_INT\_D\_UOW\_FK | PP\_D\_UNIT\_OF\_WORK | Y | Y |  | UOW\_ID |
| F\_ACTLS\_Q\_INT\_D\_PRG\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| F\_ACTLS\_Q\_INT\_D\_INT\_FK | PP\_D\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_ACTLS\_Q\_INT\_D\_AGENT\_FK | AP\_D\_AGENT | Y | Y |  | D\_AGENT\_ID |
| F\_ACTLS\_Q\_INT\_D\_PRJ\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |
| F\_ACTLS\_Q\_INT\_D\_CONTACT\_Q\_FK | PP\_D\_CONTACT\_QUEUE | Y | Y |  | D\_CONTACT\_QUEUE\_ID |
| F\_ACTLS\_Q\_INT\_D\_GEO\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |

|  |  |
| --- | --- |
| **Table Name** | PP\_F\_FORECAST\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_F\_FORECAST\_INTERVAL is the fact table for the contact center forecast interval metrics. The forecast metrics are used for planning purposes to appropriately staff and manage the contact center. This table allows for variable intervals depending on the configuration of the project call center ACD (e.g. 15, 30, or 60 minute intervals).  The data source for this table is the STG\_FCST\_INTERVAL staging table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 41 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | F\_FORECAST\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 2 | D\_PRODUCTION\_PLAN\_HORIZON\_ID |  | F | Y | NUMERIC | LT |  |  |  |  |
| 3 | D\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | D\_DATE |  | F | Y | Date | LT |  | SYSDATE |  |  |
| 5 | D\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | FORECAST\_VERSION |  |  | Y | NUMERIC (5) | LT |  | 0 |  |  |
| 7 | CONTACTS\_CREATED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 8 | CONTACTS\_OFFERED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 9 | CONTACTS\_HANDLED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 10 | MIN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 11 | MAX\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 12 | MEAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 13 | MEDIAN\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 14 | STDDEV\_SPEED\_TO\_HANDLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 15 | MIN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 16 | MAX\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 17 | MEAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 18 | MEDIAN\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 19 | STDDEV\_SPEED\_OF\_ANSWER |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 20 | CONTACTS\_ABANDONED |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 21 | CONTACT\_INVENTORY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 22 | MIN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 23 | MAX\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 24 | MEAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 25 | MEDIAN\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 26 | STDDEV\_CONTACT\_INVENTORY\_AGE |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 27 | MIN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 28 | MAX\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 29 | MEAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 30 | MEDIAN\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 31 | CONTACT\_INVENTORY\_JEOPARDY |  |  | Y | NUMERIC (7) | LT |  | 0 |  |  |
| 32 | STDDEV\_HANDLE\_TIME |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 33 | LABOR\_MINUTES\_TOTAL |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 34 | LABOR\_MINUTES\_AVAILABLE |  |  | Y | NUMERIC (9,2) | LT |  | 0 |  |  |
| 35 | LABOR\_MINUTES\_WAITING |  |  | Y | NUMERIC (10,2) | LT |  | 0 |  |  |
| 36 | HEADCOUNT\_TOTAL |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 37 | HEADCOUNT\_AVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 38 | HEADCOUNT\_UNAVAILABLE |  |  | Y | NUMERIC (7,2) | LT |  | 0 |  |  |
| 39 | SERVICE\_LEVEL\_ANSWERED\_PERCENT |  |  | Y | NUMERIC (5,2) | LT |  | 0 |  |  |
| 40 | CREATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 41 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | F\_FORECAST\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | D\_PRODUCTION\_PLAN\_HORIZON\_ID | FK to CFG\_PRODUCTION\_PLAN. This field indicates which production plan the forecast is associated with. |  |
| 3 | D\_UNIT\_OF\_WORK\_ID | FK to PP\_D\_UNIT\_OF\_WORK table. This column identifies which unit of work the forecasts are related to. |  |
| 4 | D\_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. |  |
| 5 | D\_INTERVAL\_ID | FK to PP\_D\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 6 | FORECAST\_VERSION | This field indicates the number of revisions for this particular forecast. If the version = 1, then this is the first revision. |  |
| 7 | 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. |  |
| 8 | CONTACTS\_OFFERED | The total number of contacts transferred to this queue during the interval. |  |
| 9 | CONTACTS\_HANDLED | Total number of contacts that were responded by an agent. Contacts Handled + Contacts Abandoned = Contacts Offered. |  |
| 10 | 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) |  |
| 11 | 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) |  |
| 12 | 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) |  |
| 13 | 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) |  |
| 14 | 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) |  |
| 15 | 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). |  |
| 16 | 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). |  |
| 17 | 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). |  |
| 18 | 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). |  |
| 19 | 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). |  |
| 20 | 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. |  |
| 21 | 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. |  |
| 22 | 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. |  |
| 23 | 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. |  |
| 24 | 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. |  |
| 25 | 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. |  |
| 26 | 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. |  |
| 27 | MIN\_HANDLE\_TIME | Shortest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 28 | MAX\_HANDLE\_TIME | Longest length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 29 | MEAN\_HANDLE\_TIME | Average length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 30 | MEDIAN\_HANDLE\_TIME | Middle length of time an agent spent processing a contact (Handle Time = Agentâ€™s Talk Time + Hold Time + Wrap Time) |  |
| 31 | 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. |  |
| 32 | 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) |  |
| 33 | 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. |  |
| 34 | LABOR\_MINUTES\_AVAILABLE | Total staff logged on time (minutes), or time spent in available state waiting for a customer contact. Also called ready time. |  |
| 35 | 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. |  |
| 36 | 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. |  |
| 37 | 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. |  |
| 38 | HEADCOUNT\_UNAVAILABLE | Number of staff who logged out for any reason, e.g., headcount in vacation, FMLA, trainings and meetings. |  |
| 39 | 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. |  |
| 40 | CREATE\_DATE | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 41 | LAST\_UPDATE\_DATE | Date this record was last updated. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_F\_FORECAST\_INTERVAL\_PK | PK |  |  |  | F\_FORECAST\_INTERVAL\_ID | ASC |
| PP\_F\_FCST\_INTERVAL\_\_UN | UK |  |  |  | D\_PRODUCTION\_PLAN\_HORIZON\_ID | ASC |
|  |  |  |  |  | D\_DATE | ASC |
|  |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
|  |  |  |  |  | D\_INTERVAL\_ID | ASC |
|  |  |  |  |  | FORECAST\_VERSION | ASC |
| F\_FORECAST\_INTERVAL\_\_IDXv2 |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
| F\_FORECAST\_INTERVAL\_\_IDXv3 |  |  |  |  | D\_INTERVAL\_ID | ASC |
| F\_FORECAST\_INTERVAL\_\_IDXv4 |  |  |  |  | D\_DATE | ASC |
| F\_FORECAST\_INTERVAL\_\_IDXv5 |  |  |  |  | D\_PRODUCTION\_PLAN\_HORIZON\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_FORECAST\_INT\_D\_UOW\_FK | PP\_D\_UNIT\_OF\_WORK | Y | Y |  | UOW\_ID |
| F\_FORECAST\_INT\_D\_INT\_FK | PP\_D\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_FORECAST\_INT\_D\_PPH\_FK | PP\_D\_PRODUCTION\_PLAN\_HORIZON | Y | Y |  | PPH\_ID |
| F\_FORECAST\_INT\_D\_DATES\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |

|  |  |
| --- | --- |
| **Table Name** | PP\_F\_IVR\_SELF\_SERVICE\_USAGE |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_F\_IVR\_SELF\_SERVICE\_USAGE is the fact table that captures metrics related to how contacts are interacting with the IVR self service paths for a given interval.  The source for this table is the STG\_IVR\_SELF\_SERVICE\_USAGE staging table. |
| **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\_SELF\_SERVICE\_USAGE\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | D\_PROJECT\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | D\_PROGRAM\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | D\_GEOGRAPHY\_MASTER\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 5 | D\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 6 | D\_INTERVAL\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 7 | D\_DATE |  | F | Y | Date | LT |  | SYSDATE |  |  |
| 8 | D\_IVR\_SELF\_SERVICE\_PATH\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 9 | CONTACTS\_ENTERING |  |  | Y | NUMERIC (10) | LT |  | 0 |  |  |
| 10 | CONTACTS\_TRANSFERRED |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 11 | CONTACTS\_COMPLETED |  |  | Y | NUMERIC (10) | LT |  |  |  |  |
| 12 | MINUTES\_IN\_IVR\_TRANSFERRED |  |  | Y | NUMERIC (12,2) | LT |  |  |  |  |
| 13 | MINUTES\_IN\_IVR\_COMPLETED |  |  | Y | NUMERIC (12,2) | LT |  |  |  |  |
| 14 | CREATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 15 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | IVR\_SELF\_SERVICE\_USAGE\_ID | Surrogate key |  |
| 2 | D\_PROJECT\_ID | FK to PP\_D\_PROJECT. This column indicates which project and segment the interval data is associated with. |  |
| 3 | D\_PROGRAM\_ID | FK to PP\_D\_PROGRAM. This column indicates which program the interval data is associated with. |  |
| 4 | D\_GEOGRAPHY\_MASTER\_ID | FK to PP\_D\_GEOGRAPHY\_MASTER. This column indicates the site and geographical location of the interval data. |  |
| 5 | D\_UNIT\_OF\_WORK\_ID | FK to PP\_D\_UNIT\_OF\_WORK table. This column identifies which unit of work the interval data is associated with. |  |
| 6 | D\_INTERVAL\_ID | FK to PP\_D\_INTERVAL. This column identifies which time span the interval data is associated with. |  |
| 7 | D\_DATE | FK to PP\_D\_DATES. This column identifies which date the interval data is associated with. |  |
| 8 | D\_IVR\_SELF\_SERVICE\_PATH\_ID | FK to PP\_D\_IVR\_SELF\_SERVICE\_PATH. This field identifies for which self service path the metric is associated with. |  |
| 9 | CONTACTS\_ENTERING | Number of contacts ending up at a given self service action. |  |
| 10 | CONTACTS\_TRANSFERRED | The number of contacts that entered the self service path and subsequently chose to move to another path in the IVR. |  |
| 11 | CONTACTS\_COMPLETED | The number of contacts that entered the self service path and subsequently exited the IVR. |  |
| 12 | 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. |  |
| 13 | 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. |  |
| 14 | CREATE\_DATE | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 15 | LAST\_UPDATE\_DATE | Date this record was last updated. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| F\_IVR\_SELF\_SERVICE\_USAGE\_PK | PK |  |  |  | IVR\_SELF\_SERVICE\_USAGE\_ID | ASC |
| F\_IVR\_SELF\_SERVICE\_USAGE\_\_UN | UK |  |  |  | D\_IVR\_SELF\_SERVICE\_PATH\_ID | ASC |
|  |  |  |  |  | D\_PROJECT\_ID | ASC |
|  |  |  |  |  | D\_PROGRAM\_ID | ASC |
|  |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
|  |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
|  |  |  |  |  | D\_INTERVAL\_ID | ASC |
|  |  |  |  |  | D\_DATE | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_PTH\_ID\_IDX |  |  |  |  | D\_IVR\_SELF\_SERVICE\_PATH\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_PRJ\_ID\_IDX |  |  |  |  | D\_PROJECT\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_PRG\_ID\_IDX |  |  |  |  | D\_PROGRAM\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_GEO\_ID\_IDX |  |  |  |  | D\_GEOGRAPHY\_MASTER\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_UOW\_ID\_IDX |  |  |  |  | D\_UNIT\_OF\_WORK\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_INT\_ID\_IDX |  |  |  |  | D\_INTERVAL\_ID | ASC |
| F\_IVR\_SLF\_SVC\_USG\_D\_DT\_ID\_IDX |  |  |  |  | D\_DATE | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| F\_IVR\_SELF\_SVC\_D\_IVR\_SS\_PTH\_FK | PP\_D\_IVR\_SELF\_SERVICE\_PATH | Y | Y |  | D\_IVR\_SELF\_SERVICE\_PATH\_ID |
| F\_IVR\_SELF\_SVC\_D\_PRJ\_FK | PP\_D\_PROJECT | Y | Y |  | PROJECT\_ID |
| F\_IVR\_SELF\_SVC\_D\_INT\_FK | PP\_D\_INTERVAL | Y | Y |  | D\_INTERVAL\_ID |
| F\_IVR\_SELF\_SVC\_D\_DATE\_FK | PP\_D\_DATES | Y | Y |  | D\_DATE |
| F\_IVR\_SELF\_SVC\_D\_PRG\_FK | PP\_D\_PROGRAM | Y | Y |  | PROGRAM\_ID |
| F\_IVR\_SELF\_SVC\_D\_UOW\_FK | PP\_D\_UNIT\_OF\_WORK | Y | Y |  | UOW\_ID |
| F\_IVR\_SELF\_SVC\_D\_GEO\_FK | PP\_D\_GEOGRAPHY\_MASTER | Y | Y |  | GEOGRAPHY\_MASTER\_ID |