**All Tables Details**

|  |  |
| --- | --- |
| **Design Name** | Project Contact Center Production Planning |
| **Version Date** | 12.07.2013 06:46:46 |
| **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; |
| **Model Name** | Staging / Forecast Staging SubView |

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

|  |  |
| --- | --- |
| **Description** | CFG\_PROJECT\_CONFIG contains the project configuration information for a given Contact Center Production Planning implementation. The table will contain the possible combinations of Project, Program and Site that are being handled by the deployment. This table holds a history of records' attributes as they change over time and is managed via updates to the RECORD\_EFF\_DT and RECORD\_END\_DT where the current record will have a RECORD\_END\_DT = 31-DEC-2199 23:59:00. If a change to a record's attribution is identified, a new record is created with a RECORD\_EFF\_DT of the current date and a RECORD\_END\_DT of 31-DEC-2199 23:59:00. The RECORD\_END\_DT of the previous record must be set to the current date.  This table will be initialized as a part of the project deployment and the data will be managed by a Production Planning administrator outside of the normal ETL process. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 11 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | CFG\_PROJECT\_CONFIG\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | PROJECT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | PROGRAM\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | SITE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 5 | REGION\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 6 | STATE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 7 | PROVINCE\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 8 | DISTRICT\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 9 | COUNTRY\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 10 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 11 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CFG\_PROJECT\_CONFIG\_ID | Surrogate key |  |
| 2 | PROJECT\_NAME | The human readable unique identifier for the MAXIMUS project. This is the natural key for the project dimension used when the data is loaded into the dimensional model. |  |
| 3 | PROGRAM\_NAME | The human readable unique identifier for the MAXIMUS program. Examples of a program are EB, ES & CHIP. This is the natural key for the program dimension used when the data is loaded into the dimensional model. |  |
| 4 | SITE\_NAME | The human readable unique identifier for the MAXIMUS contact center site serving the project. This is the natural key for the site dimension used when the data is loaded into the dimensional model. |  |
| 5 | REGION\_NAME | The human readable unique identifier for the MAXIMUS region in which the project is located. This is the natural key for the region dimension used when the data is loaded into the dimensional model. |  |
| 6 | STATE\_NAME | The human readable unique identifier for the state in which the project is located. This is the natural key for the state dimension used when the data is loaded into the dimensional model. |  |
| 7 | PROVINCE\_NAME | The human readable unique identifier for the province in which the project is located. This is the natural key for the province dimension used when the data is loaded into the dimensional model. |  |
| 8 | DISTRICT\_NAME | The human readable unique identifier for the district in which the project is located. This is the natural key for the district dimension used when the data is loaded into the dimensional model. |  |
| 9 | COUNTRY\_NAME | The human readable unique identifier for the country in which the project is located. This is the natural key for the country dimension used when the data is loaded into the dimensional model. |  |
| 10 | 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. |  |
| 11 | RECORD\_END\_DT | This column allows for the capture of history and defines the end date for which this record is effective. The first instance of a record will have a end date of 2999/12/31. If a change to a record's attribution is identified, a new record is created with an end date of 2999/12/31 and the previously active record has its end date set to the current date. |  |

*Indexes*

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

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| CFG\_CNTCT\_Q\_CFG\_PRJCT\_CFG\_FK | STG\_CONTACT\_QUEUE | Y | Y |  | CFG\_PROJECT\_CONFIG\_ID |
| PP\_CFG\_PROD\_PLN\_CFG\_PRJ\_CFG\_FK | PP\_CFG\_PRODUCTION\_PLAN | Y | Y |  | CFG\_PROJECT\_CONFIG\_ID |
| STG\_AGENT\_CFG\_PRJCT\_CFG\_FK | STG\_AGENT | Y | Y |  | CFG\_PROJECT\_CONFIG\_ID |
| STG\_IVR\_INTRVL\_CFG\_PRJ\_CFG\_FK | STG\_IVR\_INTERVAL | Y | Y |  | CFG\_PROJECT\_CONFIG\_ID |

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

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

|  |  |
| --- | --- |
| **Number Of Columns** | 4 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | CFG\_UNIT\_OF\_WORK\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | UNIT\_OF\_WORK\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 3 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 4 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CFG\_UNIT\_OF\_WORK\_ID | Surrogate key |  |
| 2 | UNIT\_OF\_WORK\_NAME | The natural key of the unit of work. This value is used when loading the staging data into the dimensional model to lookup the correct unit of work dimension. |  |
| 3 | RECORD\_EFF\_DT | This column allows for the capture of history and defines the start date for which this record is effective. The first instance of a record will have a start date of 1900/01/01. If a change to a record's attribution is identified, a new record is created with a start date of the current date. |  |
| 4 | RECORD\_END\_DT | This column allows for the capture of history and defines the end date for which this record is effective. The first instance of a record will have an end date of 2999/12/31. If a change to a record's attribution is identified, a new record is created with an end date of 2999/12/31 and the previously active record has its end date set to the current date. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CFG\_UNIT\_OF\_WORK\_PK | PK |  |  |  | CFG\_UNIT\_OF\_WORK\_ID | ASC |
| CFG\_UNIT\_OF\_WORK\_\_UN | UK |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |
| CFG\_UNIT\_OF\_WORK\_\_IDX |  |  |  |  | UNIT\_OF\_WORK\_NAME | ASC |
|  |  |  |  |  | RECORD\_EFF\_DT | ASC |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_FCST\_INTRVL\_CFG\_UNT\_WRK\_FK | STG\_FCST\_INTERVAL | Y | Y |  | CFG\_UNIT\_OF\_WORK\_ID |

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

|  |  |
| --- | --- |
| **Description** | This "temporary table" represents the format of the forecast flat file. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 9 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | PRODUCTION\_PLAN\_NAME |  |  |  | VARCHAR | LT |  |  |  |  |
| 2 | HORIZON\_START\_DATE |  |  |  | Date | LT |  |  |  |  |
| 3 | HORIZON\_END\_DATE |  |  |  | Date | LT |  |  |  |  |
| 4 | INTERVAL\_DATE |  |  |  | Date | LT |  |  |  |  |
| 5 | INTERVAL\_START |  |  |  | VARCHAR | LT |  |  |  |  |
| 6 | INTERVAL\_END |  |  |  | VARCHAR | LT |  |  |  |  |
| 7 | UNIT\_OF\_WORK\_NAME |  |  |  | VARCHAR | LT |  |  |  |  |
| 8 | CONTACTS\_CREATED |  |  |  | NUMERIC | LT |  |  |  |  |
| 9 | ... |  |  |  |  | DOM |  |  |  |  |

|  |  |
| --- | --- |
| **Table Name** | PP\_CFG\_HORIZON |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | PP\_CFG\_HORIZON is the staging table for planning horizons. Planning horizons will be created via a read/write report and subsequently loaded into the PP\_D\_PRODUCTION\_PLAN\_HORIZON table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 10 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | CFG\_HORIZON\_ID | P |  | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 2 | CFG\_PRODUCTION\_PLAN\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | HORIZON\_START\_DATE |  |  |  | Date | DOM | Date\_0\_0\_0 | SYSDATE |  |  |
| 4 | HORIZON\_START\_HOUR |  |  |  | NUMERIC (2) | DOM | NUMERIC\_2\_0\_0 | to\_char(SYSDATE, 'HH24') |  |  |
| 5 | HORIZON\_END\_DATE |  |  |  | Date | DOM | Date\_0\_0\_0 | SYSDATE |  |  |
| 6 | HORIZON\_END\_HOUR |  |  |  | NUMERIC (2) | DOM | NUMERIC\_2\_0\_0 | to\_char(SYSDATE, 'HH24') |  |  |
| 7 | HORIZON\_NAME |  |  |  | VARCHAR (50) | DOM | VARCHAR\_0\_0\_50 |  |  |  |
| 8 | HORIZON\_DESCRIPTION |  |  |  | VARCHAR (1000) | DOM | VARCHAR\_0\_0\_1000 |  |  |  |
| 9 | CREATE\_DATE |  |  |  | Date | DOM | Date\_0\_0\_0 | SYSDATE |  |  |
| 10 | LAST\_UPDATE\_DATE |  |  |  | Date | DOM | Date\_0\_0\_0 | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 3 | HORIZON\_START\_DATE | This field represents the first day of the planning horizon. |  |
| 4 | HORIZON\_START\_HOUR | This field represents the hour of the first day of the planning horizon. |  |
| 5 | HORIZON\_END\_DATE | This field represents the last day of the planning horizon. |  |
| 6 | HORIZON\_END\_HOUR | This field represents the hour of the last day of the planning horizon. |  |
| 7 | HORIZON\_NAME | This field is a short descriptor of the planning horizon. |  |
| 8 | HORIZON\_DESCRIPTION | This field is an explanation of the purpose of the planning horizon. |  |
| 9 | CREATE\_DATE | This field indicates the date and time on which the planning horizon was created. |  |
| 10 | LAST\_UPDATE\_DATE | This field indicates the date and time on which the planning horizon was udpated. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| PP\_CFG\_HORIZON\_PK | PK |  |  |  | CFG\_HORIZON\_ID | ASC |
| PP\_CFG\_HORIZON\_\_UN | UK |  |  |  | CFG\_PRODUCTION\_PLAN\_ID | ASC |
|  |  |  |  |  | HORIZON\_START\_DATE | ASC |
|  |  |  |  |  | HORIZON\_START\_HOUR | ASC |
|  |  |  |  |  | HORIZON\_END\_DATE | ASC |
|  |  |  |  |  | HORIZON\_END\_HOUR | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| PP\_CFG\_HRZN\_PP\_CFG\_PROD\_PLN\_FK | PP\_CFG\_PRODUCTION\_PLAN | Y | Y |  | CFG\_PRODUCTION\_PLAN\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_FCST\_INTRVL\_PP\_CFG\_HRZN\_FK | STG\_FCST\_INTERVAL | Y | Y |  | CFG\_HORIZON\_ID |

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

|  |  |
| --- | --- |
| **Description** | PP\_CFG\_PRODUCTION\_PLAN is the staging table for production plans. Plans will be created via a read/write report and subsequently loaded into the PP\_D\_PRODUCTION\_PLAN table. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 6 |
| **Number Of Rows Min.** | 0 |
| **Number Of Rows Max.** | 9999999 |
| **Expected Number Of Rows** | 0 |
| **Expected Growth** | 0 |
| **Growth Interval** | Year |

*Columns*

| **No** | **Column Name** | **PK** | **FK** | **M** | **Data Type** | **DT**  **kind** | **Domain Name** | **Formula**  **(Default Value)** | **Security** | **Abbreviation** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | CFG\_PRODUCTION\_PLAN\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | CFG\_PROJECT\_CONFIG\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 3 | PRODUCTION\_PLAN\_NAME |  |  | Y | VARCHAR (50) | LT |  |  |  |  |
| 4 | PRODUCTION\_PLAN\_DESCRIPTION |  |  |  | VARCHAR (1000) | LT |  |  |  |  |
| 5 | CREATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 6 | LAST\_UPDATE\_DATE |  |  | Y | Date | LT |  | SYSDATE |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | CFG\_PRODUCTION\_PLAN\_ID | Surrogate key |  |
| 2 | CFG\_PROJECT\_CONFIG\_ID | FK to CFG\_PROJECT\_CONFIG. This associates the production plan with a project, program, site and its geographical information. |  |
| 3 | PRODUCTION\_PLAN\_NAME | The unique identifier for the production plan. This field will be used as the basis for the production plan dimension lookup when the forecast is transformed to the dimensional model. |  |
| 4 | PRODUCTION\_PLAN\_DESCRIPTION | This field contains an explanation of the reason for the production plan. |  |
| 5 | CREATE\_DATE | This field indicates the date and time on which the planning horizon was created. |  |
| 6 | LAST\_UPDATE\_DATE | This field indicates the date and time on which the planning horizon was udpated. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| CFG\_PRODUCTION\_PLAN\_PK | PK |  |  |  | CFG\_PRODUCTION\_PLAN\_ID | ASC |
| CFG\_PRODUCTION\_PLAN\_\_UN | UK |  |  |  | CFG\_PROJECT\_CONFIG\_ID | ASC |
|  |  |  |  |  | PRODUCTION\_PLAN\_NAME | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| PP\_CFG\_PROD\_PLN\_CFG\_PRJ\_CFG\_FK | CFG\_PROJECT\_CONFIG | Y | Y |  | CFG\_PROJECT\_CONFIG\_ID |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| PP\_CFG\_HRZN\_PP\_CFG\_PROD\_PLN\_FK | PP\_CFG\_HORIZON | Y | Y |  | CFG\_PRODUCTION\_PLAN\_ID |

|  |  |
| --- | --- |
| **Table Name** | STG\_FCST\_INTERVAL |
| **Functional Name** |  |
| **Abbreviation** |  |
| **Classification Type Name** |  |
| **Object Type Name** |  |

|  |  |
| --- | --- |
| **Description** | STG\_FCST\_INTERVAL is the staging table for forecast metrics. 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 intervals are constrained via a foreign key relationship to STG\_INTERVAL which specifies intervals in the accepted interval increments.  The default data sources for this data are flat files generated by Arena. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 42 |
| **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 | STG\_FCST\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 2 | CFG\_HORIZON\_ID |  | F | Y | NUMERIC (19) | DOM | NUMERIC\_19\_0\_0 |  |  |  |
| 3 | CFG\_UNIT\_OF\_WORK\_ID |  | F | Y | NUMERIC (19) | LT |  |  |  |  |
| 4 | INTERVAL\_DATE |  |  | Y | Date | LT |  |  |  |  |
| 5 | STG\_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 | STG\_EXTRACT\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 41 | STG\_LAST\_UPDATE\_DT |  |  | Y | Date | LT |  | SYSDATE |  |  |
| 42 | STG\_LAST\_UPDATE\_BY |  |  | Y | VARCHAR (30) | LT |  |  |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_FCST\_INTERVAL\_ID | Surrogate key for interval records |  |
| 2 | CFG\_HORIZON\_ID | FK to CFG\_PRODUCTION\_PLAN. This field indicates which production plan the forecast is associated with. |  |
| 3 | CFG\_UNIT\_OF\_WORK\_ID | FK to CFG\_UNIT\_OF\_WORK table. This column identifies which unit of work the forecasts are related to. |  |
| 4 | INTERVAL\_DATE | This column identifies which date the interval data is associated with and is the natural key for the date dimension when the data is loaded into the dimensional model. |  |
| 5 | STG\_INTERVAL\_ID | FK to STG\_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 | STG\_EXTRACT\_DT | Date this record was inserted into the staging table. This is used for audit purposes. |  |
| 41 | STG\_LAST\_UPDATE\_DT | Date this record was last updated. This is used for audit purposes. |  |
| 42 | STG\_LAST\_UPDATE\_BY | This field identifies which user last updated this record. This is used for audit purposes. |  |

*Indexes*

| **Index Name** | **State** | **Functional** | **Spatial** | **Expression** | **Column Name** | **Sort**  **Order** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_FCST\_INTERVAL\_PK | PK |  |  |  | STG\_FCST\_INTERVAL\_ID | ASC |
| STG\_FCST\_INTERVAL\_\_UN | UK |  |  |  | CFG\_HORIZON\_ID | ASC |
|  |  |  |  |  | INTERVAL\_DATE | ASC |
|  |  |  |  |  | CFG\_UNIT\_OF\_WORK\_ID | ASC |
|  |  |  |  |  | STG\_INTERVAL\_ID | ASC |
|  |  |  |  |  | FORECAST\_VERSION | ASC |
| STG\_FCST\_INTERVAL\_\_IDXv2 |  |  |  |  | CFG\_UNIT\_OF\_WORK\_ID | ASC |
| STG\_FCST\_INTERVAL\_\_IDXv3 |  |  |  |  | STG\_INTERVAL\_ID | ASC |

*Foreign Keys (referring to)*

| Name | Refering To | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_FCST\_INTRVL\_PP\_CFG\_HRZN\_FK | PP\_CFG\_HORIZON | Y | Y |  | CFG\_HORIZON\_ID |
| STG\_FCST\_INTRVL\_STG\_INTRVL\_FK | STG\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_FCST\_INTRVL\_CFG\_UNT\_WRK\_FK | CFG\_UNIT\_OF\_WORK | Y | Y |  | CFG\_UNIT\_OF\_WORK\_ID |

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

|  |  |
| --- | --- |
| **Description** | STG\_INTERVAL contains the records that specify the accepted interval increments. The possible interval lengths are 15, 30 and 60 minutes. Accordingly, STG\_INTERVAL contains records for each of the possible 15, 30 and 60 minute intervals in a day. This table holds a history of records' attributes as they change over time and is managed via updates to the RECORD\_EFF\_DT and RECORD\_END\_DT where the current record will have a RECORD\_END\_DT = 31-DEC-2199 23:59:00. If a change to a record's attribution is identified, a new record is created with a RECORD\_EFF\_DT of the current date and a RECORD\_END\_DT of 31-DEC-2199 23:59:00. The RECORD\_END\_DT of the previous record must be set to the current date.  The data source for this table is the Production Planning module. |
| **Notes** |  |

|  |  |
| --- | --- |
| **Number Of Columns** | 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 | STG\_INTERVAL\_ID | P |  | Y | NUMERIC (19) | LT |  |  |  |  |
| 2 | AM\_PM |  |  | Y | VARCHAR (2) | LT |  |  |  |  |
| 3 | INTERVAL\_START\_HOUR |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 4 | INTERVAL\_START\_MINUTE |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 5 | INTERVAL\_END\_HOUR |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 6 | INTERVAL\_END\_MINUTE |  |  | Y | NUMERIC (2) | LT |  |  |  |  |
| 7 | INTERVAL\_MINUTES |  |  | Y | NUMERIC (4) | LT |  | 30 |  |  |
| 8 | RECORD\_EFF\_DT |  |  | Y | Date | LT |  | to\_date('1900/01/01', 'yyyy/mm/dd') |  |  |
| 9 | RECORD\_END\_DT |  |  | Y | Date | LT |  | to\_date('2999/12/31', 'yyyy/mm/dd') |  |  |

*Columns Comments*

| **No** | **Column Name** | **Description** | **Notes** |
| --- | --- | --- | --- |
| 1 | STG\_INTERVAL\_ID | Surrogate key |  |
| 2 | AM\_PM | AM\_PM indicates whether the interval occurs in the AM or PM. |  |
| 3 | 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. |  |
| 4 | 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. |  |
| 5 | INTERVAL\_END\_HOUR | The minute of the end of the interval. E.g. if the interval ends at 12:15, then the value would be 12. |  |
| 6 | INTERVAL\_END\_MINUTE | The minute of the end of the interval. E.g. if the interval ends at 12:15, then the value would be 12. |  |
| 7 | INTERVAL\_MINUTES | The length of the interval in minutes. Acceptable values are 15, 30 and 60. |  |
| 8 | 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. |  |
| 9 | 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** |
| --- | --- | --- | --- | --- | --- | --- |
| STG\_INTERVAL\_PK | PK |  |  |  | STG\_INTERVAL\_ID | ASC |
| STG\_INTERVAL\_\_UN | UK |  |  |  | AM\_PM | ASC |
|  |  |  |  |  | INTERVAL\_START\_HOUR | ASC |
|  |  |  |  |  | INTERVAL\_START\_MINUTE | ASC |
|  |  |  |  |  | INTERVAL\_END\_HOUR | ASC |
|  |  |  |  |  | INTERVAL\_END\_MINUTE | ASC |

*Constraints*

| Type | Column / Constraint Name | Details |
| --- | --- | --- |
| Column Level | INTERVAL\_MINUTES | | Value List | | | --- | --- | | Value | Description | | 15 |  | | 30 |  | | 60 |  | |

*Foreign Keys (referred from)*

| Name | Referred From | Mandatory | Transferable | In Arc | Column Name |
| --- | --- | --- | --- | --- | --- |
| STG\_ACD\_INTRVL\_STG\_INTRVL\_FK | STG\_ACD\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_FCST\_INTRVL\_STG\_INTRVL\_FK | STG\_FCST\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_IVR\_INTRVL\_STG\_INTRVL\_FK | STG\_IVR\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |
| STG\_WFM\_INTRVL\_STG\_INTRVL\_FK | STG\_WFM\_INTERVAL | Y | Y |  | STG\_INTERVAL\_ID |