Properties

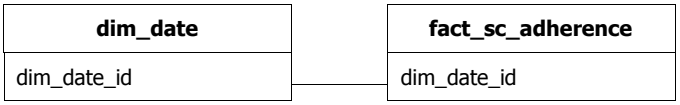
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 9:59:11 AM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {FDE99439-85AC-403E-9F27-C34EF24411CE}}
HideNewField:	False	LastUpdated:	8/22/2018 10:31:36 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	1461	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
dim_date_id	Long Integer	4
fulldate	Date With Time	8
yearnum	Double	8
yearlongname	Short Text	10
yearshortname	Short Text	10
monthnum	Byte	1
monthlongname	Short Text	20
monthshortname	Short Text	5
daynum	Byte	1
daylongname	Short Text	15
dayshortname	Short Text	5
yearmonth	Short Text	50
reportweek	Date With Time	8
calendarweek	Byte	1
weekdayflag	Byte	1
monthfirstday	Date With Time	8
monthlastday	Date With Time	8
workdaysnum	Byte	1
quarternum	Byte	1
quartername	Short Text	10

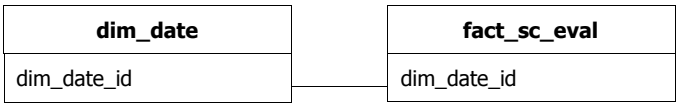
Relationships

dim_datefact_sc_adherence



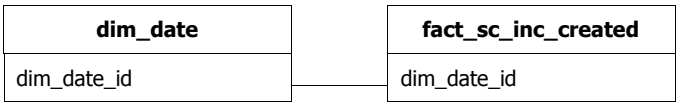
Attributes:	Not Enforced
RelationshipType:	One-To-Many

dim_datefact_sc_eval



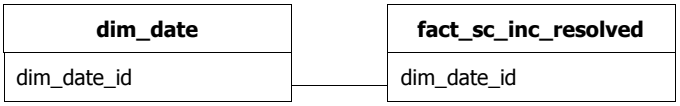
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_created



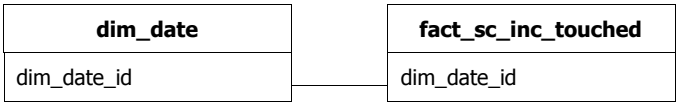
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_resolved



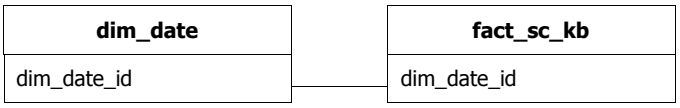
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_touched



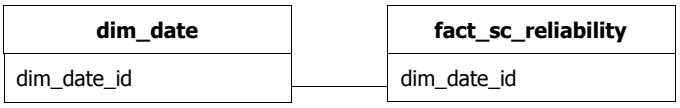
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_kb



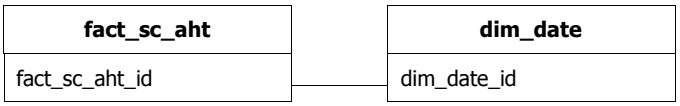
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_reliability



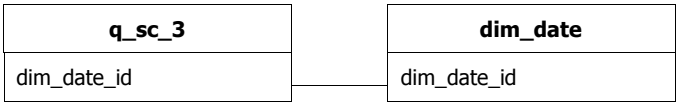
Attributes: Not Enforced
RelationshipType: One-To-Many

fact_sc_ahtdim_date



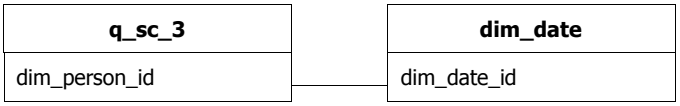
Attributes: Unique, Not Enforced
RelationshipType: One-To-One

q_sc_3dim_date



Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_date



Attributes: Not Enforced
RelationshipType: Indeterminate

Table Indexes

Name	Number of Fields
daynum	1

Clustered: False
DistinctCount: 31
Foreign: False
IgnoreNulls: False
Name: daynum
Primary: False
Required: False
Unique: False

	Fields:	
	daynum	Ascending
dim_date_id		1
	Clustered:	False
	DistinctCount:	1461
	Foreign:	False
	IgnoreNulls:	False
	Name:	dim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
monthnum		1
	Clustered:	False
	DistinctCount:	12
	Foreign:	False
	IgnoreNulls:	False
	Name:	monthnum
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	monthnum	Ascending
PrimaryKey		1
	Clustered:	False
	DistinctCount:	1461
	Foreign:	False
	IgnoreNulls:	False
	Name:	PrimaryKey
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	dim_date_id	Ascending
quarternum		1
	Clustered:	False
	DistinctCount:	4
	Foreign:	False
	IgnoreNulls:	False
	Name:	quarternum
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	quarternum	Ascending
workdaysnum		1
	Clustered:	False
	DistinctCount:	4
	Foreign:	False
	IgnoreNulls:	False
	Name:	workdaysnum
	Primary:	False

	Required:	False
	Unique:	False
	Fields:	
	workdaysnum	Ascending
yearnum		1
	Clustered:	False
	DistinctCount:	4
	Foreign:	False
	IgnoreNulls:	False
	Name:	yearnum
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	yearnum	Ascending

Properties

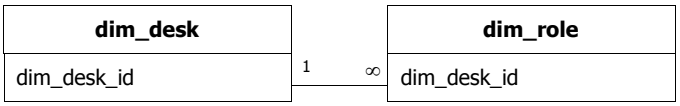
DateCreated:	8/20/2018 2:58:35 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	2	Updatable:	True

Columns

Name	Type	Size
dim_desk_id	Long Integer	4
desk_name	Short Text	50

Relationships

dim_deskdim_role



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
Index_078AEB25_E5D0_4124	1

Clustered:	False
DistinctCount:	2
Foreign:	False
IgnoreNulls:	False
Name:	Index_078AEB25_E5D0_4124
Primary:	True
Required:	True
Unique:	True
Fields:	
dim_desk_id	Ascending

Properties

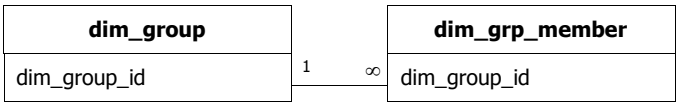
DateCreated:	8/20/2018 3:28:01 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	2	Updatable:	True

Columns

Name	Type	Size
dim_group_id	Long Integer	4
dim_person_id	Long Integer	4
dim_project_id	Long Integer	4

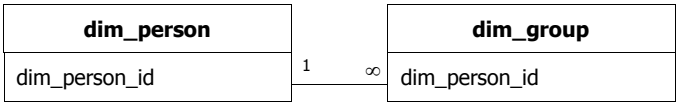
Relationships

dim_groupdim_grp_member



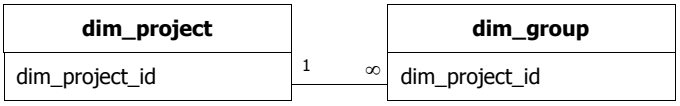
Attributes: Enforced
RelationshipType: One-To-Many

dim_persondim_group



Attributes: Enforced
RelationshipType: One-To-Many

dim_projectdim_group



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields
dim_groupdim_person_id	1

Clustered: False
DistinctCount: 2
Foreign: False

	IgnoreNulls:	False
	Name:	dim_groupdim_person_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
dim_persondim_group		1
	Clustered:	False
	DistinctCount:	2
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_persondim_group
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
dim_projectdim_group		1
	Clustered:	False
	DistinctCount:	1
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_projectdim_group
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_project_id	Ascending
Index_3FA9E62E_2100_4888		1
	Clustered:	False
	DistinctCount:	2
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_3FA9E62E_2100_4888
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	dim_group_id	Ascending

Properties

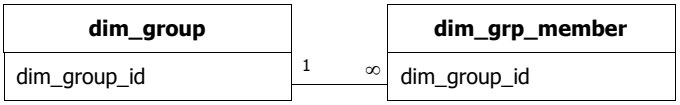
DateCreated:	8/20/2018 3:29:15 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	13	Updatable:	True

Columns

Name	Type	Size
dim_grp_member_id	Long Integer	4
dim_group_id	Long Integer	4
dim_person_id	Long Integer	4

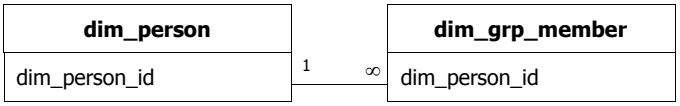
Relationships

dim_groupdim_grp_member



Attributes:	Enforced
RelationshipType:	One-To-Many

dim_persondim_grp_member



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_groupdim_grp_member	1
Clustered:	False
DistinctCount:	2
Foreign:	True
IgnoreNulls:	False
Name:	dim_groupdim_grp_member
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_group_id	Ascending
dim_persondim_grp_member	1
Clustered:	False
DistinctCount:	13

	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_persondim_grp_member
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
Index_FB234006_3187_4CEE		1
	Clustered:	False
	DistinctCount:	13
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_FB234006_3187_4CEE
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	dim_grp_member_id	Ascending

Properties

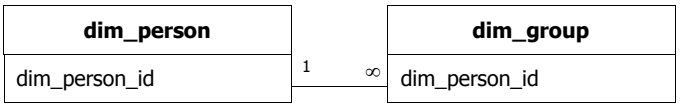
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/20/2018 3:22:26 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {89FEA09D-9084-4DE6-B2CD-F54AA809DCB2}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	14	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
dim_person_id	Long Integer	4
last_name	Short Text	100
first_name	Short Text	100
middle_name	Short Text	100
stef_id	Short Text	20
ad_id	Short Text	20
snow_id	Short Text	20
ca_id	Short Text	20
uip_id	Short Text	20
dim_role_id	Long Integer	4
comp_start_date	Date With Time	8
comp_end_date	Date With Time	8
is_active	Yes/No	1
aspect_id	Short Text	20
eaudit_id	Short Text	100

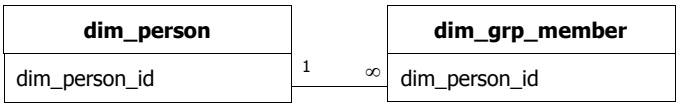
Relationships

dim_persondim_group



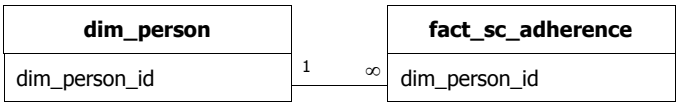
Attributes:	Enforced
RelationshipType:	One-To-Many

dim_persondim_grp_member



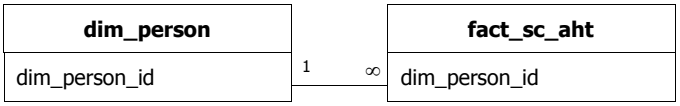
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_adherence



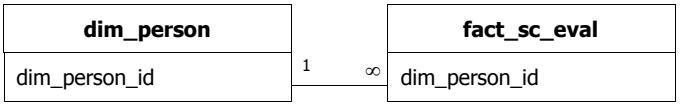
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_aht



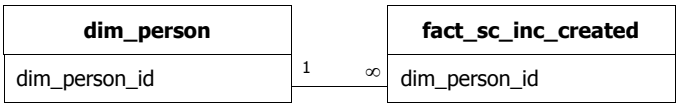
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_eval



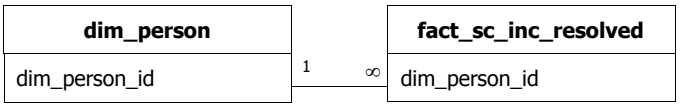
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_created



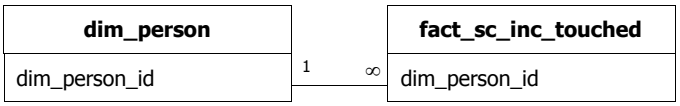
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_resolved



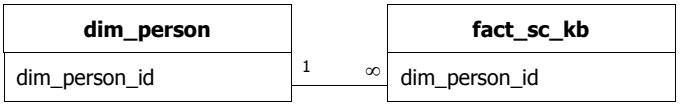
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_touched



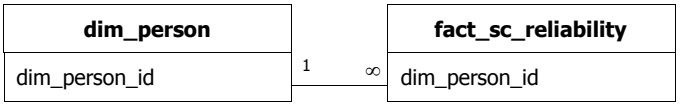
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_kb



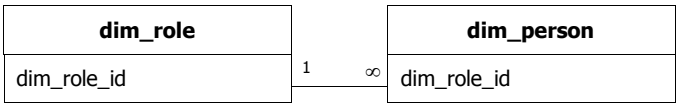
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_reliability



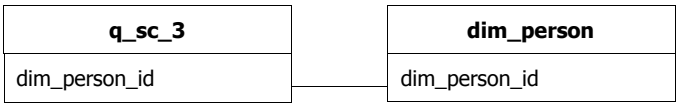
Attributes: Enforced
RelationshipType: One-To-Many

dim_roledim_person



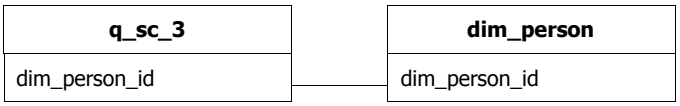
Attributes: Enforced
RelationshipType: One-To-Many

q_sc_3dim_person



Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_person



Attributes: Not Enforced
RelationshipType: Indeterminate

Table Indexes

Name	Number of Fields
dim_persondim_role_id	1
Clustered:	False
DistinctCount:	3
Foreign:	False
IgnoreNulls:	False
Name:	dim_persondim_role_id
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_role_id	Ascending
dim_roledim_person	1
Clustered:	False
DistinctCount:	3
Foreign:	True
IgnoreNulls:	False
Name:	dim_roledim_person
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_role_id	Ascending
Index_B2A2F2E8_19FC_465A	1
Clustered:	False
DistinctCount:	14
Foreign:	False
IgnoreNulls:	False
Name:	Index_B2A2F2E8_19FC_465A
Primary:	True
Required:	True

Unique:	True
Fields:	
dim_person_id	Ascending

Properties

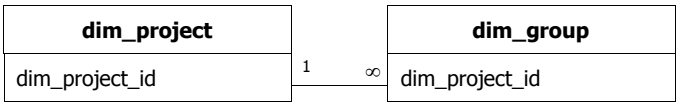
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/20/2018 3:00:24 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {D935E968-3D6F-4846-B8BE-B5A34F5B3E27}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	1	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
dim_project_id	Long Integer	4
project_name	Short Text	100
dim_site_id	Long Integer	4

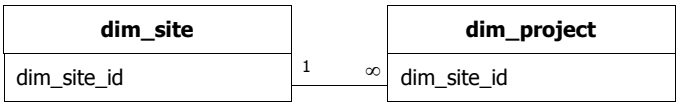
Relationships

dim_projectdim_group



Attributes: Enforced
RelationshipType: One-To-Many

dim_sitedim_project



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields
dim_sitedim_project	1
Clustered:	False
DistinctCount:	1

	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_sitedim_project
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_site_id	Ascending
Index_AA59953D_79BE_4B82		1
	Clustered:	False
	DistinctCount:	1
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_AA59953D_79BE_4B82
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	dim_project_id	Ascending

Properties

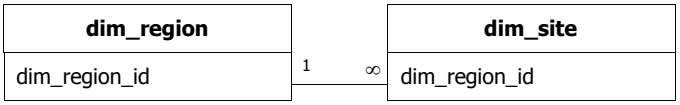
DateCreated:	8/20/2018 3:02:46 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	1	Updatable:	True

Columns

Name	Type	Size
dim_region_id	Long Integer	4
region_name	Short Text	50
region_code	Short Text	10

Relationships

dim_regiondim_site



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
Index_F6AE38CC_7890_4651	1

Clustered:	False
DistinctCount:	1
Foreign:	False
IgnoreNulls:	False
Name:	Index_F6AE38CC_7890_4651
Primary:	True
Required:	True
Unique:	True
Fields:	
dim_region_id	Ascending

Properties

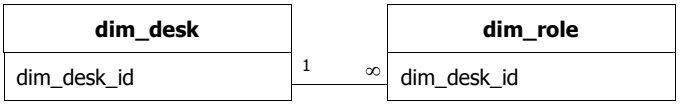
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/20/2018 3:14:07 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {AD9F1311-25E1-4A0D-9CEC-8C454CB2F44A}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	4	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
dim_role_id	Long Integer	4
role_name	Short Text	50
role_order	Byte	1
dim_desk_id	Long Integer	4

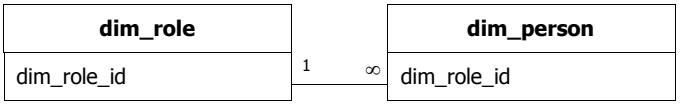
Relationships

dim_deskdim_role



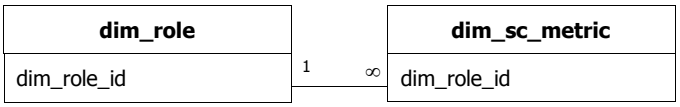
Attributes: Enforced
RelationshipType: One-To-Many

dim_roledim_person



Attributes: Enforced
RelationshipType: One-To-Many

dim_roledim_sc_metric



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_deskdim_role	1
Clustered:	False
DistinctCount:	1
Foreign:	True
IgnoreNulls:	False
Name:	dim_deskdim_role
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_desk_id	Ascending
Index_405633B1_1320_4043	1
Clustered:	False
DistinctCount:	4
Foreign:	False
IgnoreNulls:	False
Name:	Index_405633B1_1320_4043
Primary:	True
Required:	True
Unique:	True
Fields:	
dim_role_id	Ascending

Properties

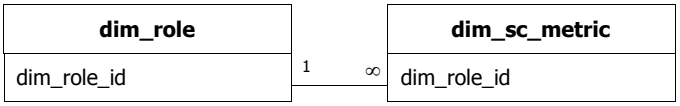
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 9:24:41 AM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {855C67AE-7AAA-4689-B168-F818CB4EA460}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	8	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
dim_sc_metric_id	Long Integer	4
metric_name	Short Text	50
metric_goal	Double	8
metric_weight	Double	8
scorecard_weight	Double	8
metric_condition	Byte	1
dim_role_id	Long Integer	4
dim_sc_metric_category_id	Long Integer	4

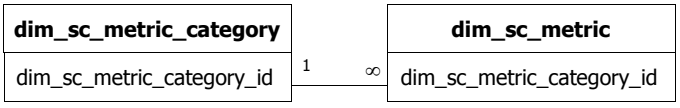
Relationships

dim_roledim_sc_metric



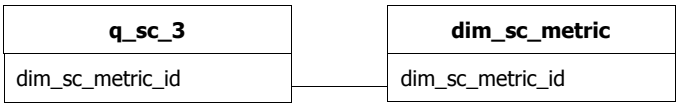
Attributes: Enforced
RelationshipType: One-To-Many

dim_sc_metric_categorydim_sc_metric



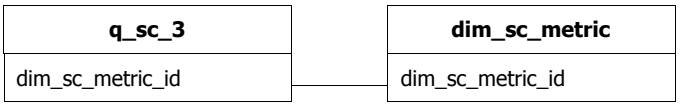
Attributes: Enforced
RelationshipType: One-To-Many

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate

Table Indexes

Name	Number of Fields
dim_roledim_sc_metric	1
Clustered:	False
DistinctCount:	1
Foreign:	True
IgnoreNulls:	False
Name:	dim_roledim_sc_metric
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_role_id	Ascending
dim_sc_metric_categorydim_sc_metric	1
Clustered:	False
DistinctCount:	3
Foreign:	True
IgnoreNulls:	False
Name:	dim_sc_metric_categorydim_sc_metric
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_sc_metric_category_id	Ascending
Index_6EDD13DF_D544_4EDF	1
Clustered:	False
DistinctCount:	8
Foreign:	False
IgnoreNulls:	False
Name:	Index_6EDD13DF_D544_4EDF
Primary:	True
Required:	True

Unique:	True
Fields:	
dim_sc_metric_id	Ascending

Properties

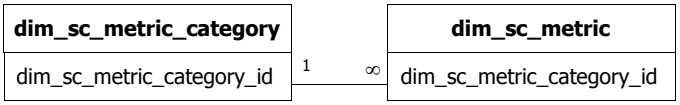
DateCreated:	8/22/2018 8:52:25 AM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	4	Updatable:	True

Columns

Name	Type	Size
dim_sc_metric_category_id	Long Integer	4
metric_category	Short Text	50

Relationships

dim_sc_metric_categorydim_sc_metric



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
Index_6E6D088E_73FF_4DEF	1

Clustered:	False
DistinctCount:	4
Foreign:	False
IgnoreNulls:	False
Name:	Index_6E6D088E_73FF_4DEF
Primary:	True
Required:	True
Unique:	True
Fields:	
dim_sc_metric_category_id	Ascending

Properties

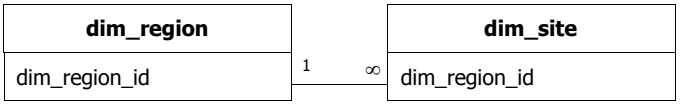
DateCreated:	8/20/2018 3:03:50 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	1	Updatable:	True

Columns

Name	Type	Size
dim_site_id	Long Integer	4
site_name	Short Text	50
site_code	Short Text	10
dim_region_id	Long Integer	4

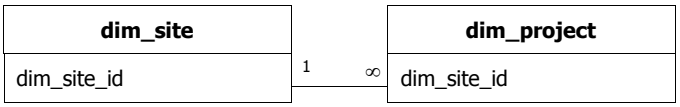
Relationships

dim_regiondim_site



Attributes:	Enforced
RelationshipType:	One-To-Many

dim_sitedim_project



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_regiondim_site	1
Clustered:	False
DistinctCount:	1
Foreign:	True
IgnoreNulls:	False
Name:	dim_regiondim_site
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_region_id	Ascending
Index_B1D1EE3D_34C6_416B	1
Clustered:	False

DistinctCount:	1
Foreign:	False
IgnoreNulls:	False
Name:	Index_B1D1EE3D_34C6_416B
Primary:	True
Required:	True
Unique:	True
Fields:	
dim_site_id	Ascending

Properties

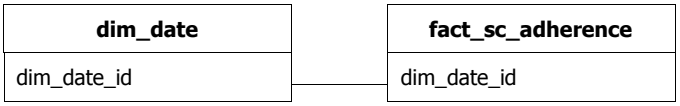
DateCreated:	8/22/2018 5:01:22 PM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	227	Updatable:	True

Columns

Name	Type	Size
fact_sc_adherence_id	Long Integer	4
dim_date_id	Long Integer	4
dim_person_id	Long Integer	4
adh_scheduled	Long Integer	4
adh_duration	Long Integer	4

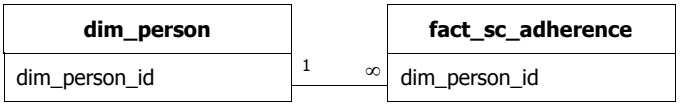
Relationships

dim_datefact_sc_adherence



Attributes:	Not Enforced
RelationshipType:	One-To-Many

dim_personfact_sc_adherence



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_personfact_sc_adherence	1
Clustered:	False
DistinctCount:	12
Foreign:	True
IgnoreNulls:	False
Name:	dim_personfact_sc_adherence
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_person_id	Ascending
fact_sc_adherencedim_date_id	1

	Clustered:	False
	DistinctCount:	31
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_adherencedim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_F293C68D_2E9A_497F		1
	Clustered:	False
	DistinctCount:	227
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_F293C68D_2E9A_497F
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_adherence_id	Ascending

Properties

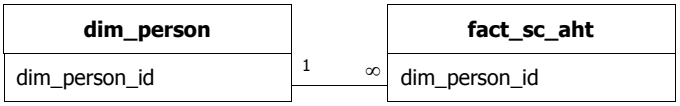
DateCreated:	8/22/2018 9:39:02 AM	GUID:	{guid {2808EE18-45FE-4748-847E-911ADCD9C17C}}
LastUpdated:	8/25/2018 2:25:15 AM	RecordCount:	188
Updatable:	True		

Columns

Name	Type	Size
fact_sc_aht_id	Long Integer	4
dim_date_id	Long Integer	4
dim_person_id	Long Integer	4
calls_inbound	Integer	2
time_talk	Long Integer	4
time_hold	Long Integer	4
time_wrap	Long Integer	4

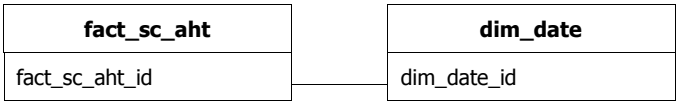
Relationships

dim_personfact_sc_aht



Attributes: Enforced
RelationshipType: One-To-Many

fact_sc_ahtdim_date



Attributes: Unique, Not Enforced
RelationshipType: One-To-One

Table Indexes

Name	Number of Fields
dim_personfact_sc_aht	1

Clustered:	False
DistinctCount:	12
Foreign:	True
IgnoreNulls:	False
Name:	dim_personfact_sc_aht
Primary:	False
Required:	False

	Unique:	False
	Fields:	
	dim_person_id	Ascending
fact_sc_ahtdim_date_id		1
	Clustered:	False
	DistinctCount:	31
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_ahtdim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_49BD60F3_11B2_4AE9		1
	Clustered:	False
	DistinctCount:	188
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_49BD60F3_11B2_4AE9
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_aht_id	Ascending

Properties

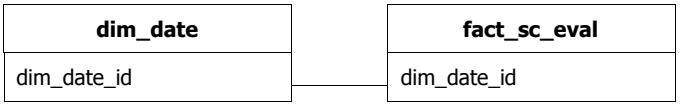
DateCreated:	8/23/2018 11:30:19 AM	LastUpdated:	8/25/2018 2:25:15 AM
RecordCount:	126	Updatable:	True

Columns

Name	Type	Size
fact_sc_eval_id	Long Integer	4
dim_person_id	Long Integer	4
audit_id	Short Text	50
audit_date	Date With Time	8
actual_points	Byte	1
total_points	Byte	1
dim_date_id	Long Integer	4

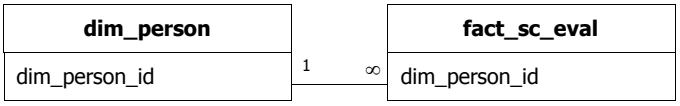
Relationships

dim_datefact_sc_eval



Attributes:	Not Enforced
RelationshipType:	One-To-Many

dim_personfact_sc_eval



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_personfact_sc_eval	1

Clustered:	False
DistinctCount:	11
Foreign:	True
IgnoreNulls:	False
Name:	dim_personfact_sc_eval
Primary:	False
Required:	False
Unique:	False

	Fields:	
	dim_person_id	Ascending
fact_sc_evaldim_date_id		1
	Clustered:	False
	DistinctCount:	22
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_evaldim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_E600D86A_B21D_4FD0		1
	Clustered:	False
	DistinctCount:	126
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_E600D86A_B21D_4FD0
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_eval_id	Ascending

Properties

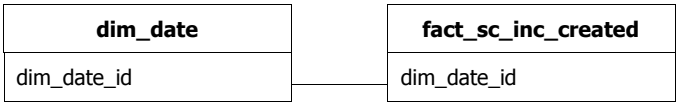
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 10:25:17 AM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {625CD379-6384-4B1A-85AF-0C3A215B17FE}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	1271	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
fact_sc_inc_created_id	Long Integer	4
opened_datetime	Date With Time	8
dim_person_id	Long Integer	4
ticket_number	Short Text	20
dim_date_id	Long Integer	4

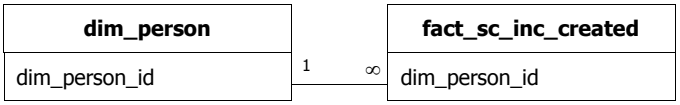
Relationships

dim_datefact_sc_inc_created



Attributes:	Not Enforced
RelationshipType:	One-To-Many

dim_personfact_sc_inc_created



Attributes:	Enforced
RelationshipType:	One-To-Many

Table Indexes

Name	Number of Fields
dim_personfact_sc_inc_created	1

	Clustered:	False
	DistinctCount:	12
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_personfact_sc_inc_created
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
fact_sc_inc_createddim_date_id		1
	Clustered:	False
	DistinctCount:	31
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_inc_createddim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_8545EE1D_C4BE_4548		1
	Clustered:	False
	DistinctCount:	1271
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_8545EE1D_C4BE_4548
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_inc_created_id	Ascending

Properties

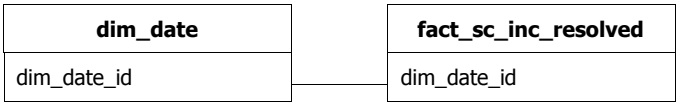
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 11:34:27 AM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {42E3440C-1946-4290-A9BA-63F37CA9BC02}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	1518	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
fact_sc_inc_resolved_id	Long Integer	4
resolved_datetime	Date With Time	8
dim_person_id	Long Integer	4
ticket_number	Short Text	20
dim_date_id	Long Integer	4

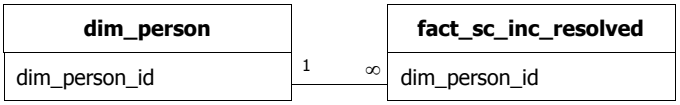
Relationships

dim_datefact_sc_inc_resolved



Attributes: Not Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_resolved



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields
dim_personfact_sc_inc_resolved	1

Clustered:	False
DistinctCount:	12
Foreign:	True
IgnoreNulls:	False
Name:	dim_personfact_sc_inc_resolved
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_person_id	Ascending

fact_sc_inc_resolveddim_date_id 1

Clustered:	False
DistinctCount:	31
Foreign:	False
IgnoreNulls:	False
Name:	fact_sc_inc_resolveddim_date_id
Primary:	False
Required:	False
Unique:	False
Fields:	
dim_date_id	Ascending

Index_8CC81CAA_59A3_430C 1

Clustered:	False
DistinctCount:	1518
Foreign:	False
IgnoreNulls:	False
Name:	Index_8CC81CAA_59A3_430C
Primary:	True
Required:	True
Unique:	True
Fields:	
fact_sc_inc_resolved_id	Ascending

Properties

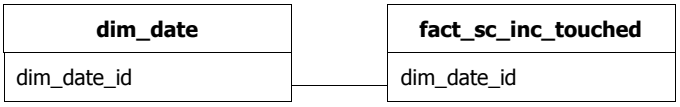
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 12:07:58 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {D9046728-7031-457E-BA8F-2E8AB4AD5AAC}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	7221	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
fact_sc_inc_touched_id	Long Integer	4
touched_datetime	Date With Time	8
dim_person_id	Long Integer	4
ticket_number	Short Text	20
dim_date_id	Long Integer	4
touched_flag	Byte	1

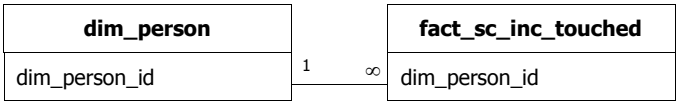
Relationships

dim_datefact_sc_inc_touched



Attributes: Not Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_touched



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields

dim_personfact_sc_inc_touched	1	
	Clustered:	False
	DistinctCount:	12
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_personfact_sc_inc_touched
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
fact_sc_inc_toucheddim_date_id	1	
	Clustered:	False
	DistinctCount:	31
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_inc_toucheddim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_B6DA3722_03E0_4397	1	
	Clustered:	False
	DistinctCount:	7221
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_B6DA3722_03E0_4397
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_inc_touched_id	Ascending

Properties

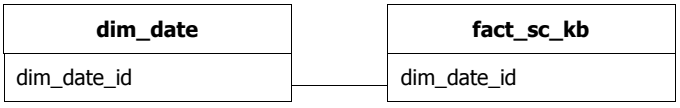
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/22/2018 1:06:03 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {010D9069-A588-4551-BEFB-0DB160984B6A}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	1124	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
fact_sc_kb_id	Long Integer	4
opened_datetime	Date With Time	8
ticket_number	Short Text	20
kb_number	Short Text	20
dim_person_id	Long Integer	4
dim_date_id	Long Integer	4
kb_mode	Short Text	10

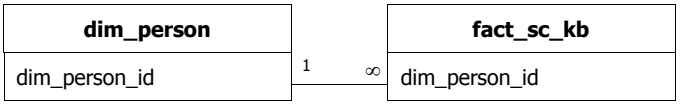
Relationships

dim_datefact_sc_kb



Attributes: Not Enforced
RelationshipType: One-To-Many

dim_personfact_sc_kb



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields

dim_personfact_sc_kb	1	
	Clustered:	False
	DistinctCount:	12
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_personfact_sc_kb
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
fact_sc_kbdim_date_id	1	
	Clustered:	False
	DistinctCount:	31
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_kbdim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_84FEFF25_C33C_4B1B	1	
	Clustered:	False
	DistinctCount:	1124
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_84FEFF25_C33C_4B1B
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_kb_id	Ascending

Properties

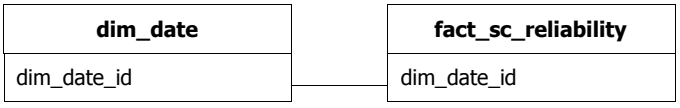
AlternateBackShade:	100	AlternateBackThemeColorIn	-1
AlternateBackTint:	100	BackShade:	100
BackTint:	100	DatasheetForeThemeColorIn	-1
DatasheetGridlinesThemeCol	-1	DateCreated:	8/23/2018 2:53:39 PM
DefaultView:	2	DisplayViewsOnSharePointSi	1
FilterOnLoad:	False	GUID:	{guid {9729AA66-A70A-4E98-9E95-A4281736BDBF}}
HideNewField:	False	LastUpdated:	8/25/2018 2:25:15 AM
NameMap:	Long binary data	OrderByOn:	False
OrderByOnLoad:	True	Orientation:	Left-to-Right
PublishToWeb:	1	ReadOnlyWhenDisconnected	False
RecordCount:	11	ThemeFontIndex:	-1
TotalsRow:	False	Updatable:	True

Columns

Name	Type	Size
fact_sc_reliability_id	Long Integer	4
dim_date_id	Long Integer	4
dim_person_id	Long Integer	4
tardy_hrs	Double	8
early_out_hrs	Double	8
absent_hrs	Double	8
sched_hrs	Double	8

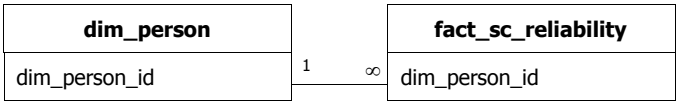
Relationships

dim_datefact_sc_reliability



Attributes: Not Enforced
RelationshipType: One-To-Many

dim_personfact_sc_reliability



Attributes: Enforced
RelationshipType: One-To-Many

Table Indexes

Name	Number of Fields

dim_personfact_sc_reliability	1	
	Clustered:	False
	DistinctCount:	11
	Foreign:	True
	IgnoreNulls:	False
	Name:	dim_personfact_sc_reliability
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_person_id	Ascending
fact_sc_reliabilitydim_date_id	1	
	Clustered:	False
	DistinctCount:	1
	Foreign:	False
	IgnoreNulls:	False
	Name:	fact_sc_reliabilitydim_date_id
	Primary:	False
	Required:	False
	Unique:	False
	Fields:	
	dim_date_id	Ascending
Index_9F115A5A_3746_40EA	1	
	Clustered:	False
	DistinctCount:	11
	Foreign:	False
	IgnoreNulls:	False
	Name:	Index_9F115A5A_3746_40EA
	Primary:	True
	Required:	True
	Unique:	True
	Fields:	
	fact_sc_reliability_id	Ascending

SQL

```
SELECT
  3 AS dim_sc_metric_id, d.monthfirstday AS dim_date_id, f.dim_person_id,
  (SUM(f.time_talk) + SUM(f.time_hold) + SUM(f.time_wrap))/SUM(f.calls_inbound) AS metric_score
FROM
  fact_sc_aht AS f INNER JOIN dim_date AS d
    ON (f.dim_date_id = d.dim_date_id)
GROUP BY
  d.monthfirstday, f.dim_person_id

UNION

SELECT
  8 AS dim_sc_metric_id, d.monthfirstday AS dim_date_id, f.dim_person_id,
  IIf(Sum(f.adh_scheduled) = 0, 0, Sum(f.adh_duration) / Sum(f.adh_scheduled)) AS metric_score
FROM
  fact_sc_adherence AS f INNER JOIN dim_date AS d
    ON (f.dim_date_id = d.dim_date_id)
GROUP BY
  d.monthfirstday, f.dim_person_id

UNION

SELECT
  2 AS dim_sc_metric_id, t.dim_date_id, t.dim_person_id,
  (SUM(r.resolved_vol)/SUM(t.touched_vol)) AS metric_score
FROM
  (SELECT
    dd.monthfirstday AS dim_date_id, ft.dim_person_id,
    SUM(ft.touched_flag) AS touched_vol
  FROM
    fact_sc_inc_touched AS ft INNER JOIN dim_date AS dd
      ON (ft.dim_date_id = dd.dim_date_id)
  GROUP BY
    dd.monthfirstday, ft.dim_person_id) AS t
  INNER JOIN
  (SELECT
    dd.monthfirstday AS dim_date_id, fr.dim_person_id,
    COUNT(fr.ticket_number) AS resolved_vol
  FROM
    fact_sc_inc_resolved AS fr INNER JOIN dim_date AS dd
      ON (fr.dim_date_id = dd.dim_date_id)
  GROUP BY
    dd.monthfirstday, fr.dim_person_id) AS r
 ON (t.dim_date_id = r.dim_date_id) AND (t.dim_person_id = r.dim_person_id)
GROUP BY
  t.dim_date_id, t.dim_person_id

UNION

SELECT
  5 AS dim_sc_metric_id, c.dim_date_id, c.dim_person_id,
  (SUM(k.tkt_kb_vol)/SUM(c.created_vol)) AS metric_score
FROM
  (SELECT
    dd.monthfirstday AS dim_date_id, fc.dim_person_id,
    Count(fc.ticket_number) AS created_vol
  FROM
    dim_date AS dd INNER JOIN fact_sc_inc_created AS fc
      ON dd.dim_date_id = fc.dim_date_id
  GROUP BY
    dd.monthfirstday, fc.dim_person_id) AS c
  INNER JOIN
  (SELECT
```

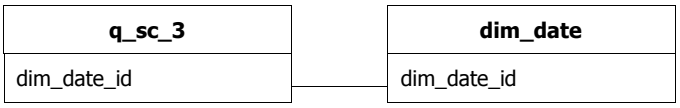
```
    dd.monthfirstday AS dim_date_id, fc.dim_person_id,
    Count(fk.kb_number) AS tkt_kb_vol
  FROM
    (dim_date AS dd INNER JOIN fact_sc_inc_created AS fc
      ON dd.dim_date_id = fc.dim_date_id) LEFT JOIN fact_sc_kb AS fk
      ON (fc.dim_date_id = fk.dim_date_id) AND (fc.ticket_number = fk.ticket_number) AND (fc.dim_person_id
= fk.dim_person_id)
  GROUP BY
    dd.monthfirstday, fc.dim_person_id) AS k
  ON (c.dim_date_id = k.dim_date_id) AND (c.dim_person_id = k.dim_person_id)
GROUP BY
  C.dim_date_id, c.dim_person_id

UNION

SELECT
  1 AS dim_sc_metric_id, d.monthfirstday AS dim_date_id, f.dim_person_id,
  IIf( SUM(f.total_points) = 0, 0, SUM(f.actual_points)/SUM(f.total_points) ) AS metric_score
FROM
  fact_sc_eval AS f INNER JOIN dim_date AS d
    ON (f.dim_date_id = d.dim_date_id)
GROUP BY
  d.monthfirstday, f.dim_person_id

UNION SELECT
  7 AS dim_sc_metric_id, d.monthfirstday AS dim_date_id, f.dim_person_id,
  1 - ((SUM(f.tardy_hrs) + SUM(f.early_out_hrs) + SUM(f.absent_hrs)) / SUM(f.sched_hrs)) AS metric_score
FROM
  dim_date AS d INNER JOIN fact_sc_reliability AS f
    ON d.dim_date_id = f.dim_date_id
GROUP BY
  d.monthfirstday, f.dim_person_id;
```

Columns

Name	Type	Size
dim_sc_metric_id	Long Integer	4
dim_date_id	Date With Time	8
dim_person_id	Long Integer	4
metric_score	Double	8

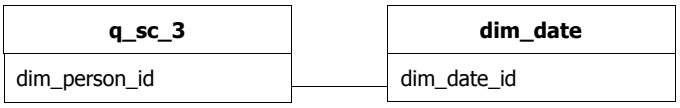
Relationships

q_sc_3dim_date



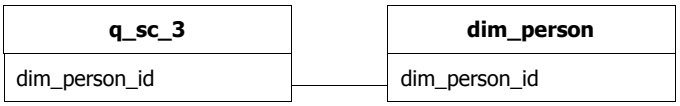
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_date



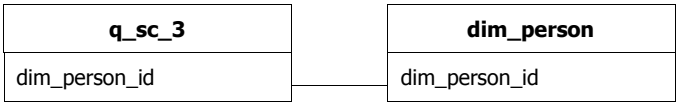
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_person



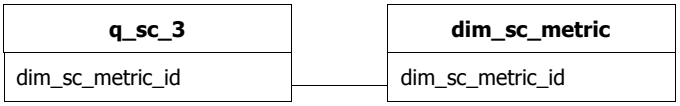
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_person



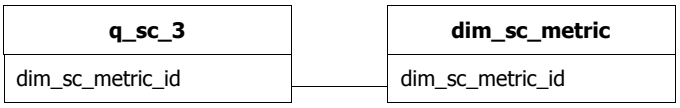
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate

Properties

AccessVersion:	09.50	AllowBuiltInToolbars:	True
AllowDatasheetSchema:	True	AllowFullMenus:	True
AllowShortcutMenus:	True	AllowSpecialKeys:	True
AllowToolbarChanges:	True	ANSI Query Mode:	1
AppTitle:	Agent Scorecard Data WareHouse	Auto Compact:	0
CheckTruncatedNumFields:	1	Clear Cache on Close:	0
CollatingOrder:	General	DesignWithData:	True
HasOfflineLists:	70	NavPane Category Name:	Custom
NavPane Category:	4	NavPane Closed:	1
NavPane Sort By:	1	NavPane View By:	0
NavPane Width:	215	Never Cache:	0
Picture Property Storage For	0	ProjVer:	140
QueryTimeout:	60	RecordsAffected:	0
Show Navigation Pane Searc	1	Show Values in Indexed:	1
Show Values in Non-Indexed	1	Show Values in Remote:	0
Show Values Limit:	1000	ShowDocumentTabs:	True
StartUpShowDBWindow:	True	StartUpShowStatusBar:	True
Theme Resource Name:	Office Theme	Themed Form Controls:	1
Transactions:	True	Updatable:	True
Use Microsoft Access 2007 c	0	UseAppIconForFrmRpt:	False
UseMDIMode:	0	Version:	12.0
WebDesignMode:	0		

User Permissions

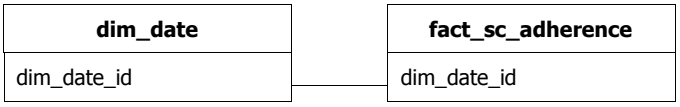
admin	Delete, Read Permissions, Set Permissions, Change Owner, Open/Run, Open Exclusive

Group Permissions

Admins	Delete, Read Permissions, Set Permissions, Change Owner, Open/Run, Open Exclusive
Users	Delete, Read Permissions, Set Permissions, Change Owner, Open/Run, Open Exclusive

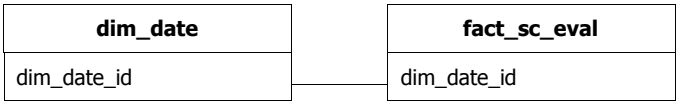
Relationships

dim_datefact_sc_adherence



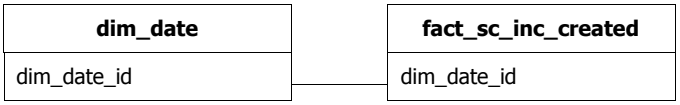
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_eval



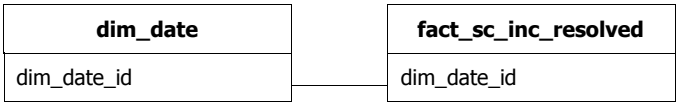
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_created



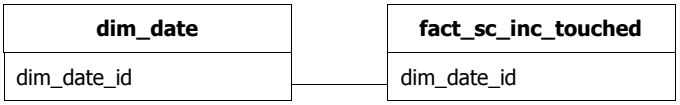
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_resolved



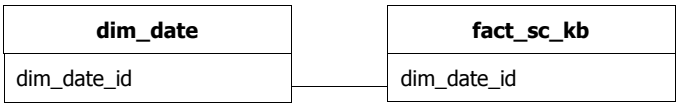
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_inc_touched



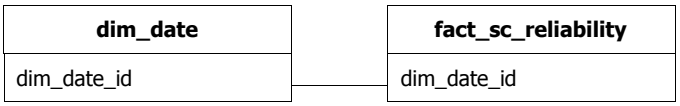
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_kb



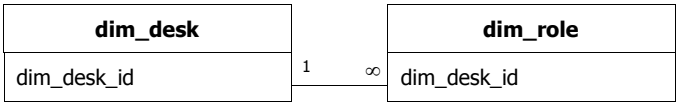
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_datefact_sc_reliability



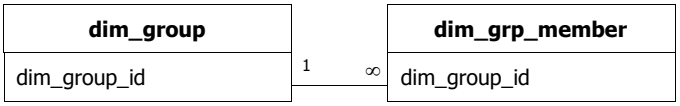
Attributes: Not Enforced
RelationshipType: One-To-Many

dim_deskdim_role



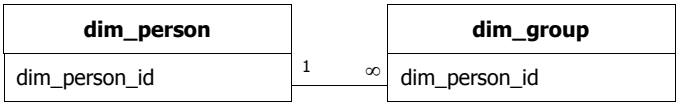
Attributes: Enforced
RelationshipType: One-To-Many

dim_groupdim_grp_member



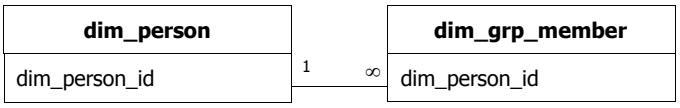
Attributes: Enforced
RelationshipType: One-To-Many

dim_persondim_group



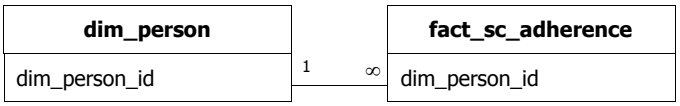
Attributes: Enforced
RelationshipType: One-To-Many

dim_persondim_grp_member



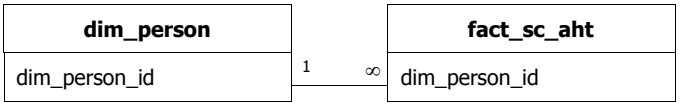
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_adherence



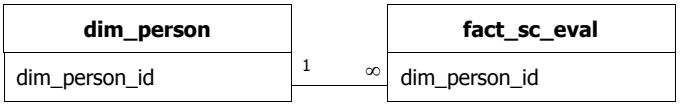
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_aht



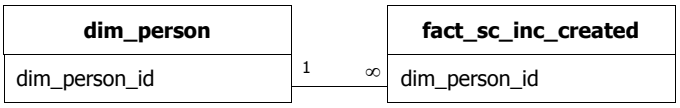
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_eval



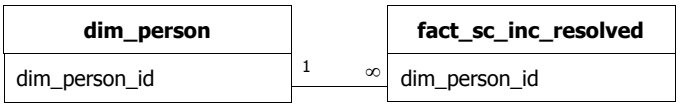
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_created



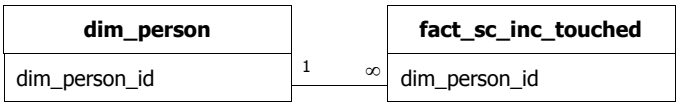
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_resolved



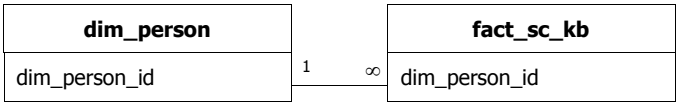
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_inc_touched



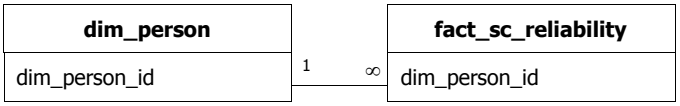
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_kb



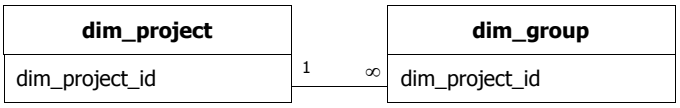
Attributes: Enforced
RelationshipType: One-To-Many

dim_personfact_sc_reliability



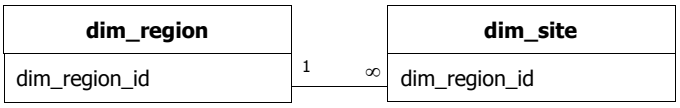
Attributes: Enforced
RelationshipType: One-To-Many

dim_projectdim_group



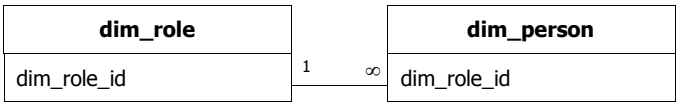
Attributes: Enforced
RelationshipType: One-To-Many

dim_regiondim_site



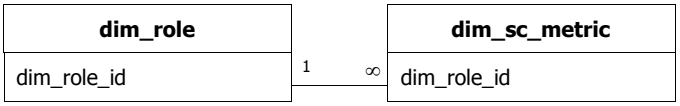
Attributes: Enforced
RelationshipType: One-To-Many

dim_roledim_person



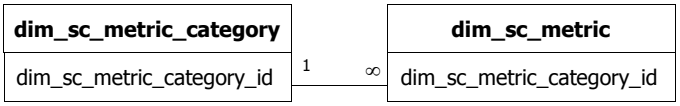
Attributes: Enforced
RelationshipType: One-To-Many

dim_roledim_sc_metric



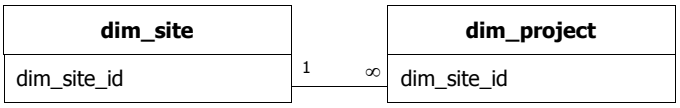
Attributes: Enforced
RelationshipType: One-To-Many

dim_sc_metric_categorydim_sc_metric



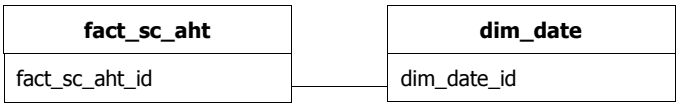
Attributes: Enforced
RelationshipType: One-To-Many

dim_sitedim_project



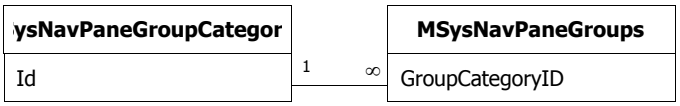
Attributes: Enforced
RelationshipType: One-To-Many

fact_sc_ahtdim_date



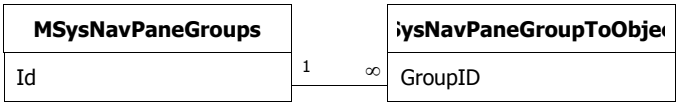
Attributes: Unique, Not Enforced
RelationshipType: One-To-One

MSysNavPaneGroupCategoriesMSysNavPaneGroups



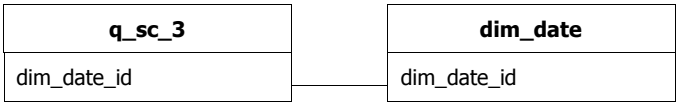
Attributes: Enforced, Cascade Updates, Cascade Deletes
RelationshipType: One-To-Many

MSysNavPaneGroupsMSysNavPaneGroupToObjects



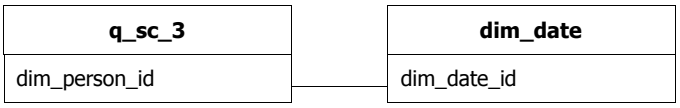
Attributes: Enforced, Cascade Updates, Cascade Deletes
RelationshipType: One-To-Many

q_sc_3dim_date



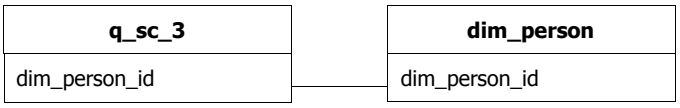
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_date



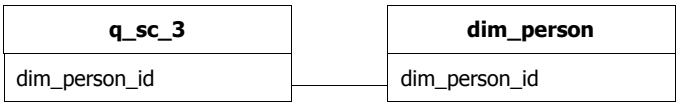
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_person



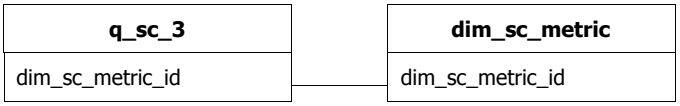
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_person



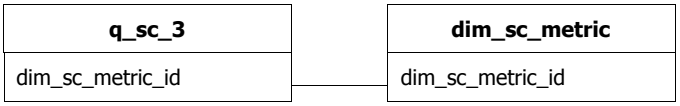
Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate

q_sc_3dim_sc_metric



Attributes: Not Enforced
RelationshipType: Indeterminate